



ATDP Update!

October 2023

Message from the ATDP Delivery Team

Hello everyone! Here we are with a Halloween edition of the ATDP Update.

I had the pleasure of meeting a number of advocates at the Hexham Advocacy Seminar in Newcastle on 19 September and Townsville advocates at the DVA NQ Consultative Forum on 26 September. It was lovely to meet everyone and get their insights into advocacy in their regions.

CPD Workshop

As informed on the 12 September in the ATDP Newsroom, the CPD Workshop did not proceed as planned.

In the meantime, we have reviewed all the feedback that has been received to identify key areas for improvement. Feedback has been collated from:

- CPD System and Freetext; and
- Email Feedback



There are three main themes that have been identified for improvement. These include:

1. System and Website information
 - a. Improve CPD Portal useability
 - b. Improve CPD webpage and information
2. Content
 - a. Update content
 - b. Review content suitability for advocate level
3. Points System
 - a. Transparency and Consistency for point allocation
 - b. Reconsideration process

ATDP are in the process of reviewing the existing CPD policy and will include stakeholder consultations.

You are welcome to continue to provide feedback regarding CPD. You can email your feedback to: cpd@atdp.org.au.



How To Guides:

We've published one additional How to Guide:

- How to register for an existing CPD External Event

We'd like to thank Geoff Harrison (RM2) for his support in developing this one 😊

What to Expect as a Trainee, RPL, C&A Process and Portfolio of Evidence requirements are all being developed and are likely to be released in the next month.

If you have any suggestions regarding additional How To Guides, please let us know at ATDPEnquiries@dva.gov.au

Advocacy Register (AR) Audit:

We have now completed the Advocacy Register audit. The final stage was to contact ESO Authorised Persons to verify:

- contact information for their organisation; and
- current advocates and trainees listed for their organisation.

We are pleased to confirm that this process is now complete. And ESO information and the AR is up to date.

We will be aiming to streamline the audit process for next year as this will become an annual task.

The Authorised Persons in each ESO are pivotal to ensure the accuracy of the Advocacy Register. We thank you for your support to ensure that veterans and their families have access to up to date information about advocates in their location.

In Person Program Delivery Pilots:

In response to feedback, we're in the process of piloting in person delivery of MTS programs:

- Mentoring Workshop - in Newcastle
- C1 C&A Program - in Perth

Information will be sent out to relevant advocates in the near future.

I hope that the last two months have treated you well. As always, thank you for the work that you do and the support you provide! Lives are changed by your actions.

Take care.

Michelle Higgins

A/g Assistant Director – ATDP Program Delivery

From the Development Team

Website Penetration Testing

Website penetration was undertaken in September by an external contractor. This testing is undertaken to continue to improve the security of data contained within the ATDP domain and associated sub-domains. The completed testing has shown that the ATDP website is currently in a strong position, and we will continue ongoing work in this space to protect your privacy and all data held.

Social Media

The ATDP Development team is currently working with the DVA Social Media team to create social media messages and posts to encourage the veteran community to seek ATDP trained advocates. The plan moving forward is for ATDP to have regular communications through social media relating to advocacy services, and the training program. Our first release is planned for end of October to beginning of November, so keep your eyes out!

Businessline Newsroom

Please be aware that there are currently delays in publishing the Businesslines to the ATDP website. We are working with the team to share this information as soon as possible, and the website will be updated once the documents have been cleared for publication.

Program Support

All reports are current as of 26 October 2023.

🖨 Unique Active Advocates - Total Advocates: 637					
Stream	Level 4	Level 3	Level 2	Level 1	Total
Compensation (C) advocates	4	43	168	100	315
Wellbeing (W) advocates	0	0	177	39	216
Advocates with both Compensation and Wellbeing qualifications	C4/W1	C3/W1	C2/W1	C1/W1	
	0	1	9	4	14
	C4/W2	C3/W2	C2/W2	C1/W2	
	7	26	47	12	92
Total					637

Trainees currently undertaking Units of Competency (trainees counted more than once if undertaking more than one UoC)

Total number of unique trainees = 417

#	Name of Competency	Region 1	Region 2	Region 3	Total
1	Compensation Advocate Level 1	66	88	57	211
2	Compensation Advocate Level 2	39	37	19	95
3	Compensation Advocate Level 3	7	7	9	23
4	Compensation Advocate Level 4	1	0	1	2
5	Wellbeing Advocate Level 1	49	47	20	116
6	Wellbeing Advocate Level 2	15	2	4	21
7	TOTAL NUMBER OF UoCs	177	181	110	468

Completed Units of Competency (Advocates counted more than once if completed more than one UoC)

Total number of unique accredited advocates = 637

#	Name of Competency	Region 1	Region 2	Region 3	Total
1	Compensation Advocate Level 1	98	55	44	197
2	Compensation Advocate Level 2	129	96	80	305
3	Compensation Advocate Level 3	35	25	21	81
4	Compensation Advocate Level 4	3	3	5	11
5	Wellbeing Advocate Level 1	50	17	31	98
6	Wellbeing Advocate Level 2	106	75	88	269
7	TOTAL NUMBER OF UoCs	421	271	269	961

Trainees (Average Age by Region)

#	Name of Competency	Region 1	Region 2	Region 3	Average Age Total
1	Compensation Advocate Level 1	54	57	52	54
2	Compensation Advocate Level 2	57	61	58	58
3	Compensation Advocate Level 3	67	60	59	62
4	Compensation Advocate Level 4	69	78	71	72
5	Wellbeing Advocate Level 1	57	57	62	58
6	Wellbeing Advocate Level 2	62	54	56	57
7	Average Age Total	61	61	59	60.6

Accredited Advocates (Average Age by Region)

#	Name of Competency	Region 1	Region 2	Region 3	Average Age Total
1	Compensation Advocate Level 1	55	61	60	58
2	Compensation Advocate Level 2	63	69	67	66
3	Compensation Advocate Level 3	68	68	67	67
4	Compensation Advocate Level 4	72	76	73	73
5	Wellbeing Advocate Level 1	62	63	61	62
6	Wellbeing Advocate Level 2	66	65	68	66
7	Average Age Total	64	67	66	65.8

Gender by Training Stream (unique)

	Region 1		Region 2		Region 3		Total numbers
	Male %	Female %	Male %	Female %	Male %	Female %	
C4	100 (1)	0 (0)	0 (0)	0 (0)	100 (1)	0 (0)	2
C3	86 (6)	14 (1)	57 (4)	43 (3)	56 (5)	44 (4)	23
C2	50 (19)	50 (19)	78 (29)	22 (8)	72 (13)	28 (5)	93
W2	58 (7)	42 (5)	50 (1)	50 (1)	50 (2)	50 (2)	18
C1	66 (40)	34 (21)	71 (55)	29 (23)	67 (37)	33 (18)	194
W1	43 (16)	57 (21)	63 (20)	38 (12)	50 (9)	50 (9)	87
Total	57 (89)	43 (67)	70 (109)	30 (47)	64 (67)	36 (38)	417

Gender by Accredited Advocates (unique)

	Region 1		Region 2		Region 3		Total numbers
	Male %	Female %	Male %	Female %	Male %	Female %	
C4	33 (1)	67 (2)	100 (3)	0 (0)	100 (5)	0 (0)	11
C3	75 (24)	25 (8)	82 (18)	18 (4)	94 (15)	6 (1)	70
C2	74 (70)	26 (24)	76 (54)	24 (17)	85 (50)	15 (9)	224
W2	65 (45)	35 (24)	43 (24)	57 (32)	56 (36)	44 (28)	189
C1	57 (25)	43 (19)	79 (27)	21 (7)	73 (19)	27 (7)	104
W1	55 (11)	45 (9)	57 (4)	43 (3)	50 (6)	50 (6)	39
Total	67 (176)	33 (86)	67 (130)	33 (63)	72 (131)	28 (51)	637

Nominations for New Training versus RPL (By Year)

	2016	2017	2018	2019	2020	2021	2022	2023	Total
In Training	101	374	405	386	332	328	307	225	2458
In RPL	99	482	364	227	26	27	60	52	1337
Total	200	856	769	613	358	355	367	277	3795

Mentoring Workshops - Total number of Advocates who have attended a Mentoring Workshop

Year	2016	2017	2018	2019	2020	2021	2022	2023
Numbers	92	248	48	28	5	43	43	18

MENTOR Statistics - Number of ATDP Active Advocates Who have been Mentor Trained by Region

Region 1	Region 2	Region 3	TOTAL
145	132	119	396

MENTOR Statistics - Number of ATDP Mentors who currently have a trainee

Region 1	Region 2	Region 3	TOTAL
66	63	45	174

RTO Update



Participation in the Hexham ESO Forum

It was a great honour to be able to spend time with so many wonderful people at the recent Hexham ESO Forum. The breadth of discussion and the range of topics explored during the day gave me an even greater appreciation for the scope of work being undertaken by ESOs in support of the veteran community.

At the Forum I gave a very brief presentation on the work of the RTO. This included:

- ✚ The ongoing availability of the Mentoring Workshop to support capability development in ESOs. Interested and experienced Advocates can nominate to attend an online one-day mentoring workshop through the ATDP Advocacy Register portal.
- ✚ The conduct of the pilot program for a Combined Level One program. The next Module is the Wellbeing Module scheduled to occur on 1-2 November.
- ✚ Working with the Regional Managers to progress the strategy for delivery of Level Four Advocacy training. More on that to follow as the plan firms up.

Conduct of Consolidation and Assessment Sessions

In late September and early October we facilitated two Compensation Level One programs. Many thanks to Graham Jacob for co-facilitating and assessing. His participation certainly rounded out the quality of the discussions and examination of the content.

Patrick Magee
Acting National Training Manager
Major Training Services Pty Ltd

Region 1 Update – QLD, NT

Deputy Chair Resignation

Peter Ryan is withdrawing from commitments due to health reasons. I wish to thank him for the support and discussions we have had over the last few years. I trust he will genuinely pull back from all the expectations from so many people, especially at Brisbane West Community of Practice (CoP). He has done a great job with this CoP and shown the way for many others. All the best to Peter for the future.



Mentoring

Mentoring remains an integral part of ATDP training. Unfortunately, far too many people are unwilling to act in the mentoring role. The consequence of this is that there isn't a replenishment pathway. We are liable to end up without sufficient people to support our veterans in need. It is essential that experienced advocates recognise a responsibility to train others to take their place in the future. ESOs that have mentor advocates are encouraged to notify their Regional Manager so they can discuss with other ESOs the potential to engage with an advocate in their area. ESOs can list their need for a mentor in the Advocate Register. If this process begins to work, we may go some way towards resolving the mentoring problem.

Face-to-face Mentor Workshop

DVA has approved face-to-face mentor workshops in the Regions and a pilot in the Hunter Region is to be run in November. Level 2 advocates who have gained experience and experienced mentors, can participate to gain the qualification or update, so that roles and responsibilities for mentoring are refreshed. There are 3 CPD points allocated to this one-day workshop. The process involves ESO's nominating suitable candidates for the Mentoring Workshop. Further locations following the pilot will be decided from the responses and where there are a minimum of 6 advocates. There is still an online workshop scheduled for Nov 6th.

CPD

Unfortunately, the CPD workshop was postponed. An online meeting facilitated progress on a CPD Policy document. It is expected that the workshop will be held in the future.

Level 1 Combined Program

The Level 1 Pilot for both Wellbeing and Compensation is in progress and due for completion in November, when a report on its value will be produced.

Statistics (From ATDP Newsroom 26/09/2023)

Advocate Audit Summary - Region 1

Advocate Audit	QLD	NT	Total		QLD	NT	Total
Current Advocates	250	5	255	Current Trainees	152	5	157
Resigned/Retired Advocates	18	1	19	Withdrawals	11	0	11
Total			274				168

Dr R G Grandin
Regional Manager, RSG1
rm1@atdp.org.au 0409 615 948

Region 2 Update – WA, ACT, NSW

Congratulations

I would like to congratulate those Trainee Advocates who have recently graduated as Advocates in the last two months.

I wish you all the best and ask you to remember to expand your network of Advocates and Mentors and learn from them.



C1	C2	W1
Robert, WA	Geoff, NSW	Kerry, NSW
Paul, WA		Robyn, NSW
Philip, NSW		
Ken, NSW		
Dan, NSW		
Wade, ACT		
Graham, NSW		

Western Australia Advocates' Seminar 21 Nov 2023

CPD Upcoming Events

21-Nov-2023
WA Advocates' Seminar
ATDP Regional 2

[Read More](#)

Please login to your CPD account to register for scheduled events.

The Western Australia Advocates' Seminar (WAAS) will be held on 21 Nov 2023 from between 08:55 to 16:30 at the South of Perth Yacht Club. The event is free to all ATDP Advocates and ESO Support Officers. All day tea and coffee and Lunch will be provided.

Please see the ATDP to register for the WAAS.

To register your attendance at the WAAS please see the instructions for registration here: [ATDP - Registering for an existing External CPD Event - How To Guide.pdf](#)

The Program for the WAAS includes presentations from:

- Mr Peter King DC WA and his Team;
- Ms Michelle Higgins ATDP;
- Mr Brett Warner CPD Manager;
- Mr Kahlil Fegan DSC AM, the new Repatriation Commissioner; and
- The Hon. Paul Papalia CSC MLA, WA Minister for Veterans.

Topics include:

- The Advocates and ESO Community collaborative support to Veterans and their Families.
- Community of Practice.
- Veteran and Family Wellbeing.
- ATDP Update and Act Harmonisation.
- Repatriation Commission update.
- Mentoring and Mentors.
- Continuous Professional Development.
- Compensation matters update.
- WA Government support to Veterans.

I hope to see all Western Australia Advocates and Support Officers on 21 Nov 2023.

Touchpoints

Since the last ATDP Update I have attended:

- ESO Peak Body Forum on 10 Oct.
- The Hexham Veteran and Family Advocates' Seminar – 19 Sep 2023.
- RSG2 Meeting on 26 Sep 2023.
- RSL NSW Wellbeing Support Officer course development day – 27 Sep.
- Veterans' Health Week presentation – 11 Oct.
- RSL NSW Community of Practice Meeting – 19 Oct.
- DVA ESORT Advocacy Working Group – 23 Oct.

ADF Chief of Personnel – LTGEN Natasha Fox AO CSC

A new ADF Division has been stood up and focuses on ADF Personnel across all three Services. This Division is part of the [Defence People Group](#) and is headed by [LTGEN Natasha Fox AO CSC](#) and will be responsible for improving the ADF Transition process through access to individual Services Personnel Divisions. LTGEN Fox is responsible for the Joint Transition Authority which is commanded by AIRCDRE Kaarin Kooij CSC.

LTGEN Fox's position was created in response to the Defence Strategic Review 2023, which recommended that personnel management in the ADF be integrated and centralised under a single command to '*increase [its] effectiveness, efficiency and cohesiveness*'.

Quote for this Update

'It's said that a wise person learns from his mistakes. A wiser one learns from others' mistakes. But the wisest person of all learns from others' successes.' - John C. Maxwell, Leadership Gold

Thank you for your dedication and support to Veterans and their Families. Please feel free to contact me with your concerns and thoughts on improvements to the ATDP.

Geoff Harrison
Regional Manager, RSG2
rm2@atdp.org.au 0499 799 351

Region 3 Update – SA, Tas, Vic

“I can do things you cannot, you can do things I cannot; together we can do great things”. - Mother Teresa

So, we find ourselves well into the last quarter of the year with little time left to get those things done that we promised ourselves to do around New Year’s Eve.



The Voice and Advocacy

As I write this many will be reflecting on the results of the Referendum. Some will be reflecting on the loss of the YES case and looking to every possible excuse except that it was perhaps a not-so-good idea from the start and was then badly executed. Others will be pleased with the loss of the proposal and hoping that a united way forward can be found to alleviate the situation of some of the most disadvantaged communities in our great country. Time to move on.

It was stated several times by those interviewed after the result became clear, that there was no Plan B. So we, at least in theory, have an opportunity for all our politicians (I do not support the idea of ‘bipartisanship’ because it will take more than just the two major parties) including our First Nation elected representatives, to come together and develop an achievable plan for improvement of the deplorable socio-economic conditions in which many First Nation communities find themselves.

What has this got to do with advocacy?

For the greater part of the last three years military advocacy, from ATDP through to the delivery of services to veterans and their families, has been without National leadership. Since the dissolution of the SGB and CFMG, ATDP has struggled for leadership and direction. Initially, responsibility for management and governance fell to the policy branch under the Community Policy area of the Department. This was marked by stagnation and after 12 months responsibility was transferred to what is now the Grants, Veteran Experience and Program Evaluation area.

Over two years after assumption of responsibility for ATDP by the Department it seems that Plan A has failed and like The Voice – there is no Plan B. The Department tore up the Policy and Practices Manual developed by the CFMG and now we find a new draft CPD policy is to be published over five years after the introduction of CPD. And yet another Working Group is examining the future model for advocacy. More of that later.

Much is being made of the ‘new’ Department policy of co-design and openness but it seems that while the policy has been welcomed by the veteran community the same level of enthusiasm is lacking at the working levels within the Department. The advice of ATDP Subject Matter Experts is still largely being ignored. Time to heed Mother Teresa’s words of wisdom perhaps?

Veteran Family Advocate Commissioner – Gwen Cherne

I was fortunate enough last week to attend a luncheon at which Gwen Cherne was the guest speaker and which was also attended by Meaghan Morgan who is presently the Acting DVA Deputy Commissioner in Victoria. While I am aware that I mentioned Gwen in the last issue of the Update in relation to the National Legacy Advocacy forum, there were over 200 veterans at this luncheon and all were outspoken in their praise for Gwen and how lucky we are to have such a strong voice for veterans and their families on the Repatriation and Military Rehabilitation and Compensation Commissions.

If you have not heard Gwen speak and have a chance to do so jump at it. You will not be disappointed.

Deputy Commissioner Forum

Another Victorian Deputy Commissioner forum was held last week.

Meaghan Morgan, who is acting DC while Michael Harper is on leave, did a great job in the face of some significant technological challenges arising out of the 'hybrid' face-to-face and on-line meeting and which were eventually overcome. The theme of the forum was 'Transition'.

My dot point notes are as follows:

- Tammy Reilly, the Regional Stakeholder Manager in the Defence Transition organisation gave an interesting and informative briefing on her group's operations. The organisation now encompasses some of the functions of the Defence Community Organisation which are now incorporated in the Joint Transition Authority. It was noted that the transition process is now available to Reserve Force members. The transition process can now commence with engagement up to 24 months prior to actual transition from the ADF. There are now 'transition coaches' to assist those transitioning who have difficult circumstances – for example complex medical discharges or particular family circumstances that need to be considered such as disruption to children's schooling. Another interesting point was the Transition Readiness Questionnaire which all members are asked to complete so that a transition process can be planned well in advance to minimise potential 'problems'.
- WOFF (RAAF) Russell Kenyon is a Member Support Coordinator (MSCO) officer. His role is to provide support to RAAF members identified for separation on medical grounds. Something that we have all observed as advocates, but not connected to any particular event (at least I hadn't), was the development of a reluctance of serving personnel to seek medical support for a wide range of injuries (physical or mental). Russell traced this back to the winding up of DFRB scheme in 1991 which led to a 'culture change' because members did not want to risk jeopardising their insurance. The RAAF have developed a system designed to make separation as painless as possible for the member and the MSCO ensures that the member has claimed the separation condition(s) and Commonwealth Superannuation Corporation benefits. If DVA/CSC is not finalised the discharge is held in abeyance with the cooperation of the Unit Commander.
- Elizabeth Connolly, Acting Director of DVA's Transition Branch spoke on Veteran Support Officers. There are now VSOs on 56 Defence bases. VSOs are now alerted when a member is medically classified J5 – to be Separated – which allows for an early DVA 'heads up'. DVA representatives are now also involved in providing presentations to recruits which will assist in ensuring a greater awareness by members of DVA support available. Elizabeth also spoke of the Department's Client Support Program that ESOs can refer cases to and also Veteran Employment Support.
- The acting DC gave an update on the claims situation (this is available on the DVA website). Over 8,000 claims were processed in each of August and September while 5,370 new claims were received. At the end of August 25,400 claims remained unallocated.
- Robert Winther OAM, is the Veteran Liaison Officer at Austin Health (which includes the 'old' Repat). Robert joined the 'Repat' in 1966 and transitioned to Austin Health when it incorporated the 'Repat'. That's right – this is Robert's 57th year at the Repat !! Robert briefed the forum on the bio-medical training that the Austin is conducting for the Army. A real piece of new information related to the erection of a statue in the Repat grounds in memory of Vietnam veterans which is to have the unlikely, but very appropriate, title of 'The Signalman'.

- The next meeting it is hoped to focus on Commonwealth Superannuation and offsetting which is something many of us have been trying to have incorporated into ATDP training for several years.

Advocacy Standards and Principles Working Group

Back in May the ESORT was advised that the Department intended to establish a Working Group under the Chairmanship of the General Counsel, Kerri-Anne Luscombe, who had previously been associated with the Veterans' Support Services and Advocacy Scoping Study conducted by Robert Cornall AO. The title of the Working Group was apparently originally Advocacy Model Working Group but has since morphed into the above and the meetings are now Chaired by Veronica Hancock the First Assistant Secretary Policy and Research.

In the last Update I reported that the Working Group was to report to the ESORT in September. However, it was decided that further consideration was needed and so a further meeting was scheduled for 13th October. On 10th October the Department circulated three amended 'proposal' documents totalling 10 pages for further consideration at the meeting on the 13th. These were followed late in the day by a 25 page paper on advocacy, authored by RSL NSW but submitted under the National RSL banner.

Subsequently, the Department postponed the meeting for the 13th to the 23rd October based on attendees needing more time to read the documents.

More than a few of the members of the working group are concerned at the Department's management of this exercise which purports to be seeking agreement to the future direction of advocacy including;

- Overriding principles on which veteran advocacy should be based (discussed in the last issue of the Update),
- Development of a professional association for veteran advocates,
- A new funding grant to support ESO advocacy services and,
- Using the DVA delegate training systems to support advocate training.

That the meetings have been conducted with no agenda or clearly stated objectives and that discussion has only been in the most general of terms – and then only on options put forward by the Department – is what is causing concern. Further, the Department has indicated that they intend to brief the Minister after the next two-hour meeting which is to be the last.

It certainly looks like the Department's stakeholder engagement and co-design objectives are yet to trickle down to the Community Policy and Research area of the Department.

Assessment Status Report

Since the last 'Update' the following progress has been achieved in Region 3:

12 Aug 23 - 11 Oct 23

Candidates panelled for Consolidation & Assessment	Candidates ready for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
1x Compensation Level 1 3x Compensation Level 2 2x Compensation Level 3 1x Wellbeing Level 1	2x Compensation Level 1	4x Compensation Level 1 3x Compensation Level 2 3x Compensation Level 3 2x Wellbeing Level 1 7x Wellbeing Level 2

Mentor Notifications (C&A)	New Enrolments	Archived
1x Compensation Level 1 1x Compensation Level 2 1x Compensation Level 3	2x Compensation Level 1 2x Compensation Level 2 1x Compensation Level 3 1x Wellbeing Level 1 1x Wellbeing Level 1 (RPL) 2x Wellbeing Level 2 (RPL)	<u>Training</u> 2x Compensation Level 1 2x Wellbeing Level 1 <u>Accredited</u> 1x Compensation Level 1
SOA Issued	Program Attendance	Workshops Completed
2x Compensation Level 1 2x Compensation Level 2 1x Wellbeing Level 1 1x Wellbeing Level 2	3x Compensation Level 1 2x Compensation Level 2 1x Wellbeing Level 1	Nil

Congratulations

Congratulations to Dianne and Sandra (SA) on gaining Level 2 Compensation accreditation, Elizabeth (SA) Wellbeing Level 2, Wayne and Nicole (VIC) Compensation Level 1 and Lynette (VIC) Wellbeing Level 1.

And Finally Some Good News – well for one veteran

One of the greatest duties we have towards the veterans we assist is to ensure that they are granted their entitlements. Necessarily, this involves reviewing all decisions that are made in respect of a veterans claim – not just checking unsuccessful claims to see if they should be appealed.

Perhaps the most time-consuming checking task is reviewing the Department's offers of Permanent Impairment compensation under either DRCA or MRCA. The majority of advocates do not bother to check these calculations, often giving the reason that 'I was not taught that during my training'. This extract from an email I received from an advocate last week, should motivate us to make sure that we check the calculations in all compensation decisions.

*'Did I mention that client whose Initial liability claims were rejected but upon appeal were approved by the DRCA reviewing officer was offered PI compensation that **DID NOT AGREE with the calculations you provided for DRCA PI calculations?***

I questioned the decision by the delegate, and they confirmed that they had made an error which, if undetected, would have cost the Veteran, \$46,242.87 in compensation'.

Some time ago a couple of us developed a simple (well, simple on the outside) calculator which calculates anything from Combined Impairment to pension or PI under the three Acts. A copy is available at: <https://ausveteranadvocate.net/pages/main.php?p=main>

In cases where more than one Act is involved the calculator may differ from the Department's calculation and in such cases, please feel free to email or call me for possible reasons.

Thanks for your hard work and ongoing support of our veterans and their families.

Until the next Update . . . Stay safe,



Roger W Greene OAM JP
Regional Manager
Region 3 (SA, Tas, Vic)
Phone: 0411 431 189

ATDP VetAffairs August article

In case you missed it...

ATDP submitted an article for the VetAffairs August edition to promote advocacy and the ATDP to attract interest in training in the veteran community.

Advocate to help a mate

Just like Simpson and his donkey, Australians have a long history of helping their mates. Did you know that you can help your mates by volunteering with an Ex-Service Organisation (ESO) as an advocate?

Advocates associated with an ESO provide free, valuable advice and assistance to veterans and their families who are in need.

There are two veteran advocacy categories:

- Wellbeing advocates help veterans and families access a broad range of government and community services such as health and housing support to maintain wellbeing.
- Compensation advocates help veterans and families submit compensation claims to the Department of Veterans' Affairs. Some advocates can also assist with appeal processes.

You don't need to be a veteran to become an advocate and you can train in both categories.

The Advocacy Training and Development Program (ATDP) provides free training available to ESO-associated advocates, supporting them to provide free quality advice to veterans and families. The program is a partnership between



DVA and ESOs. ATDP provides a nationally accredited Course in Military Advocacy delivered by Major Training Services.

The course consists of six elective Units of Competency across two major streams: Wellbeing (2 Levels); and Compensation (4 Levels). You can choose which Units of Competency you'd like to complete depending on your interest.

If you are interested in becoming an advocate, simply contact your local ESO. You can use the ATDP Advocacy Register to find the ESOs in your area at advocateregister.org.au

Veterans and their families can also use the ATDP Advocacy Register to find an advocate to access support. For more information about the training program, please visit the ATDP website: web.atdp.org.au

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WA Advocates and Support Officers' Seminar - 21 November 2023

The WA Advocates' and Support Officers' Seminar (WAAS) will be held on 21 Nov 2023 at the South of Perth Yacht Club. The WAAS will start at 08:30am for 08:55am and conclude at 16:30pm. The Seminar is free with all day tea and coffee and lunch provided. There is ample free parking at the venue.



The Seminar is an excellent opportunity for WA Advocates and Support Officers to come together, share experiences and learn from Veteran Community Specialists.

The WAAS Program is highlighted by Guest Speakers including The Hon. Paul Papalia CSC MLA, Mr Peter King (DC WA), and the new Repatriation Commissioner Mr Kahlil Fegan DSC AM.

The theme for the Seminar is 'The Advocate Community - a collaborative approach to Veteran and Family support' and the Program will cover the full range of Wellbeing and Compensation topics.

For Advocates who have a CPD obligation, CPD points have been allocated.

All Advocates can register online through the ATDP web site.

If you have any questions then please contact Geoff Harrison: rm2@atdp.org.au

QUEST Recording Release – FY Q1 2023-24

The Quarterly Update - Education, Support and Training (QUEST) recordings for FY Quarter 1 2023-2024 are now available in the [QUEST Newsroom](#)

These recording are available to assist with the professional and technical development of advocates, and provide information about changes and updates in DVA legislation, policy and procedures.

Each quarter, we will aim to add additional resources in this section, which may be of interest to the advocacy community.

The new videos available for your viewing are:

- Medical Forms Review Project
- DVA Overpayments Policy
- Granny Flat Arrangement
- Above General Rate of Pension VEA Section 24
- DRCA Non-Economic Loss (NEL) Compensation

Don't Forget to keep up with the latest...



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ATDP Contacts

For all general enquiries: ATDPEnquiries@dva.gov.au	
William Region 1 Program Support Officer (PSO1) - Qld/NT ATDP.PSO1@dva.gov.au 0472 704 592 SA time, 8.30-4.30, Mon-Fri	Dr Bob Grandin Regional Manager (RM1) - QLD/NT rm1@atdp.org.au 0409 615 948
Samone Region 2 Program Support Officer (PSO2) - NSW/WA/ACT ATDP.PSO2@dva.gov.au 0472 674 665 AEST time, 9.00-5.00, Mon-Fri	Geoff Harrison Regional Manager (RM2) - NSW/WA/ACT rm2@atdp.org.au 0499 799 351
Phil Region 3 Program Support Officer (PSO3) - Vic/SA/Tas ATDP.PSO3@dva.gov.au 0472 704 948 SA time, 8.30-4.30, Mon-Fri	Roger Greene OAM, JP Regional Manager (RM3) - VIC/SA/TAS rm3@atdp.org.au 0411 431 189
Radhe , Program Support Team Leader Elizabeth.Owen@dva.gov.au 0499 982 381 SA time, 8.30-4.30, Mon-Fri	

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