



CURRICULUM VITAE

An overview of Suzi Quixley's professional background
in the Community Services Industry
(as at 1 September 2010)

Personal Details

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Suzi's Professional Life ... At a Glance

2004-present	Living in Adelaide, and mainly undertaking editing, research and writing . Until August 2007, this work occurred alongside my <i>mid-life crisis</i> - working as a textile artist/florist and running a shop. I have now returned to full time consultancy with a renewed focus on providing facilitation and training in Adelaide.
1999-2003	Living in Singapore, and working as a Lecturer (Community Services Management) in the School of Business Management at Nanyang Polytechnic. I taught both school leavers and mature age industry workers in several diplomas. During this time, I also worked as a consultant for various branches of the Singapore government and travelled widely in Asia.
1989-1999	Living in Adelaide, and working nationally as a Consultant/Trainer in the Community Services and Health Industries. My key roles included conducting training/facilitation, working with individual clients, public speaking/ chairing/moderating, providing consultation/research, undertaking organisational development/review, working as a relief worker in youth and other community services agencies and writing for publication.
1986-1989	Living in Perth, and working as a Lecturer (Community & Behavioural Studies) at Edith Cowan University. Here, I mainly taught in the Youth Work and Women's Studies programs.
1977-1986	Living in Adelaide, and working as a Youth Worker/Manager in various State Government Departments, including 3 years as <i>Training and Development Officer</i> with the Department of Agriculture and 5 years working with unemployed young people.
pre-1977	Living in Melbourne and Adelaide, and working in a variety of part time jobs. These included working as a <i>Social Trainer</i> with people with intellectual disability and a secretary/receptionist. I also did voluntary work in the community sector with a variety of groups (students, people with disability and the aged), and was actively involved in student politics.

Suzi's Consultancies At a Glance:

- I have undertaken over 350 consultancies in Australia, Canada and Singapore.
- 85% of all consultancies have been for repeat clients.
- 147 different bodies (mainly community organisations) have employed me.
- 61% of jobs were outside Adelaide; almost 20% of all jobs were in rural/remote areas.
- 12% of jobs were for government bodies (in Australia or Singapore).
- 14 jobs were significant national projects.
- 5 jobs were for Australian universities.

Additional Information about Suzi is available via her professional website. (Download the following from <http://www.suziqconsulting.com.au/background.htm>):

- A sequential list of all consultancy jobs since 1989, including a brief explanation of each job (31pp).
- An alphabetical list of employers, including a statistical summary of employers/jobs (6pp).
- A list of publications (21pp).

Employment History

2005 - present : Consultancy

In February 2005, I began to undertake occasional professional work alongside running my shop in Adelaide. Since closing the shop in June 2007, I have re-engaged with my consultancy business full time. I currently focus on research and writing (nationally and internationally) and training, facilitation and organisational development.

Examples of my **research and writing** are:

- Writing research and discussion papers (on topics ranging from women and criminalisation, to the role of peak bodies, to ethics, to youth remand issues).
- Writing submissions to national and international inquiries (particularly related to homelessness, family violence and human rights).
- Writing analytical reports (eg. a *plain English* analysis of an Anti-Discrimination Commission inquiry).
- Developing training materials (eg. a national training kit for new workers with criminalised women, the HR section for an industry resource and multiple handouts).
- Updating/developing documents for community organisations (eg. comprehensive organisational frameworks, detailed strategic plans, articulating model of service, developing policies and procedures).
- Developing promotional material for community organisations and small businesses (eg. pamphlets, information kits).
- Editing and reviewing academic and professional research articles (including a study on same sex attraction in Singapore and peer review for Youth Studies Australia).
- Editing publications for government and non-government organisations.

Adelaide-based group work is taking an increasingly significant role in my business, and has included running training workshops, chairing, facilitating organisational development processes and public speaking. I continue to provide personal coaching, business development support, career counselling, CV writing and professional development for several **individual clients** (in Adelaide and interstate).

1999-2003 : Singapore

Between December 1999 and 2003, I lived and worked in **Singapore**. My main position was as a **Lecturer (Community Services Management)** in the School of Business at Nanyang Polytechnic. This enormously enriching experience allowed me to explore the transferability of much of my Community Services theory and practice from Australia to a different cultural context. Nanyang Polytechnic is a local institution which is part of the Singapore Government. Accordingly, I both taught regular classes and, on occasion, was invited to contribute to government events and the local social services industry. I also sat on many internal committees and working parties. During the 4 years I was in Singapore, I worked closely with educators, students and social services professionals from **Chinese, Malay and Indian** cultural backgrounds. I also took the opportunity to develop local friendships, to travel in Asia and Egypt, and to contribute to an Asian/Pacific Regional Conference for trainers.

Within the Polytechnic, I taught Diploma-level students in the following units:

- *Volunteer Management* (3rd Year) – academic unit.
- *Working with the Disadvantaged & Disabled* (3rd Year) – academic unit.
- *Community Services Program Management* (2nd/3rd Year) – academic unit with practical industry project.
- *Community Work Field Practice* (2nd Year) –focussed on basic helping skills and industry placement.
- *Applied Project* (3rd Year) – development and supervision of major final year industry-based research projects.
- *Introduction to Community Services and Social Work* (1st Year)
- Several 1st Year Business subjects - *Business Management, Oral Communication, Business Communication, Effective Writing Skills.*

In addition, I developed and conducted programs for mature age students, currently employed in the industry:

- Disability module in *Social Services Fundamentals Program* (for National Council of Social Service)
- *Participatory Human Relations Management* (Certificate in Centre Management – Aged Care)
- *Volunteer Management* (Certificate in Centre Management – Aged Care)

I also contributed to the industry through speaking at conferences, conducting workshops, providing industry training and contributing an article to a local professional journal.

1989-1999 : Consultant/Trainer

For the preceding 11 years I lived in Adelaide and worked freelance under the business name **ESSQ** as a **Community Services and Health Consultant/Trainer**. The major services I provided were:

- Conducting training (for trainers, workers, students, management and program participants).
- Providing facilitation (including team building, organisational cultural development/change, planning and conflict processing).
- Working with individual clients (including professional coaching/development, facilitating PhD/CV writing, life/career planning and crisis management).
- Performing public roles (such as public speaking, debating, chairing and moderating).
- Undertaking consultation/research (with a focus on qualitative approaches).
- Working as a relief worker in youth and other community services agencies (in face-to-face, training and management roles).
- Writing for publication (including technical editing/proofing and thesis review).

I mainly worked with the following client groups:

- Rural/remote community services organisations.
- HIV/AIDS and affiliated organisations.
- Youth and youth worker training organisations.
- Women's (particularly health and domestic violence) organisations.
- Community development/community arts organisations.
- Organisations for people with disability.

1986-1989 : University Lecturer

Between January 1986 and January 1989, I was employed by Edith Cowan University (WA) as a **Lecturer in Community and Behavioural Studies**. In this capacity, I taught a variety of topics. I developed, and took solo lecturing and tutoring responsibility for:

- *Strategies in Community Research* (3rd Year)
- *Social Change Models in Youth Work* (3rd Year)
- *Administration and Management in Youth Work* (3rd Year)
- *Working with Communities* (3rd Year)
- *Groups in Youth Work* (2nd/3rd Year)
- *Helping Skills in Youth Work* (2nd Year)
- *Working with Women in Minority Groups* (2nd Year)
- *Study Skills* (1st Year)
- *Working with Young Women* (1st Year)

I tutored in *Professional Practice* (3rd Year), *Strategies in Social Policy* (2nd Year), *Philosophy of Youth Work* (1st Year) and *Principles and Practices in Youth Work* (1st Year).

Whilst in Western Australia, I was also casually employed by a number of organisations as a **Consultant/Trainer**. Employers included the (Commonwealth) Department of Employment and Industrial Relations, the (Commonwealth) Office of Youth Affairs, South Western Regional Youth Worker Training Network, WA Department of Health, the Youth Affairs Council of WA, WA Council for Youth Work Training, and numerous local community organisations (particularly women's services and rural groups).

1977-1986 : Youth Worker/Manager

1983 - 1986 (3 years total)

Training and Development Officer (Rural Youth),
SA Department of Agriculture.

Key Responsibilities:

- Identifying the training needs of members of the Rural Youth Movement of South Australia, and responding to these at a local, regional and State level.
- Assisting in the development of policy relevant to the needs and concerns of rural young people, in the government and non-government sectors at a State and National level.
- Writing submissions for funding for youth/rural activities (attracting over \$100,000 in grants).
- (During International Youth Year) - Supervising 3 state-wide youth work staff, and facilitating a national convention for over 300 rural young people.

1977 - 1983

Youth Worker (3 years)

Senior Youth Worker (2 years)

Acting Coordinator (several months)

Community Improvement Through Youth (CITY)

SA Government (various departments)

As one of the initial two staff at CITY, my role developed alongside the growth of this community development program (which, by the time I left, employed approximately 30 staff). As a Youth Worker I primarily supported and resourced young people to develop of interest-based projects, which also provide goods and/or services for the community. As Senior Youth Worker I was responsible for: youth work staff/student supervision, initial and in-service staff training, development and implementation of evaluation processes, liaison with a wide range of youth and community organisations, provision of publicity material, and report/submission writing.

Pre-1977 : Ancient History

From March to November 1977, I worked part time as a **Social Trainer** with young adults with severe intellectual disabilities, at Minda Incorporated. Prior to moving to South Australia from Victoria in 1976, most of my part time work was in the **Secretarial** area, with two Melbourne companies - Business Films Pty Ltd, and *Dial a Secretary*. I retain knowledge of office procedures and a good typing speed.

Educational Background

Having completed Matriculation in 1973, I began my tertiary studies at **Monash University** (Melbourne). There, I undertook the first two years of a Bachelor of Arts degree. I completed my BA at the **Flinders University** of South Australia, majoring in English and History. During 1977, I became keenly interested in campus affairs, and off-campus community services. As a result of my extra-curricular interests, I was forced to withdraw from an Honours program in English.

I have participated in a wide range of learning situations related to my personal and professional interests. The most substantial of these were two Lifeline courses in Basic Telephone Counselling and Advanced Counselling (face-to-face), and a one year part time TAFE *Introduction to Women's Studies* program in 1980. Amongst the topics covered by short term skills-based programs are: enterprise development, dealing with media, worker group work, decision making, dealing with stress, presentation, management/supervision, youth worker training, computing/technology, crisis intervention, short term counselling, assertiveness and lobbying. I have also attended numerous seminars on current social issues. In 1996 I was awarded a *Certificate IV: Workplace Training Category 2* entirely through RPL (Recognition of Prior Learning).

Scholarships & Awards

In 1976, the **Queen Elizabeth II Silver Jubilee Trust** offered me an Individual Award to research youth homelessness in Adelaide. In 1974, I was granted a **Victorian Education Department Teaching Studentship**. Whilst at Secondary School in Victoria, I was awarded both a **Junior** and **Senior Secondary Scholarship**.

Elected & Appointed Positions

Whilst in **Singapore**, I was appointed to a number of committees and working groups. Most focussed on the internal workings of the School (eg. planning public promotional events, curriculum development). Outside Nanyang Polytechnic, I was invited to sit on a National Volunteer Centre Committee to advise on developing volunteer management systems in government/community organisations. I also participated in a variety of formal and informal groups concerned with the development of the Social Services in Singapore.

Whilst in Western Australia, I took particular interest in **young women's issues**. As a result, I was appointed to the Ministerial Review of the Status of Young Women in Western Australia (1986-8) as the tertiary sector representative. During 1986, too, I was an active member of the WACAE Women's Studies Working Party, which developed an undergraduate minor program, and a Graduate Diploma, in Women's Studies.

In the lead-up to, and during, **International Youth Year** (IYY) in 1985, I was appointed to: the Youth Information Group (cross-sectoral), State Government IYY Committee (Departmental Representative), State IYY Coordinating Committee (Government Representative), Commonwealth SERDOC Advisory Committee (Commonwealth appointee), and various sub-committees and working groups of these.

I maintained a keen involvement in **youth worker training and development** for many years. Some of the groups to which I was elected or appointed were:

- Trainers Standing Committee of YSTC-SA (Convenor, 1991-3)
- Youth Sector Training Council of SA (Industry Member, 1989-93)
- Australian Association of Youth Work Trainers (Secretary, 1987-9)
- National Community Services Industry Training Steering Group (Youth Sector Representative, 1989-91)
- National Youth Work Training Interim Steering Committee (SA Delegate, 1985)
- SA Accreditation Working Party (Chair, 1984/5)
- National Youth Worker Training Workshop (Federal Government appointee, 1984)
- National Youth Worker Training Network (SA Delegate, 1979/80)
- Salisbury CAE Working Party on Youth and Community Work Training (Industry Representative 1980/81; withdrew in 1981)
- Interdepartmental Working Party on Youth Worker Training in SA (SA Government 1979/80)

During 1977 and 1978, I was elected to a number of **Flinders University** and student committees including: Flinders University Council (Student Representative), Welfare Services Committee (University), the Union Board and Students Association Coordinating Committee. I was also co-editor of *Empire Times* (student newspaper).

Unpaid Work & Community Involvements

Since establishing my own businesses, unpredictable location and working hours have limited my ability to be formally involved with community groups on a regular basis. However, I have maintained a similar level of contribution as in the past, mainly through providing free or cheap services to low

budget community organisations throughout Australia, and through contribution to policy/program development in Singapore.

Whilst in WA, I was involved at various levels with:

- Youth Affairs Council of WA (particularly during their organisational review).
- Youth Accommodation Coalition of WA (the Training Sub-Committee).
- Local youth work agencies (providing resourcing/conflict resolution/support/training).
- Perth Inner City Youth Service (consultancy; contribution to national kit on outreach work).
- YWCA of Victoria (contribution to national kit on working young women).

My most significant field involvement in WA was with the **WA Feminist Youth Workers Network**. I was actively involved in the establishment of this Network, which ultimately had a membership in excess of 130 workers with young women. My major commitments included membership of:

- Network Resource/Support Group (the coordinating group).
- Young Women's Consultation Working Party facilitated consultations and produced a substantial report on young women's needs as part of the National Agenda for Women (Office of the Status of Women, Canberra).
- Rural and Aboriginal Consultation Working Party facilitated consultations and produced a substantial report on young women's needs, also for the National Agenda.
- Young Women's Research Working Group published an annotated bibliography of works produced in WA, nationally, and internationally, relevant to working with young women.]
- Young Women and Schools Working Group conducted a major seminar/workshop and published a handbook on the impact of the Education System on young women.

Prior to moving to Perth, my most substantial ongoing involvements were in **youth telephone counselling**. Concurrent with my student activities in 1977-9, I worked as a voluntary counsellor with Youthline and Lifeline. Following the closure of Youthline in 1979, I became actively involved in establishing and running Youth Link Inc. - a youth-to-youth information and counselling service. Initially, I was a member of the founding Management Committee, and Chair of the Information Development Sub-Committee. I developed and conducted a 16 session training program for counsellors, co-supervised the telephone counsellors, successfully applied for funding for an Information Officer and supervised the appointee. Between 1981 and 1984, I was Co-Director of Youth Link.

Apart from my paid employment, the majority of my involvements in SA were with the **non-government youth sector**, reflecting my interest in issues such as: community development, training, volunteerism and information. I consistently established ongoing contact and cooperation with a wide range of services, lobbying bodies and research/policy bodies, in particular, those related to youth issues. As an active participant in the Youth Affairs Council of SA, I was involved in the establishment of the Association of Youth Organisations and was a member of the Youth Worker's Network of SA. Some of my involvements were not agency based, for example, my involvement with **street work** in Hindley Street for 2 years (1983-5).

Whilst at Flinders University, I was an active member of the Minda/Flinders Club - a group of students who provided on-site recreational activities and camping holidays for residents with **intellectual disability** Minda Inc. Development of a student-to-student information service, and orientation programs for new students, were both ongoing commitments during my student life at Flinders. During 1977, I coordinated student involvement in the (Commonwealth) Office of Youth Affairs/Flinders University/5KA joint community awareness campaign on unemployment entitled *Speak Easy*.

Prior to moving to Adelaide in 1976, most of my involvements were within a church setting. There, I was an active youth group leader, and worked with aged people in a semi-independent nursing home.

Publications

I have authored over **200 training kits**, for use by paid youth/community workers, unpaid workers, management committees, young people and students. 29 of these are stand-alone/distance learning/external studies manuals. Topics covered include: ethical development, work with criminalised women, HR management, programming, group work, organisational development, counselling, communication, presentation skills, dealing with media, community development, administration/management, interviewing skills, writing skills, training competencies, rural youth/community work, work with (young) women, working with disadvantaged groups, volunteer management and information provision.

In addition, I have compiled or co-authored a large number of **journal articles, research documents, submissions, reports and information/promotional packages**. Most have centred on issues related to criminalised women, homelessness, young women, youth sector training, rural affairs and social change strategies. I have also conducted **evaluations/reviews** with a variety of housing, arts, disability and youth organisations. A significant number of **keynote addresses** from national events and conferences in most States and Territories (and 2 international events) have also been published. Over recent years, I have produced several substantial **websites**.