



COMBINED LEVEL 1 ADVOCACY PILOT - OUTLINE PROGRAM

Introduction (21 Jul 23)

- Introduction to Advocacy
- DVA Veteran-Centred Model
- Wellbeing Advocacy
- Compensation Advocacy
- Course in Military Advocacy
- Level 1 Program
- Responsibilities of ESOs and Advocates
- Professional Indemnity Insurance
- Fraud and Ethics
- eLearning Packages to Complete
 - Communications and Interview Techniques
 - Non-Liability Health Care

Module 1 – Advocacy Level 1 (25 & 28 Aug 23)

- Communications
- Interview Techniques
- Non-Liability Health Care
- Overview of Department of Veterans Affairs
- Stress and Burnout
- Privacy and Confidentiality
- Record Keeping
- eLearning Packages to Complete
 - Wellbeing Level 1

Module 2 – Wellbeing Level 1 (1-2 Nov 23)

- eLearning Revision
 - Veteran Cards
 - Networking
 - Relationships
 - Tools of the trade
- Types of Wellbeing Support
- Introduction to Compensation
- eLearning Packages to Complete
 - VEA Basic
 - DRCA Basic
 - MRCA Basic

Module 3 – Compensation Level 1 (21-23 Nov 23)

- eLearning Revision
 - VEA Basic
 - DRCA Basic
 - MRCA Basic
- Basics of Eligibility
- Introduction to SOPs
- Completing and Submitting Claims
- Decisions and Needs Assessments