



GLASSER AUSTRALIA

IGNITE THE POWER OF CHOICE

ANNUAL REPORT
2023-2024

www.glasseraustralia.com.au

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As an organisation with national reach, we extend our respect to all Elders and First Nations Peoples across Australia. 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.

Glasser Australia Annual Report 2023 – 2024

Reporting Period.

This report is for the period 1 July 2023 – 30 June 2024.

Board Attendance.

Total Regular Meetings

Susan Fleming - 11

Jodie Paterson - 9

Jo Astorini - 11

Cath Whalan - 8

Rebecca Lane - 8

Sarah Rudling - 10

Duncan Davison – 8 (commenced October 2023)

Peter Zanol - 6 (commenced October 2023)

Jane Newman - 9

Louise Baxter - 2 (resigned September 2023)

Cath Dillon - 1 (resigned September 2023)

Annual General Meeting.

Board Attendance: Susan Fleming, Louise Baxter, Cath Whalan, Cath Dillon, Jodie Paterson and Jo Astorini

Apologies: Jane Newman, Bec Lane, Sarah Rudling

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's office in the first instance:

Tel: 0427 667 385

Email: gaadmin@glasseraustralia.com.au

Positions

Board Directors 2023 – 2024.

| | |
|------------------------------------|----------------|
| President | Susan Fleming |
| Fifth Director | Jodie Paterson |
| Treasurer | Jo Astorini |
| Secretary | Cath Whalan |
| Training Officer | Rebecca Lane |
| Board Director | Sarah Rudling |
| Board Director | Duncan Davison |
| Board Director | Peter Zanol |
| International Board Representative | Jane Newman |

Employed Staff.

| | |
|------------------------|--------------|
| Administration Officer | Paula Baxter |
|------------------------|--------------|

Regional Coordinators.

| | |
|---------------------------|--------------------|
| Northern Territory | John Cooper |
| Hunter, New South Wales | Vacant |
| Sydney, New South Wales | Michelle Sandri |
| Darling Downs, Queensland | John Archibald |
| South East Queensland | Vacant |
| South Australia | Christine Duffield |
| Victoria | Cathy Dillon |
| Western Australia | Alison Turner |

Faculty

Senior Faculty.

Maggie Bolton
Mary Ellen Davis
Mary Farrell-Jones
Garry Garnaut
Judy Hatswell
Ivan Honey
Gwen Sands
Rob Stones

Basic Intensive Instructors.

| | |
|--------------------|-------------------|
| John Archibald | Aminta Miller |
| Sue Berry | Jane Newman |
| Jenny Boyall | Gerard O'Brien |
| Mark Burnard | Helen Parker |
| Debbie Buscall | Jodie Paterson |
| Deb Cox | Sarah Rudling |
| Duncan Davison | Jeff Steedman |
| Christine Duffield | Nancy Snow |
| Susan Fleming | Kalikamurti Suich |
| Glenys Gardam | Narelle Vazquez |
| Max Greive | Cath Whalan |
| Sylvia Habel | Kylie Walker |
| Laura Halliday | |
| Colleen Hope | |
| Rebecca Lane | |

Practicum Supervisors.

| | |
|---------------|-----------------|
| Chris Bolton | Marinela Mendes |
| Di Childs | Cathy O'Toole |
| Kerri Hodgson | |
| David Hyatt | |

Statement of Strategic Intent 2023- 2026

Glasser Australia promotes and supports the teaching, learning and practice of Choice Theory – a psychological framework that provides an opportunity to understand:

- How and why people behave.
- Competency based conversations that facilitate change and encourage self-evaluation and personal responsibility.
- How to lead for maximum engagement and productivity whilst prioritising respectful relationships.



Our Purpose

To enhance people's capacity to cultivate connected and caring relationships with themselves and others to live meaningful lives.

What we do

Glasser Australia's Board oversees the quality, integrity and promotion of Glasser endorsed Choice Theory training programs within Australia's Human Services, Education, Business and Community sectors. We provide opportunities for members to share their impact of these principles in society.

How we do it

| Integrity – the way we work | | Connection – how we work | | Quality – the word we produce | |
|-----------------------------|----------------|--------------------------|----------|-------------------------------|--------------|
| Trust | Accountability | Engagement | Teamwork | Clarity | Productivity |

Guiding Principles

Accepting, Negotiating, Listening, Encouraging, Respecting, Supporting & Trusting

| Strategic Pillars | Collaborate, Lead & Influence | Governance | Support Training and Faculty Growth |
|----------------------|--|--|---|
| Strategic Activities | <ul style="list-style-type: none"> • Grow quality relationships with members. • Clarify Glasser Australia's place. • Demonstrate credibility through a content marketing strategy. • Grow revenue. | <ul style="list-style-type: none"> • Develop a lead management aligned governance structure to meet organisational, legal and ACNC requirements. • Ensure compliance with ACNC. • Produce an Annual Report. | <ul style="list-style-type: none"> • Develop flexible learning options that diversify and build sustainability. • Engage faculty in professional development opportunities to promote growth and quality practices. • Promote growth of CT/RT/LM in education and Glasser Schools Accreditation Program. • Explore Quality Business Accreditation programs. • Promote the growth of Reality Therapy as a recognised therapeutic modality within the human services sector. |

President's Report

Susan Fleming



As President, it gives me great pleasure to report that as an organization we continue to flourish and grow. I wish to thank all those including board members, faculty and general members who have contributed to this growth.

The key highlights and achievements for the 2023/24 year are:

- A full review of our organizations policies and procedures were undertaken by the governance committee to ensure that we meet the statutory requirements of ACNC.
- A new website was re developed and will be launched later this year. As well as a review undertaken of our membership model by the Collaborative Lead and Influence Pillar.
- The Support Training and Faculty Growth Pillar updated our training policy in consultation with Faculty, to align it with the new WGI training policy up to Certification. Our Faculty manual has also being reviewed.
- There has been an increase in growth of our faculty – An additional Senior Faculty member, more endorsed BIT instructors, and more Practicum supervisors in training which helps build sustainability.
- The stakeholder's group for the Human Services sector is implementing the recommendations from the Social Workers placement report, based on survey feedback from human service workers trained in Choice Theory about what they wanted, which would help achieve credibility for Choice Theory as a therapeutic modality.
- During 2023 /2024, Nundah and Everton Park primary schools in Brisbane were co-verified as Glasser Quality Schools, which increases our number to five Quality Schools in Australia. More schools are taking the journey to Quality Schooling and implementing Choice Theory in educational settings

Further information about our progress can be found in the Pillar reports, which forms part of this AGM report.

During the year, two face-to-face Board meetings were held in Port Macquarie. One in late 2023 and another early 2024. The main objectives of these meetings were to ensure that the members of the board, who are all volunteers, understood the governance responsibilities and their accountabilities as Board members. Time was spent gaining clarity of vision, working closely together to identify each other's strengths and skill sets, developing GA's new 2023 -2026 Strategic Plan and reviewing relevant policies and procedures to promote GA's growth and success. Effective strategic planning ensures that GA sets clear goals, aligns its resources to meet its statutory requirements, stays focused on its mission and vision. This facilitates more efficient progress on important matters relating to Board business and our organization. This is an exciting time as we build on the work done by previous boards to achieve GA's continued growth and success. We are still looking for a skill-based board member who can work as our Marketing consultant to strengthen our marketing efforts. If you have an interest or skills in this area, please contact us.

We are looking forward to holding another successful conference at Twin Towns, Coolangatta 4th– 6th October 2024 and Faculty Day on 7th October. We are continuing our innovation of providing a preconference day workshop. The workshop this year is "Connect with Compassion" featuring Associate Professor James Kirby as keynote speaker. A large contingent of Australians attended and presented at the WGI international conference in Chicago. Australia will be hosting the 2026 WGI international conference at Twins Towns Coolangatta.

The next WGI Symposium is on 14th September 2024, entitled "Dr Glasser – New Reality Therapy." I encourage all Faculty and those who are certified to attend, as it will involve a discussion how the New Reality therapy is different from the way many of us were trained and the implications this may have on what we focus on in the future in relation to how we teach and share Choice Theory ideas.

As one of our key strategic goals is to promote sustainability and growth within, and of GA, I am not nominating for re-election as President. This gives the opportunity for someone from a younger cohort to take on a leadership role. I will however, remain on the Board as Immediate President and continue to chair of the Promote Training and Faculty Growth pillar. The work of the pillars is paramount in moving our organisation forward as the Board is made up entirely of volunteers. If anyone upon reading the pillar reports, has an interest in a particular area, please contact the chair who I am sure will gladly welcome you to join with them in their work. "Never underestimate the power of one" and that "Together we can achieve more".

A massive thanks also to Paula who continues to provide ongoing support as the Office Administrator, always willing to help whoever calls and keeps things running smoothly. One of the things I love 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, 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 seeing and connecting with many of you at our conference in October. I also thank everyone who has supported and worked with me as President over the last 2 years. It is indeed a privilege and honour to serve in an organisation that promotes quality relationships and the empowerment of us all to have more effective control of our lives. Let's all keep working together, using connecting habits to build a better and compassionate world.

Treasurer's Report

Jo Astorini



Glasser Australia's purpose is to inspire effective connections through quality relationships with self and others, using the guiding principles of integrity, connection and quality. The Board lead manages GA Faculty and members to build trust and inspire purpose, belonging and sustainability of the organisation.

The Glasser Australia unaudited report shows a profit of \$55974.04
The operating profit/loss for Glasser Australia for the year was \$57376.37

Training and Membership Income for 2023 – 2024

| | |
|-----------------------------|--------------|
| Basic Intensive Training | \$131,022.50 |
| Advanced Intensive Training | \$2,800.00 |
| Faculty Training | \$37,830.89 |
| Basic Practicum Training | \$3,377.28 |
| Advanced Practicum Training | \$450.01 |
| Certification Training | \$16,736.38 |
| Regular Membership | \$2,272.75 |
| Corporate Membership | \$900.00 |
| Faculty Membership | \$9,927.13 |

The cash flow for the year has remained consistent. Balances of the bank accounts as of 30/6/2024 are:

| | |
|---------------------|--------------|
| General Account | \$201,378.98 |
| Conference Account | \$37,909.28 |
| Scholarship Account | \$13,261.12 |
| Credit Card Account | \$249.35 |
| Term Deposit | \$50,000.00 |

The following detailed financial reports are included at the end of this report:

- Balance sheet as at the 30 June 2024
- Profit and Loss from 1 July 2023 to 30 June 2024

Glasser Australia continues to maintain a strong financial position. The financial activities and investments made during the year are aligned with our long-term growth objectives and commitment for Glasser Australia.

KEY FINANCIAL 2023-2024 ACTIVITIES:

1. Face to Face Board Meetings: - The Board met twice during the last financial year. Costs associated with these meetings amounted to \$11,316.08. These face-to-face meetings were beneficial in establishing new and existing connections and relationships. The 2024-2026 Strategic Intent Plan was created, and skill-based pillar groups established to drive growth and implement the 2024-2026 Strategic Intent Plan.

2. Glasser Australia Website Restoration: - A significant investment of \$11,387.84 was made to revamp the existing website. The upgrade is to provide current information, enhance user-friendliness, and ensure relevant content.

3. WGI William Glasser Institute Fees: - The fees for the 2023-2024 period were paid in full in AUD (Australian Dollars). Although the difference in USD exchange rate is tracked as an outstanding provision and has been written off to reflect the correct trade creditor's amount in finance reports.

4. International Representation: - Glasser Australia supported Jane Newman, our International Representative, by contributing \$3,000.00 towards her travel expenses for her to attend the William Glasser International conference in Chicago in July 2024.

5. Glasser Australia Conference October 2024 and WGI International Conference 2026

Please note the balance sheet amount of \$32,732.79 is for Conference income and expenses in advance as at 30/6/24. This includes the deposit for the venue for the 2026 International Conference being held on the Gold Coast and postcard expenses.

Profit and Loss Statement

| Glasser Australia 1 Merritt Street FLINDERS VIEW QLD 4305 Profit & Loss Statement July 2023 To June 2024 | | | | |
|---|--|--------------|--------------|--------------|
| INCOME | | | | |
| Credit Card fee | | | \$1.00 | |
| TRAINING | | | | |
| AIT Fees | | \$2,800.00 | | |
| BIT Fees | | \$131,022.50 | | |
| Certification Training | | \$16,736.38 | | |
| Basic Practicum | | \$3,377.28 | | |
| Advanced Practicum | | \$450.01 | | |
| Total TRAINING | | | \$154,386.17 | |
| FACULTY TRAINING FEES | | | | |
| PSPT | | \$26,580.91 | | |
| PSPT LOI | | (\$136.38) | | |
| PSPE | | \$4,354.55 | | |
| BIIE | | \$6,531.81 | | |
| Senior Faculty Fees | | \$500.00 | | |
| Total FACULTY TRAINING FEES | | | \$37,830.89 | |
| MEMBERSHIP FEES | | | | |
| Faculty Memberhip | | \$9,927.13 | | |
| Regular Membership | | \$2,272.75 | | |
| Corporate Membership | | \$900.00 | | |
| Total MEMBERSHIP FEES | | | \$13,099.88 | |
| CONFERENCE | | | | |
| Conference Functions | | (\$363.64) | | |
| Total CONFERENCE | | | (\$363.64) | |
| Quality Schools | | | | |
| Quality School application fee | | \$500.00 | | |
| Bank Interest | | | \$1,735.37 | |
| Books | | | \$191.45 | |
| Miscellaneous Income | | | \$188.14 | |
| Finance Charges | | | \$478.31 | |
| Total INCOME | | | | \$208,047.57 |
| COST OF SALES | | | | |
| Purchases - Books | | | \$241.01 | |
| Total COST OF SALES | | | | \$241.01 |
| Gross Profit | | | | \$207,806.56 |
| EXPENSES | | | | |
| GENERAL EXPENSES | | | | |
| Bank Fees | | \$3.37 | | |
| Tyro fees | | \$252.04 | | |
| Credit Card Fee | | (\$49.80) | | |
| stripe fee | | \$840.57 | | |
| Total GENERAL EXPENSES | | | \$1,046.18 | |
| FACULTY TRAINING | | | | |
| Instructors Accommodation | | \$3,609.55 | | |
| Instructors Fees | | \$28,478.40 | | |
| Instructors Internal Travel | | \$1,754.01 | | |
| Instructors Per Diem | | \$193.10 | | |

| | | | |
|---------------------------------------|---------------|--------------------|---------------------|
| Catering/Participants Training | \$1,930.91 | | |
| Organisers Fee | \$163.64 | | |
| Print of Certificate Training | \$1,095.45 | | |
| Total FACULTY TRAINING | | \$37,225.06 | |
| BOARD COSTS | | | |
| Accommodation | \$3,937.27 | | |
| Catering - Board Meetings | \$1,130.90 | | |
| Travel | \$6,247.91 | | |
| Total BOARD COSTS | | \$11,316.08 | |
| INSURANCES | | | |
| Workers Comp. | \$509.46 | | |
| Voluntary Workers Cover | \$2,128.47 | | |
| Business Insurance | \$430.00 | | |
| Total INSURANCES | | \$3,067.93 | |
| OFFICE EXPENSES | | | |
| Office expenses | \$397.27 | | |
| Computing | \$1,783.45 | | |
| Electricity related party transaction | \$2,094.48 | | |
| Postage - Office | \$246.91 | | |
| Internet | \$104.95 | | |
| Web Page | \$414.53 | | |
| Website maintenance | \$11,387.84 | | |
| Printing & Photocopying | \$1,992.66 | | |
| Stationery | \$432.97 | | |
| Telephone / Fax | \$1,092.37 | | |
| Myob Subscription | \$1,593.42 | | |
| Total OFFICE EXPENSES | | \$21,540.85 | |
| WGI AFFILIATION | | | |
| Training Fees WGI | \$19,024.72 | | |
| Write off provision for Exchange Rate | (\$16,330.37) | | |
| International Board | \$3,000.00 | | |
| Total WGI AFFILIATION | | \$5,694.35 | |
| FACULTY DAY EXPENSES | | | |
| Board Air Fares | \$380.29 | | |
| Total FACULTY DAY EXPENSES | | \$380.29 | |
| PAYROLL EXPENSES | | | |
| Wages | \$63,492.75 | | |
| Superannuation | \$6,666.70 | | |
| Total PAYROLL EXPENSES | | \$70,159.45 | |
| Total EXPENSES | | | \$150,430.19 |
| Operating Profit | | | \$57,376.37 |
| Total Other Income | | | \$0.00 |
| Other Expenses | | | |
| Other Expenses | | | |
| Flowers | \$376.22 | | |
| Gifts | \$98.14 | | |
| Total Other Expenses | | \$474.36 | |
| Refunds | | | |
| Conference Refund | \$246.69 | | |
| Membership Refund | \$681.28 | | |
| Total Refunds | | \$927.97 | |
| Total Other Expenses | | | \$1,402.33 |
| Net Profit/(Loss) | | | \$55,974.04 |

Balance Sheet

Glasser Australia
1 Merritt Street
FLINDERS VIEW QLD 4305

Balance Sheet

As of June 2024

| Assets | | | | |
|----------------------------------|--|--------------|---------------|--------------|
| GA General Account | | | \$201,378.98 | |
| GA Conference account | | | \$37,909.28 | |
| GA Scholarship account | | | \$13,261.12 | |
| GA Term Deposit | | | \$50,000.00 | |
| Trade Debtors | | | \$7,339.01 | |
| Office Equipment At Cost | | | \$15,621.52 | |
| Equipment Accumulated Dep | | | (\$15,021.66) | |
| Sale of office equipment | | | (\$318.18) | |
| Stock on Hand | | | \$2,660.39 | |
| Total Assets | | | | \$312,830.46 |
| Liabilities | | | | |
| Current Liabilities | | | | |
| GA Mastercard account | | (\$249.35) | | |
| Trade Creditors | | \$2,980.00 | | |
| Superannuation Payable | | \$523.32 | | |
| PAYG Withholding Payable | | \$6,263.00 | | |
| Provision for Annual Leave | | \$9,733.81 | | |
| Provision for Long Service Leave | | \$10,175.23 | | |
| Total Current Liabilities | | | \$29,426.01 | |
| Income in Advance | | | | |
| Conference Prepayments | | \$32,732.79 | | |
| GST Liabilities | | | | |
| GST Collected | | \$15,831.64 | | |
| GST Paid | | (\$3,800.39) | | |
| ATO Running Balance Account | | (\$7,169.00) | | |
| Total GST Liabilities | | | \$4,862.25 | |
| Total Liabilities | | | | \$67,021.05 |
| Net Assets | | | | \$245,809.41 |
| Equity | | | | |
| Retained Earnings | | | \$190,693.62 | |
| Current Earnings | | | \$55,974.04 | |
| Historical Balancing Account | | | (\$858.25) | |
| Total Equity | | | | \$245,809.41 |

Strategic Pillar Reports

Pillar: Collaborate, Lead and Influence

This report relates to the Collaborate, Lead & Influence Pillar for the current Glasser Australia (GA) Strategic Plan.

| | |
|--|--|
| Committee Members | Peter Zanol (Chair), Jodie Paterson, Sarah Rudling, Jane Newman, Maureen Sansom and Duncan Davison, |
| Introduction | <p>This pillar is under the direction of the Glasser Australia Board, focusing on moving forward by discussing issues to meet the demands of Australian society.</p> <p>Great work has been on this pillar over the last year. Many thanks goes to the team for the time and energy spent working through issues and the development processes and procedures.</p> <p>The information below highlights the work done by this pillar during this period.</p> |
| Strategic Activity: Building quality relationships | <p>This activity has been a key focus for this pillar.</p> <p>During the year the pillar has engaged in activities to:</p> <ul style="list-style-type: none"> • Reform and rename GA membership levels to better reflect the future growth of not only members today, but also the new members that will hopefully come from different areas of the community as we develop new strategies for recruitment. • Continue to invite members to provide articles for the E-Newsletter. • Begin to consult with members to gather information in an attempt to respond to their needs. • Provide opportunities for communication, discussion and education within the membership and online through the GA website. • Continue where possible to support the GA Biennial National Conference. • An emphasis is placed on quality relationships and collaboration between members through communication and a shared vision of the organisation. This demonstrates a commitment to cultivating an ongoing engagement with members. • Developing a variety of ways to demonstrate that GA is a contemporary organisation that can engage with the wider community. |
| Strategic Activity: Demonstrate credibility through a content marketing strategy. | <p>The Glasser Australia Board is a team with many and varied skills ensuring success of the organisation.</p> <p>The pillar has engaged in various activities to meet this Strategic Activity:</p> <ul style="list-style-type: none"> • Redesigning of the GA website has been the main direction in this strategic area requiring a complete overhaul and modernisation of the website. It began with fundamental questions of what GA wants to do into the future. This is an ongoing process to be finalised in the near future. • An Expression of Interest will be advertised for a Marketing / Public Relations Officer to advise and assist GA to better position itself within the community in order to gain new members. Hence, it is essential that GA obtain a person with these skills. • Continue to align ourselves with other organisations and WGI to better understand community needs and direct ourselves more effectively. <p>Many thanks to Paula Baxter, our Glasser Australia staff member, for her continued effort and support for this Pillar and the organisation in general.</p> |

Pillar: Governance

This report relates to the Governance Pillar for the current Glasser Australia (GA) Strategic Plan

| | |
|--|---|
| Committee Members | Jo Astorini (Chair), Sheryl Matwijkiw, Peter Zanol and Paula Baxter |
| Introduction | The GA Board has worked collaboratively to achieve a strong governance structure; this has been led by the Governance Committee and in collaboration with Senior Faculty, Faculty and members. |
| Strategic Activity: Develop a lead management aligned governance structure to meet organisational, legal and ACNC requirements. | <p>The implementation of the 2024-2026 Statement of Strategic Intent and Operational Plan is centred on the principles of Lead Management.</p> <p>GA has a suite of Policies and Procedures that are reviewed biannually or as appropriate. Polices that were developed and/or reviewed during 2023 – 2024 include:</p> <ul style="list-style-type: none"> • Board of Directors Roles & Responsibilities. • Training Fees Policy and Procedure. • Conference Refund Policy. • Training Refund Policy. • Employment Performance Feed Forward Conversations and Salary Review. • Meeting Motions Register. • ACNC (Australian Charities and Non-For-Profits Commission) compliance evaluation and action plan. • Glasser Australia Constitution consultation. <p>Policies and Procedures are located on the GA Website.</p> <p>The President and Board Directors have a sound understanding of governance principles and Board meetings are conducted regularly with a keen focus on Conflict of Interest and best governance practice. GA holds the Annual General Meeting in October each year.</p> |
| Strategic Activity: Ensure Compliance with ACNC. | <p>GA is a purpose membership-based, not for profit organisation limited by guarantee that provides access to Annual Reports, Policies and Procedures, training schedules and other relevant information via the GA website. The GA office is located in Ipswich.</p> <p>GA Board Directors have provided evidence that they are not disqualified to sit on a Board and each Director has signed a Responsible Person Form, declaring that they are not disqualified. GA has a Policy in place to remove a Responsible Person who does not meet these requirements. Board Directors have provided their Director ID numbers.</p> <p>GA has a Board Director Induction Policy, and the newly appointed Board Director/s were provided a copy of Board Roles and Responsibilities and other relevant Policies to ensure that the ACNC Standards are understood.</p> <p>GA has undertaken a policy review to ensure that the organisation is protected from fraud or any breaches of relevant laws.</p> |
| Strategic Activity: Produce an Annual Report. | <p>The GA Annual Report highlights the exciting work that has been undertaken by the GA Board during 2023 – 2024. The GA Annual Report has been produced and lodged with ACNC to meet specified standards. The GA Annual Report contains reports from the President, Treasurer, Conference Convenor, and work undertaken by the GA Statement of Strategic Intent Pillar Committees during the year. The GA Annual Report is available on the website.</p> <p>GA thanks the President, Committee members of the Statement of Strategic Intent Pillars for their hard work and informative Reports. Thanks go to the GA Treasurer for her outstanding commitment to ensuring that GA meets ACNC and legal standards in terms of financial reporting. Thanks also to the Regional Coordinators for their informative activity updates.</p> |
| Additional Comments | None. |

Pillar: Support Training and Faculty Growth

This report relates to the Training and Faculty Growth Pillar for the current Glasser Australia (GA) Strategic Plan.

| Committee Members | Susan Fleming (Chair), Sue Berry, Cath Whalan, Bec Lane, Alison Turner, Michelle Sandri, Mark Barnard, Hellen Webber and Christine Duffield | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|--|---------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|--------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|----|----|----|----|----|----|-----|----|-----------------------------|----|----|---|---|----|----|----|----|--------------------|---|----|----|---|---|----|----|----|---------------|---|---|---|----|---|---|----|----|-------------------------------|---|---|---|---|---|---|---|----|----------------------------------|---|---|---|---|----|---|---|---|--------------------------------|---|---|---|---|---|---|---|---|-----------------------------------|---|---|---|---|---|---|---|---|
| Introduction | <p><i>"If you look around at your family and friends, you will see that the happiest people are the ones who don't pretend to know what's right for others and don't try to control anyone but themselves." - Dr William Glasser</i></p> <p>These words truly encapsulate Glasser Australia (GA). As an institution, our focus has been on building relationships to further unite all our faculty members and reflect the beliefs we stand for, teach, and live by each day.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Strategic Activity: Develop flexible learning options that diversify and build sustainability. | <p>Growth Within Glasser Australia: Glasser Australia has experienced substantial growth in the number of participants involved in training and learning over the last few years despite the challenges within our current economic climate. This growth indicates increased interest in the training programs offered and a growing recognition of the value this learning provides, attracting both individuals and organizations seeking personal and professional development. Thank you to everyone for promoting Choice Theory.</p> <p>As the organization continues to expand its reach and impact, it is essential to ensure that the quality of training remains high and that, the needs of the growing number of participants are effectively met.</p> <p>TRAINING DATA Table 1: Comparative table of training in Australia and number of participants (2016-2024)</p> <table border="1" data-bbox="379 1088 1466 1883"> <thead> <tr> <th>Program</th> <th>Jul16 – Jun17</th> <th>Jul17 – Jun18</th> <th>Jul18 – Jun19</th> <th>Jul19 – Jun20</th> <th>Jul20 – Jun21</th> <th>Jul21 – Jun22</th> <th>Jul22 – Jun23</th> <th>Jul23 – Jun24</th> </tr> </thead> <tbody> <tr> <td>Basic Intensive Training</td> <td>499</td> <td>423</td> <td>354</td> <td>270</td> <td>507</td> <td>543</td> <td>895</td> <td>672</td> </tr> <tr> <td>Basic Practicum</td> <td>18</td> <td>94</td> <td>55</td> <td>50</td> <td>86</td> <td>63</td> <td>115</td> <td>88</td> </tr> <tr> <td>Advanced Intensive Training</td> <td>19</td> <td>65</td> <td>6</td> <td>0</td> <td>25</td> <td>17</td> <td>36</td> <td>30</td> </tr> <tr> <td>Advanced Practicum</td> <td>0</td> <td>11</td> <td>34</td> <td>5</td> <td>0</td> <td>38</td> <td>29</td> <td>10</td> </tr> <tr> <td>Certification</td> <td>0</td> <td>9</td> <td>0</td> <td>16</td> <td>0</td> <td>0</td> <td>12</td> <td>19</td> </tr> <tr> <td>Practicum Supervisor Training</td> <td>7</td> <td>7</td> <td>0</td> <td>2</td> <td>9</td> <td>1</td> <td>0</td> <td>12</td> </tr> <tr> <td>Practicum Supervisor Endorsement</td> <td>0</td> <td>6</td> <td>0</td> <td>2</td> <td>10</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>Basic Week Instructor Training</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> <td>5</td> <td>9</td> <td>4</td> <td>0</td> </tr> <tr> <td>Basic Week Instructor Endorsement</td> <td>0</td> <td>1</td> <td>0</td> <td>4</td> <td>4</td> <td>7</td> <td>0</td> <td>4</td> </tr> </tbody> </table> | | | | | | | | | Program | Jul16 – Jun17 | Jul17 – Jun18 | Jul18 – Jun19 | Jul19 – Jun20 | Jul20 – Jun21 | Jul21 – Jun22 | Jul22 – Jun23 | Jul23 – Jun24 | Basic Intensive Training | 499 | 423 | 354 | 270 | 507 | 543 | 895 | 672 | Basic Practicum | 18 | 94 | 55 | 50 | 86 | 63 | 115 | 88 | Advanced Intensive Training | 19 | 65 | 6 | 0 | 25 | 17 | 36 | 30 | Advanced Practicum | 0 | 11 | 34 | 5 | 0 | 38 | 29 | 10 | Certification | 0 | 9 | 0 | 16 | 0 | 0 | 12 | 19 | Practicum Supervisor Training | 7 | 7 | 0 | 2 | 9 | 1 | 0 | 12 | Practicum Supervisor Endorsement | 0 | 6 | 0 | 2 | 10 | 2 | 0 | 0 | Basic Week Instructor Training | 0 | 0 | 0 | 2 | 5 | 9 | 4 | 0 | Basic Week Instructor Endorsement | 0 | 1 | 0 | 4 | 4 | 7 | 0 | 4 |
| Program | Jul16 – Jun17 | Jul17 – Jun18 | Jul18 – Jun19 | Jul19 – Jun20 | Jul20 – Jun21 | Jul21 – Jun22 | Jul22 – Jun23 | Jul23 – Jun24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Advanced Practicum | 0 | 11 | 34 | 5 | 0 | 38 | 29 | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Certification | 0 | 9 | 0 | 16 | 0 | 0 | 12 | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Practicum Supervisor Endorsement | 0 | 6 | 0 | 2 | 10 | 2 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Basic Week Instructor Endorsement | 0 | 1 | 0 | 4 | 4 | 7 | 0 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Glasser Australia Scholarship

The GA scholarship is to support training opportunities for all has been reviewed. The new and revised application form is completed and can be found on the GA website.

[Application for Glasser Australia Training scholarship](#)

The Scholarship committee and interested faculty members will be working on streamlining the criteria for approval of these scholarships. We aim to have this completed by the end of August 2024. We have two people who have currently applied for a scholarship to support their training ensuring the future of GA.

Flexible Learning: Instructors are offering a wider range of options for learning Choice Theory:

Basic Intensive Week (BIT) presented in various formats: four consecutive days, two days + two days, four single days, nine sessions of three hours online or face-to-face or a combination of both. This flexibility has enabled many more groups from remote areas, cities, and other regions to engage in learning Choice Theory. Our new training policy will offer more flexibility.

Basic & Advanced Practicums (BP & AP) continue to be offered face-to-face, online, and in a combination of both. This process supports learners as they consolidate their internal awareness and growth while immersing themselves in Choice Theory concepts.

Faculty Training programs have been tailored to meet participant preferences in our changing society. Our commitment to investing in building the number of Faculty members for the sustainability of our organisation, results at times in Faculty trainings running without covering expenses. Over the last 12 months, 12 participants have completed the Practicum Training Phase, four more Basic Intensive Instructors have been endorsed, and two more instructors have achieved Senior instructor's level. Congratulations to all of them on their hard work and achievement.

The NSW Education Standards Authority (NESA):

GA is seeking accreditation for the **Advanced Intensive Training – Choice Theory, Reality Therapy, and Lead Management** course in NSW. This significant achievement for Glasser Australia will take hard work and dedication to achieve. This accreditation will add a layer of credibility and recognition to all training programs offered. The approval falls under the umbrella of Student Mental Health and is particularly noteworthy, as it highlights the relevance and importance of the courses in addressing mental health related concerns of teachers and students alike.

No further work has been carried out on the diversification of new programs accredited based on specific criteria. However, this will be a focus during the next 12 months. We continue to support already accredited courses such as:

Get Happier Project:

Ivan Honey's Get Happier Project for schools has launched the **'Songs for Travelling on the Open Roads'** These easy to play and sing, can become the soundtrack for your classroom! <https://glasseraustralia.com.au/resources/member-organisations-and-resources/the-get-happier-project/>

Collegial Coaching program for Staff Development: Developed by Bette Blance and used by Mudgeeraba Special School. Another group was trained during 2023.

Use Your Brain:

Dave Hyatt's Use Your Brain website has been going well with videos and other practical resources. Dave's aim is to spread Glasser's model for living to create individual wellbeing, fulfilling relationships, satisfying work and learning environments. His work is reaching a range of age groups, especially the older generations. Check it out at <https://useyourbrain.au>

Take Charge of your Life: Many schools use this six-hour program to introduce Choice Theory to their school community. Under the new training policy, this course can form part of the required hours for a BIT program, provided the same instructor who presented Take Charge of your Life program runs the BIT.

Online Sharing and Learning Groups: The Christianity and Choice Theory group met twice to discuss how Choice Theory concepts align with their Christianity beliefs. This was facilitated by Kerrin Grice.

Community connection and general interest groups will now fall under the CLIP Pillar whose role it is to foster engagement with members and the general community.

Strategic Activity: Engage faculty in professional development opportunities to promote growth and quality practises

Establish Procedures to Ensure the Quality of Current Trainings: Faculty members at Glasser Australia have embraced a collegial approach to upskilling and staying current in their teaching and learning practices, by creating opportunities for conducting trainings together. This has fostered a collaborative and supportive learning environment within the organisation. This approach leads to the cross-pollination of ideas, drawing from each other's experiences and perspectives, and allows for a deeper understanding and application of Dr Glasser's work.

Building Momentum: Having a strong Senior Faculty team is essential for providing mentorship, guidance, and institutional knowledge to GA members. Their expertise and experience can be leveraged to improve the overall quality of teaching and learning within our organization. Congratulations to our newest Senior Faculty member, Gwen Sands who was Principal of Peregrin Springs school, which was co-verified, as a Quality school in 2019. Gwen has also worked as Faculty with a number of schools in Queensland. This achievement not only recognises the individual expertise and dedication, but also reflects positively on GA's commitment to nurturing instructors' growth and development. She joins Marry Ellen Davis who achieved this last year.

The interest shown by endorsed instructors in becoming Senior Faculty and the growth of our faculty in general, speaks volumes about the positive and supportive environment within GA, and the potential for our growth, which, places us in the position to achieve our goal for the continuity and sustainability of GA's mission and values.

Faculty particularly within NSW and Qld meet regularly and work together to support each other, building quality practises and promoting the growth of future faculty members. Senior Faculty and aspiring Senior Faculty are very active in this area.

Four Online Faculty Connection meetings hosted by faculty were held during the 23/24 year:

- 4th September 2023: Hosted by Jane Newman
- 4th December 2023: Hosted by Sue Berry
- 4th March 2024: Hosted by Rob Stones
- 3rd June 2024: Hosted by Garry Garnaut

These were well attended providing the opportunity for Faculty and aspiring Faculty, to connect, share and discuss current issues and ideas, such as the new training policy, creative ideas for teaching, sharing innovative programs and discussions about quality practises and suggestions for the future. They will continue to be held every three months. Thanks to those Faculty who have volunteered their time for this innovation.

The WGI online symposium professional development for Faculty on June 5, 2024, was also well attended by Australian Faculty. Certificates were presented for those who needed professional development credits for their professional organizations. The next one is on September 14, 2024.

Evaluate Policies for Credibility: Last year William Glasser International (WGI) consulted with member organisations, and a new International Training Policy was developed. A number of Australian Faculty are part of the WGI training committee, so we are able to continue to share our best practises and learn from others in this area.

As part of our commitment to moving forward and always improving, the updated Australian Training Policy to Certification will be published at the 2024 Faculty Day. We would like to extend our sincere gratitude to all who actively participated in the consultation process. Your valuable insight and contributions have been instrumental in shaping the policy's direction.

Where to Next:

Glasser Australia will continue to review and align our Faculty Training Manual to reflect that of GA's new Training Policy.

Keeping Up to Date: Move to Quality Assurance

Policies and Procedures serve as guidelines that GA follow. Staying informed about the latest policies ensures we comply with William Glasser International's standards, procedures, and legal requirements. They promote consistency and fairness in decision-making and actions across our organisation, reducing misunderstandings and conflicts. Having up to date knowledge of current Policies and Procedures also empowers all members to communicate effectively and accurately with colleagues, clients, and stakeholders.

2025-2026 will see the implementation of our new Training Policy, with many of the forms from the Training Manual being revamped and will be available on the new GA website. WGI have published their current and approved policies on the website. Go to <https://www.wglasserinternational.org/wgi/policies/> to view.

Ensure that Faculty are aware of current policy and procedures

The New Revised Training Policy will come into play from October 2024. It is important that all Instructors follow the guidelines within the new Training Policy when organising and/or delivering Training Opportunities within Australia.

Each endorsed instructor is responsible for letting Paula know about any planned training opportunities being offered. All courses are to be registered by submitting the approved forms found on the GA website <https://glasseraustralia.com.au/> Approval is to be **obtained prior to** the running of any training courses.

Senior Faculty Members who run Advanced Intensive trainings (AIT) are responsible for confirming with Paula and the applicants, that each participant is eligible to attend the AIT and all prerequisites have been met. This is to be confirmed **before** the course is run.

Training Fees:

The 2023 revised training fees document has been in place for the duration of 2023/2024. Due to the current economic climate, the GA Board has decided to not increase these fees in 2024 and will review the policy further in 2025.

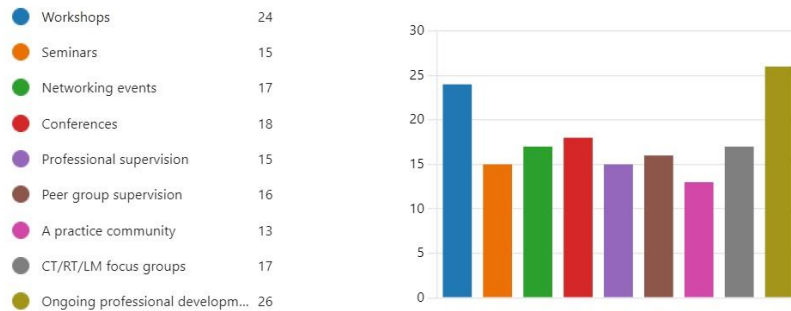
Please email Paula at gaadmin@glasseraustralia.com.au if you would like a copy of the new Fees Schedule and Policy.

| | |
|--|---|
| <p>Strategic Activity:</p> <p>Promote Glasser Quality Schools Accreditation Program.</p> | <p>Quality Schools: Christine Duffield, Glasser Australia’s Quality Schools Coordinator continues to be part of the WGI Quality Schools committee chaired by Bette Blance. She is always willing and available to offer support to schools in Australia, who are interested in or are currently undertaking the Quality School journey. Christine has been invited to be part of the coverification team for Rahyar School in Tehran, Iran.</p> <p>During 2023 /2024, Nundah and Everton Park primary schools in Brisbane have been coverified as Glasser Quality Schools since our last report. We now have five Glasser Quality Schools, all of which are in Queensland. Nundah State School, Everton Park State School, and Mudgeeraba Special School are offering an opportunity for those attending the Glasser Australia conference to visit their schools.</p> <p>Please contact Christine via email if you are interested in visiting any of these three schools on 8th 9th or 10th October, which is after the conference in Coolangatta. christine.duffield57@gmail.com</p> <p>As well as the declared Glasser Quality schools in Queensland, there are a number of schools throughout New South Wales and other parts of Queensland that are working with GA Faculty members to embed Dr Glasser’s Choice Theory ideas throughout their school communities. Christine is still endeavouring to obtain a list of these schools to share information on the process of becoming a Glasser Quality School and offer any other support if required.</p> <p>The Quality Schools policy is available on the GA website. https://glasseraustralia.com.au/glasser-australias-policies-and-procedures/ There is also a Glasser Quality Schools Facebook page for schools to share ideas. https://www.facebook.com/groups/896369497999715</p> <p>Attendance at professional learning community meetings, chaired by Christine to discuss the implementation of Choice Theory, Reality Therapy and Lead management in their schools has not attracted much interest. It seems that coordinating times and dates between schools can be problematic, along with managing the many demands placed on staff in schools.</p> <p>Glasser Australia needs to review the recoverification process that happens every four years. This has come to light because of upcoming recoverification at Peregian Springs. Consideration needs to be given to what documentation is required, whether what schools prepare for their state-based reviews can be used as part of the recoverification process and any other factors relating to onsite visits.</p> |
| <p>Strategic Activity:</p> <p>Explore Quality Business Accreditation programs.</p> | <p>We have not investigated this further in Australia because we are awaiting information from WGI in relation to this, as this initiative is being developed and trialled in other Member Organizations. However, we will continue to explore how this can be initiated in Australia, particularly, as the WGI marketing Board Member, Laura Halliday lives in Australia and works within the business sector.</p> |

Strategic Activity:
Promote the growth of Reality Therapy as a recognised therapeutic modality within the Human Services sector.

Michelle Sandri completed a 500-hour Social Work placement in December 2023. As the result of her placement, GA formed a stakeholder’s group of Human Service providers. This group surveyed members who had completed training and practised in the human services field. 33 members responded. Their response to the following questions has guided our strategic planning.

11. Which of the following ongoing continuous professional development resources for Choice Theory/Reality Therapy & Lead Management would you like Glasser Australia to offer?



The Report and recommendations were submitted to the Board and they were endorsed. The stakeholder group of counsellors and social workers will continue to implement these recommendations. The ones implemented at the time of this report are:

- Certificates to be given for attending any two-hour workshops or online meetings relating to Choice Theory, Reality therapy and Lead management to meet CPD required for professional organizations This recommendation was also taken forward to WGI for any PD they offer and is now practised.
- Online workshops for counsellors to be offered four times per year. We held two during this reporting period. They were well attended. These will continue next year.
- Increase the number of Faculty who can provide individual supervision and peer supervision in using Reality Therapy to meet the requirements of professional associations. Two members have achieved their supervision qualifications, which are accepted by Australian Counselling Association. We hope to offer peer supervision sessions next year.
- There has been an increase in the uptake of BIT’s and further training by those working in the Human Services sector. With professionals in the field beginning the Faculty, journey.

Final Notes

Thanks to the many members on the sub committees that form part of this Pillar. Without your support and hard work, as a board we would not be able to achieve the big goals we have set for Glasser Australia and ourselves.

Thanks also to Paula who works hard to support our Board and all our members so that we can provide a responsive service on behalf of our organisation.

Conference Convenor's Report

Maureen Sansom



The theme for the 2024 Glasser Australia (GA) "Choosing Wellbeing" a mental health and wellbeing conference like no other! Is a very relevant theme given the amount of mental distress we see in our schools, communities, organisations and indeed across the world? Never has it been more important to teach the world Choice Theory and to work together to lead and practice inclusion, empowerment and care within every sector of our society.

The conference theme will demonstrate the valuable insights into how Dr Glasser's ideas are being used to assist with personal and public mental health. It will extend what we know about Choice Theory and provide a fantastic sharing and learning opportunity to gather new knowledge and skills. The conference committee is hopeful that the conference will be well attended by those who are endeavouring to promote better wellbeing and connection through sharing Choice Theory with the world.

To help us explore the Choosing Wellbeing theme, the GA conference committee invited seven highly skilled and engaging keynote speakers:



James N. Kirby, Ph.D., an Associate Professor, Clinical Psychologist, and the Co-Director of the Compassionate Mind Research Group at the University of Queensland will be delivering a presentation 'Choose Compassion' that will explore 'how it works and why it matters'.



Prof. Zoltan Sarnyai, a Professor at James Cook University will deliver a keynote lecture that will focus on how different aspects of climate change influence the brain throughout the human lifespan. He will highlight the underlying biological mechanisms and will outline ways of mitigating the impact of climate change on mental health.



Kari Sutton, a researcher, author, and international facilitator, is determined to change the conversation about how we promote positive mental health and emotional wellbeing. Kari will present a keynote that will focus on 'Choosing Well-Being in an Ever-Changing World'.



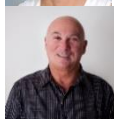
In her presentation 'Inspire, Believe, Achieve', **Vanessa Stokes**, the First Aboriginal Softball Pitcher to ever represent Australia, and one who is regarded highly in sport across the softball world, will demonstrate her passion in building a legacy that is driven to create future pathway opportunities with Aboriginal people in remote and rural communities.



Cathy O'Toole and Meredith Wenta both have decades of extensive experience in leading and managing in organisations and projects within the education, mental health and wellbeing sector. In their presentation, they will share how they worked as lead consultants with the Tropical Brain and Mind Foundation's Mentally Healthy City Townsville while developing the seven Ways to wellbeing for Townsville Education Sectors, Small Business, Older Persons, and CALD communities.



Rob Stones, a retired high school principal, consultant and author will share the lessons learnt by Dr Glasser, while applying Choice Theory at the Ventura School and their application for improving wellbeing in our educational systems.



The conference will also host a range of passionate, highly skilled, and diverse speakers who willingly share their knowledge and lived experiences to encourage learning conversations that provide a space for further knowledge and skill development. The workshop themes covered are Wellbeing in Education, Being Mentally Healthy, Wellbeing of Children and Families, and Leading with Wellbeing in Mind. The conference committee is extremely grateful to all members, keynote speakers, presenters, attendees and Paula Baxter for their efforts in making the conference a success.

2026 WGI International Conference

Glasser Australia (GA) is thrilled to be hosting the 2026 William Glasser International Conference at Mantra Twin Towns on the Gold Coast, Qld, October 2026. We look forward to seeing you all there.

International Board Representative's Report

Jane Newman



To share and advocate Choice Theory by modelling effective relationships and networking with stakeholders. Inspiring social and emotional wellbeing for all humanity.

The international approach has been on a transformational journey and has re-focused the vision for the organisation and shifting from Teaching Choice Theory to the World to **Sharing Choice Theory** with the world. The three key values the Board chose to guide all its actions are **Connecting, Leading and Celebrating**.

The structure of the WGI Board has been under review and they have been through a transformational process to move towards a new board comprised of skill-based positions.

WGI Board Members – Skill Based Board

Denzyl Witbooi - WGI Executive Director (South Africa)
Lynn Sumida – Chairperson (Canada)
Sonia Munos – Vice Chairperson and (Training Portfolio-Interim) (Columbia)
Ahmed AlShatti – Treasurer
Laura Halliday – Marketing (Australia)
Mario Luduc – Member at Large (Canada and Mexico)
Shigeru Homma – Business Development (Japan)
Nadia Thornnard – Admin Officer (Based in South Africa)

Member Organisations (MO) via their international representatives will continue to meet with the WGI board bi-monthly.

The WGI Board has endorsed the notion of establishing interest groups, around the world, on topics that people are already interested in. The purpose of these groups is to offer an opportunity to come together, learn from each other, and widen the exposure and network of the organisation.

There will be a Choice Theory, Reality Therapy, Lead Management underpinning, but there would be no entrance requirement and no formal teaching required to join. This initiative is designed to reach out to new people and support anyone wanting to dive deeper into an application of the theory.

International Conference - Chicago

It was great to be a part of the Australian contingent at the recent WGI Conference in Chicago. The presence of each member that represented Australia did so with remarkable professionalism, embodying the core principles of being connected, authentic, and kind. The ability to demonstrate these values not only highlighted their individual character but also set a stellar example of the admirable qualities that define us as a nation. I believe this lasting impression has elevated our reputation at the international level and will go a long way toward inspiring many to make the journey to Australia in 2026 where we will proudly host the international conference.

The introduction of the **'What's BUZZING!'** Newsletter has been a welcome addition, as has the **Professional Development days** which have been organised by the training committee; keep an eye out for the second day scheduled for September 14, 2024.

Regional Coordinators' Reports

Darling Downs Queensland

John Archibald



This year there are currently five people who are working with me to complete a Basic Practicum both face-to-face and online via Zoom. One member of our Glasser Network here in Toowoomba who wanted to begin teaching Choice Theory has been facilitated to teach the *Take Charge of Your Life* course. Currently she is delivering it to a small U3A group here in Toowoomba. She is also assisting with the Practicums, as she is also interested in becoming a Practicum Supervisor.

There have also been a couple of people who have completed the *Take Charge of Your Life* course with me over the last twelve months.

Since becoming a member of the local Mental Health Professional Network, I have delivered two small presentations on the application of Choice Theory to the group. This raised some awareness has generated some interest in Glasser's work and I have been invited to do a short presentation to a group of fifth year Psychology students to the University of Southern Queensland in September.

A few people in the Region are also interested in completing the Basic Intensive Training, but the difficulty now is organising times and dates that work for the group.

If you are interested in learning more about or refreshing your knowledge and practice of Choice Theory, Reality Therapy and Lead Management in your life and work, you are welcome to join our Glasser Support Network here in Toowoomba. If you are interested and would like to receive notification of meetings, just phone or email me. jarch001q@gmail.com

We have a small support group who always enjoy catching up as we listen and learn from each other, sharing what we have been doing using Choice Theory ideas and practices in our lives and work.

If you are interested in any of the following, please get in touch:

- Taking on the role of Regional Coordinator
- 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
- Basic Intensive Training in Choice Theory, Reality Therapy and Lead Management for Quality
- Basic and Advanced Practicum Supervision

Sydney, New South Wales

Michelle Sandri



Growth and Impact for Glasser Australia:

GA has experienced substantial growth in the number of participants involved in training and learning over the last year, particularly in NSW public schools. Many leadership teams are making the decision to involve their whole staff in Basic Intensive Training, including administration and support staff - not just classroom teachers. This increase reflects a growing interest in the quality of the training programs offered and a rising recognition of the value these learning opportunities provide. Both individuals

and organizations have been drawn to these programs for personal and professional development, contributing to the organization's expanding reach and impact. As GA continues to grow, it remains essential to maintain training for Practicum Supervisors and Instructors. Special thanks are extended to everyone promoting Choice Theory, whose efforts have been instrumental in this progress.

Engagement with Schools and Strategic Planning: Over the past year, significant efforts have been made from Faculty members to engage with schools across New South Wales to support school leadership teams to integrate Choice Theory into their strategic school improvement plans. The continuous involvement with schools reflects a commitment to enhancing educational practices in the region. In addition to this, Judy Hatswell, Duncan Davison and Cath Whalan continue to introduce and support schools to learn about Glasser's internal model of psychology through their delivery of The Art of Leadership.

Collaboration in the Salutogenic Schools Alliance: The collaboration of GA faculty members Sarah Rudling, Duncan Davison and Jodie Paterson has initiated the 'Salutogenic Schools Alliance', allowing schools to work on embedding both the assets of salutogenesis with Choice Theory, Reality Therapy and Lead Management principles in leadership, classrooms and with parent and community stakeholders. A significant achievement of this alliance was the opportunity to present the strategy and progress of their work at this year's International Glasser Conference in Chicago. This international engagement highlights the global relevance and impact of the initiatives originating from New South Wales. We look forward to the induction of about six new Glasser Quality Schools in 2025.

Leadership Role in Glasser Australia: The contribution to the GA Board from NSW has been dynamic, making up six of the current nine members of the current Board. Jo Astorini as Treasurer; Cath Whalan as Secretary; Jodie Paterson as Fifth Director and Bec Lane as Training Officer fulfil formal positions, while Duncan Davison has been instrumental in leading the new website design and Sarah Rudling as the new Conference Convenor beginning work on planning the 2026 International Conference hosted by Australia. These roles involve not only the planning but also the tracking of the board's work, ensuring that the strategic goals are being met effectively. The leadership of Jodie Paterson in this capacity has contributed to the overall advancement of the Board's work in 2024.

Summary: The New South Wales region has made substantial contributions to the advancement of Choice Theory in education, both within the region and on an international platform. Through strategic leadership, collaboration, and active engagement with schools, the region continues to play a vital role in the promotion of effective educational practices across Australia. Additionally, the remarkable growth in Glasser Australia's training participation further underscores the increasing recognition and value of Choice Theory in personal and professional development.

Victoria

Cathy Dillon



How quickly has the year flown!

As time goes on, we see continuous change all around us and our stalwart members keep embracing opportunities to bring Choice Theory, Reality Therapy and Lead Management into the lives of others.

There is a lot of great work that happens within, and that comes out of Victoria, to teach Choice Theory, Reality Therapy and Lead Management in alignment with Glasser's vision. Often this work is integrated into a variety of professional service offerings across a broad spectrum of clients

and industries. Positive collaboration also happens across state borders and in some cases across the globe as our experienced members collaborate with each other to deliver training, counselling, therapy and educational programs.

Here are some highlights of how some Victorian members have been active over the last year:

- The Get Happier School program has been implemented in many schools, which is creating learning opportunities for parents, teachers and children. This program has been established for a long time and is linked in with Glasser Quality schools and we are seeing some great projects coming from the children. Many schools showing interest don't have a Choice Theory background. Glasser equates happiness with good mental health. When children are happy, the work is done and the children are happy. With Choice Theory, we know the components of happiness. Here are some of the schools that have actively engaged in the Get Happier School program:
 - Canon Exploratory School Colorado, USA
 - Collegio Rochester, Bogota, Colombia, South America
 - Gorokan Public school, Hunter Valley, NSW
 - Doxa, Bendigo, Vic – an adaptation for 16-18 year olds
 - Everton Park State School, QLD – accredited as a Glasser Quality School in November 2023
 - Stafford Heights State School, QLD
 - Mudgeeraba State Special School, QLD who also presented at the WGI International On-Line Symposium in late 2023
 - Nundah State School, QLD
 - Moama Anglican School where the program has been running since 2015
- Introduction of the Open Roads lesson series - Achievement Charter Academy, USA
- The release of "Songs for Travelling on the Open Roads" – seven sing along songs are a key part of teaching the mindsets and skills creatively for well-being in the Get Happier School program. Music Director Kim Burns composed these songs.
- Book release – Strategies for creating the 'Self-Managing Classroom'
- New free "Magic Questions" app for Get Happier Schools
- Keynote addresses at education conferences on the importance of building relationship in children with behaviours that challenge us and the use of Choice Theory in making learning adjustments using a whole school approach
- Consultancy work involving a strong focus on troubleshooting when a crisis occurs for individuals and organisations and supporting them using Choice Theory as a means of conflict resolution and problem solving
- Working with other organisations, CEO's and other business owners including factories and farmers that have large amounts of staff
- Carrying out Basic Intensive Training at Eagle Point School, Regional Victoria

Carrying out Staff training in Choice Theory and supporting leadership at Wild Cherry Steiner School, Vic

- Jeff Steedman

- Running a Choice Theory full staff development day at Banora Point School [Northern Rivers] – Jeff Steedman
- The ongoing running of a Choice Theory based practice which offers counselling to community members and staff training in Choice Theory, Lead Management and Reality Therapy at Moogji Aboriginal Corporation, Vic
- Writing a fortnightly Choice Theory column in the East Gippsland News, Vic – Jeff Steedman
- Sharing Choice Theory, Lead Management and Reality Therapy with the local Bairnsdale Business Networking International (BNI) group – Jeff Steedman
- Carrying out staff development in Choice Theory with Lake Tyers Aboriginal Trust, Vic
- Full time private counselling using Choice Theory

It's difficult to mention everybody and all of the work that is going on, but we are seeing more of a focus on how we can help support individuals who may be feeling worn out or potentially broken or who may feel they're working within broken systems that needs strong leaders to drive change. A lot of great feedback is being received about the work being done. The reason that people keep coming back is because Choice Theory speaks to people as its practical and they can use it.

Western Australia

Alison Turner



As the Regional Coordinator of a new region, in the past twelve months, I have made contact with one person who has expressed interest through the Glasser Australia website. The referral to a Regional Coordinator is a valuable process and allows the Coordinator to keep in contact with individuals in their region. Following a meeting with the individual and referral, the person has gone on to do a BIT and will attend the GA Conference in October 2024. They intend to visit some of the Quality schools in Queensland.

Most of my effort has been through zoom meetings and supporting a number of the initiatives taken up under the training/counsellor development for Glasser Australia. I was involved in most of the weekly meetings with the Social Work student and the implication of the final report from the project.

I belong the Human Services stakeholders group, which part of GA, and I have played a role in developing the counsellor network:

- Interviewing presenters
- Organising and facilitating the actual gathering.

The organising group has a core number of members and aims to develop the Counsellor/Reality Therapy sector of Glasser Australia.

South Australia

Christine Duffield



In South Australia Choice Theory training and information sharing continues at a steady pace. Sue Berry and I presented a one-hour workshop at the Mentally Fit Eyre Peninsula conference in Port Lincoln in February. We were able to give the participants from small towns on the Eyre Peninsula a small taste of one of the many central parts of Choice Theory – *The Connecting and Disconnecting Habits*. Feedback from participants was affirming and some lively discussion were held around which of the connecting habits was “most” important in a relationship. Although Dr Glasser never put them in order, it was affirming to witness people discussing why each of the connecting habits helped build connections.

In January I travelled to New Zealand to present a BIT at Kaeo School in Northland. All the staff of the school attended the training and two of the teachers have agreed to continue with training and we are currently “zooming” on Mondays to complete the requirements for a BP.

Sue and I have been contacted to present a BIT with some of the staff from Centacare in October this year. Centacare is a Catholic welfare organisation delivering a range of services across the Eyre Peninsula.

I have recently returned from the amazing WGI conference in Chicago. It was a wonderful opportunity to renew old friendships, make new ones and be assured regarding the wonderful things happening around the world to showcase Dr Glasser’s theory. We had many people from Australia presenting workshops...so good to see Australia continues to find innovative ways to showcase how Choice Theory, Lead Management and Reality Therapy could have impact in many different settings. It was also wonderful to see how WGI are thinking of new ways to keep Dr Glasser’s ideas relevant and to find ways to “Teach the world Choice Theory”.

I am still enjoying my role as the Glasser Australia Quality Schools Coordinator. To date I have been part of a team that has coverified four schools that have declared themselves to be Glasser Quality Schools. I am currently in meetings with another school that wishes to be reverified as a Glasser Quality School. I have also been approached by WGI to coverify a school in Tehran. I am working with Jean Seville-Suffield from Canada on what this coverification could look like (don’t worry we don’t plan to do an on-site visit☺!).

Sue and I have put forward our names to become Senior Faculty.

Northern Territory

John Cooper



I am unaware of formal training in NT this past 12 months. I can report on the change in one workplace.

One year 10 - 12 College has engaged with Choice Theory for approximately 14 years, some of the staff for 22 years. The foundation of this journey was laid at ANZAC Hill High School, by Judy Hatswell, Jean Sutcliffe and Sylvia Habel 2002 - 2009 where CT principles became firmly embedded. Occasional workshops for staff and annual CT events for students at Centralian Senior College between 2010 and 2020 engaged Kalikamurti Suich and myself.

The new principal appointed 2022, has a background in Positive Psychology. Significant advancements have been made under her leadership, as the school transitions from a solely traditional timetable; to a model, that prioritises student choice and personalisation. Students now have the autonomy to select subjects and tailor learning experiences to individual needs.

So far, approximately one-third of the students engage in off-campus activities, including work placements, Vocational Education and training courses, and Cadet Programs. This flexibility allows the management of studies according to personal priorities. The ability to dedicate extended periods to assignments reflects student engagement and ownership of the learning process.

Nevertheless, two thirds of students are satisfied to follow a conventional six-period, ten-day schedule. Classrooms have become nurturing spaces, teachers reporting that these students thrive in the traditional setting; are motivated, punctual and keen to participate.

NT Government regulated that phones must not be used in classrooms. The school approach defused the student reaction and demonstrates current classroom practices.

A traffic light system – with an adjustable arrow managed by the teacher controls usage:

- **RED:** Phones must be out of sight.
- **ORANGE:** Phones may be used for listening to music while working.
- **GREEN:** Phones can be used for research or other educational purposes as directed by the teacher.

Teachers set the arrow and will issue warnings if necessary and call classroom support. A senior teacher intervenes, accompanies the student from the class, and secures the phone until a parent or responsible adult retrieves it. This approach effectively removes the teacher-student conflict over phone use from the classroom, fostering a positive and uninterrupted learning environment – maybe because no-one wants their phone removed or for an adult to have to come to collect it.

Addressing phone misuse without escalating conflicts helps maintain strong, supportive relationships between teacher and student. Similar strategies have contributed to a reduction in suspensions and reinforces the commitment to sustaining positive relational dynamics, a core tenet of Choice Theory.

Staff development includes weekly meetings where teams collaborate to discuss and refine practices, sharing insights and strategies. The integration of Choice Theory with Positive Psychology continues to underpin the approach, creating a supportive and harmonious learning environment. While not all staff members explicitly recognize CT principles in these practices, the foundational impact of Choice Theory remains evident.

Fifty-three per cent (53%) of students identify as Aboriginal and Torres Strait Islander (ASTI) and 47% from various other backgrounds. The staff body, while multicultural, includes approximately 15% ASTI members, enriching the educational environment and supporting the commitment to addressing diverse needs.

The synergy of Choice Theory and Positive Psychology has fostered a harmonious and effective learning environment. Evolving practices continue to reflect the core principles of Choice Theory, emphasizing the importance of relational quality and student autonomy.

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