

Capability Framework Management Group (CFMG) Meeting – Melbourne 22-23 November 2018

Summary of key matters discussed by the CFMG members.

CFMG Chair report

The CFMG Chair reported that a Welfare Support Officer's (WSO) Handbook would be added to ATDP Website at the same time as the updated on-line Wellbeing Handbook (Formerly the Welfare Handbook) in February or March of 2019.

NTM report

The National Training Manager was asked to investigate issues with "disappearing" Workplace Experience Logs that have been reported by Regional Managers.

Regional Managers' Report

Regional Manager Regional Implementation Group (RIG) 1 (QLD and NT) Mr Bob Grandin, reported progress on the Community of Practise (CoP) mentoring training workshops conducted in Brisbane and Adelaide. The purpose of the workshops is team building and providing a framework for supporting mentors in a CoP environment.

Regional Manager Regional Implementation Group (RIG) 2 (NSW, ACT and WA) Mr Ian Thompson, stressed the importance of communication between the ATDP and ESO's. Ian is to submit a proposal for further roadshows in his region to improve knowledge of the ATDP.

Regional Manager Regional Implementation Group (RIG) 3 (VIC, SA and TAS) Mr John Methven, reported on the CoP Workshop held in Adelaide in November 2018 and other activities within his region.

Communications Report

ATDP Update – a monthly ATDP Update has been distributed to ATDP internal stakeholders, to provide them with information about ATDP including:

- A message from the CFMG Chair
- A report from Regional Managers on information sessions and training sessions and;
- Providing updates on a range of ATDP projects.

Advocacy News – the latest Advocacy News was issued on Thursday 7 November 2018 to ATDP internal and external stakeholders. This issue covers a range of topics including:

- a message from the SGB Chair
- Veteran Related Government Reviews
- the new CPD Portal
- VITA information; and
- departmental and community news relevant to ATDP advocates.

VITA fliers – The two VITA fliers are now available in electronic and hard copy. If you require a copy of the brochures please email ATDP.Communications@dva.gov.au. Please note that the electronic copy has been distributed through ATDP update and Advocacy News to recipients including advocates, ESOs, departmental contacts from Defence and DVA.

Advocacy Scoping Study Report

CFMG members were advised that formal consultations for the Veterans' Advocacy and Support Services Scoping were completed in early October. The study lead, Mr Rob Cornall AO, spoke to more than 400 people, including from government agencies and ex-service organisations in Australia, Canada and the United Kingdom, and representatives from the Australian legal, health, ageing, disability and community sectors.

The study received over 200 submissions. Where the author has given their permission, submissions have been published in full on the study's website. Where the author has not given permission, the submission is referenced on the study's website. See www.dva.gov.au/advocacystudy.

Mr Cornall is currently writing his final report, which is a major undertaking given the amount of information gathered and the range of issues needing to be considered.

Accredited Advocate Register (AAR)

The Accredited Advocate Register (AAR) prototype was demonstrated.

The Advocacy Training and Development Program (ATDP) launched the Accredited Advocate Register (AAR) on **Thursday 24 January 2019**. The AAR replaces the existing Directory of Advocates located on the [ATDP website](#) and provides veterans and their families with a quick and easy way to identify and contact ex-service organisations (ESOs) which have accredited advocates in their area.

The AAR is a user-friendly online resource that provides a search facility for veterans and dependants. Some of the benefits of the AAR include:

- Providing the flexibility of a number of search methods for locating advocates including by postcode, physical location and organisation
- As an on-line search tool it allows veterans and their families a convenient way to find local ex-service organisation details quickly and easily
- Enabling ESOs to self-manage their listings of accredited advocates and ESO contact details in an efficient, accurate and secure way; and
- Supporting ESOs and advocates to ensure advocates' knowledge remains current by recording their status in respect to the ATDP's Continuing Professional Development program.

The link to the AAR is available on the ATDP website (www.atdp.org.au)

Unreasonable and Vexatious Complainant Policy

The ATDP is developing a policy in line with contemporary practise in dealing with Unreasonable and Vexatious Complaints.

New ATDP Website front page

The ATDP are developing a new Front Page for the www.atdp.org.au website. A prototype was shown the CFMG members and further input was sought. It is expected the new ATDP Website front page will go live in late March or early April 2019.

ATDP Curriculum Development Update – Registered Training Organisation (RTO) Report

ATDP Level 2 Consolidation and Assessments have or will be conducted for both compensation and well-being in November and December 2018. A Subject Matter Expert (SME) Workshop will be conducted in Sydney in late December 2018 to commence the development of ATDP Level 3 Pathway training material. Following discussions with ADF Transition the ATDP Continuing Professional Development (CPD) content on transition from the ADF has been updated.

ATDP “Not Yet Competent” policy - Update

The ATDP “Not Yet Competent” (NYC) policy which was developed in discussion with the RTO has put a limit on RPL candidates of two attempts at quizzes. Second quizzes will require a pass mark of 80% and a wait time of 6 months applies if they are deemed NYC at the second attempt.

Continuing Professional Development (CPD) – Update

It was agreed that the following programs would be approved for CPD points on 2019/20.

- ASSIST
- Safe talk and
- Mental Health First Aid

VITA Update

A letter was attached to Issue 9 of the ATDP Advocacy News highlighting the importance of ESOs issuing Letters of Authority to their Authorized Advocates to ensure Veterans' Indemnity and Training Association (**VITA**) Professional Indemnity cover. This issue also covers a rebuttal of some false claims regarding VITA coverage of volunteers.

Programming of Consolidation and Assessment activities

The process for scheduling future Consolidation and Assessment activities based upon the principle “Demand Management” was discussed with further work on the model to be undertaken in January 2019 at a Workshop in Adelaide.

Meeting closed at 12 Noon on 23 November 2018