



## Paul J. Stevenson OAM

CSW. BA (Mus). Dip.Psych. MOP. MAPS. Fellow Clin. Psych – ACCP.  
Former National President – Australian College of Clinical Psychologists

# *Best Practice for Human Services – A Manager’s Guide*

If you’re like me, you will have experienced the frustration of researching *best practice principles* for your agency, via organizational psychology texts which are as thick as telephone directories. Further, they are all written from the view point of the Corporate Sector. In essence, it would seem that *best practice* is all about increasing *the bottom line*. That is, the principles of making people work faster, harder, more satisfied, more motivated, and more reliably in the interests of increasing profits.

But the Human Services Industry isn’t dependent on the *bottom line*. Sure, viability is important, as is the efficient and responsible use of funds (sometimes public funds). But, invariably the Human Services Industry is about **spending** not **saving**, and about working itself out of business – the converse of the Corporate Sector.

This seminar follows the manual and is designed to rake through the soup of those thick corporate texts, to present the material that is specifically designed to enhance the Human Services Sector. Like the industry at large, it is simple, concise and readable. I’ll tell you what I think, based on 36 years experience in the Industry.

*Publications on sale during the seminar will include:*  
*“Postcards from Ground Zero” RRP \$27.95 (GST incl.)*  
*“Its All Good” RRP \$33 (GST incl.)*  
*“Best Practice for Human Services RRP \$66 (GST incl.)*  
*“Are We There Yet?” RRP \$33 (GST incl.)*

## **About the seminar**

This presentation describes the Human Services Standards as they apply to Access and Equity, Organizational Development, Complaints, Record Keeping and Administration, Strategic Planning and Evaluation, Recruitment and Selection, Performance Appraisal, and OH&S.

Key sections of the manual will be presented upon assessment of the audience interests. Discussion groups give participants the opportunity to comment on specific problems within the workplace, which can then be examined in plenary sessions.

Paul's publication "Best Practice for Human Services: A Manager's Guide" will be available for purchase (RRP \$66).

## **About the presenter**

Paul J. Stevenson OAM is a registered Psychologist with 36 years experience in the Human Services Industry, evenly divided between Social Work and Psychology, and to the private and public sectors. He is a Clinical Psychologist, who also holds a Masters Degree in Organizational Psychology. Over the past fifteen years, he has specialized in the clinical treatment of victims of trauma, and the strategic design and evaluation of Disaster Management interventions. He is a former National President of the Australian College of Clinical Psychologists, a former Consultant to the Psychologist's Board of Queensland, a presiding member of the Queensland Health Practitioner's Tribunal, a member of the Australian Strategic Policy Institute, a Forensic Consultant to the Queensland Police Service, and a former lecturer for Bond and Griffith Universities.

In these capacities, Paul has provided an on-site consultancy service to most major disasters in Australia (over the past fifteen years), and more recently to international disasters involving Australians. These include the Moura Mine Disaster, the Charleville Floods and Droughts, the Port Arthur Shootings, the Thredbo Landslip, the Margaret River Landslide, the Bali Bombings, the J.W. Marriott Hotel Bombing (Jakarta), and businesses affected by the Australian Embassy Bombings in Jakarta. Paul was also an adviser to the Prime Minister during the Indian Ocean Tsunami campaign, and has provided assessment services to the custodial staff of the Asylum Seekers on Nauru.

During the Port Arthur campaign, Paul was Queensland Coordinator of the Incident Recovery Service, and was engaged in the strategic planning and evaluation of counselling and debriefing services for sixteen (16) months subsequent. In Bali, Paul worked directly with the Consular-General, and conducted debriefing services to the Bali International Medical Clinic, during the first week of the crisis. Paul was honoured with an Order of Australia Medal in 2004, in recognition of his International Disaster Management interventions. (For more details: [www.accesspsychology.com](http://www.accesspsychology.com)).