

# ATDP Update – April 2024

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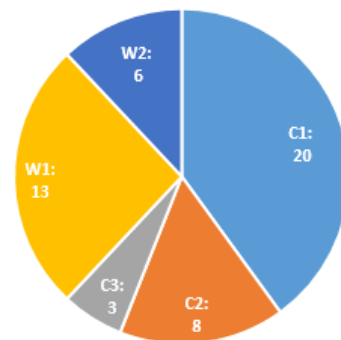
## Message from the ATDP Delivery Team

Welcome to the Anzac Edition of the ATDP Update.



It's been another busy two months. The ATDP Management team has had a couple of changes. We welcome Duleeka as our new Director and Kerry as the Assistant Director of our Development Team.

Our Trainees, Mentors and Assessors have been busy! There have been 50 new Statement of Attainments issued in March and April:



Congratulations and thanks to all of you!

The combined level one pilots are going well. More information about the pilots can be found in throughout this newsletter.

## Advocacy Register Audit 2024

Our team will commence the Advocacy Register Audit next month. This means that all trainees, advocates and ESO Authorised Persons will receive an email requesting confirmation of their contact information and associated ESOs. Your participation in this activity will ensure that veterans and families will be able to access correct contact information when looking for assistance.

*Please note that the Advocacy Register does not list any personal details of the advocates who provide the services.*

Disclaimer: The ATDP Monthly Update Newsletter incorporates or summarises the opinion of individuals. Such material is assembled in good faith, but does not necessarily reflect the considered views of the Commonwealth, or indicate a commitment to a particular course of action.

## What do you want to see in this newsletter?



If you have any suggestions for content or any questions about ATDP – we want to know!

We're also interested in any positive stories or processes that are working well in your region. We'd love to hear about:

- Your Community of Practice
- Engaging training activities happening in your location
- Anything else that you'd like to share with the Advocate community that may help others.

You can contact us at [ATDPEnquiries@dva.gov.au](mailto:ATDPEnquiries@dva.gov.au).

## In Person Training Delivery

ATDP can consider in person delivery options for training. This includes Consolidation and Assessment programs and the Mentoring Course. For an in person program to be considered there is a requirement for a **minimum of 8 trainees** to be available at the location.

We are in the process of developing guidelines and a request form. If you are interested in discussing further please email [ATDPENQUIRIES@dva.gov.au](mailto:ATDPENQUIRIES@dva.gov.au)

Anzac Day is always a special day. For me it's not only a day to commemorate and reflect on the impacts of military service but Anzac Day is also the birthday for both my Grandfather and my Pop who both served in the military. I trust that your Anzac Day was meaningful and that the appreciation of our nation was felt by all.

Michelle

On behalf of the ATDP Delivery Team

## From the Development Team

### Combined Level One Course

Final pilots for the combined level one course are underway. After this, evaluation reports will be completed and if recommended, progression will be made through DVA management processes to implement this course as a Business as Usual offering. At this stage, we will not be conducting any further pilot programs.

If recommended, ASQA will be notified regarding the course changes, and will need to authorise these amendments to the delivery of the course. There are also some system changes on the DVA platforms to allow for course registration through online methods.

We are unable to provide a timeframe, as there are numerous contributing factors, however updates will be provided on the ATDP website as they become available.

## **Procurement Process for the Registered Training Organisation**

Procurement for the new RTO contract has been finalised. Major Training Services are the successful tenderer, and all public information is available on the AusTender website by searching ATDP.

## **1800 SeMPRO Information for ATDP Trained Advocates**

1800 SeMPRO – The Defence Sexual Misconduct Prevention and Response Office have provided ATDP trained advocates with a presentation regarding 1800 SeMPRO. This is a Defence service that provides support to persons impacted by sexual misconduct including historical cases. Defence has requested that ATDP trained advocates be made aware of their services, and provide this avenue of support to veterans and their families impacted by sexual misconduct.

SeMPRO have also advised that they are available to discuss resources and provide debriefing to ATDP trained advocates supporting impacted individuals.

There is a PDF with a brief overview of information, and a presentation that discusses services available more in depth. You must be logged into your ATDP profile to access these resources. They are located under the 'Resources' tab of all advocate profiles.

## **Continuous Professional Development (CPD)**

The end of the financial year is fast approaching, which means it is time to review your CPD status to ensure you are meeting the requirements of your ESO.

The CPD portal contains many activities which may assist you in meeting your CPD needs, and DVA also encourages advocates to engage with activities outside of those provided.

Some advocates chose to engage in formal learning, such as First Aid workshops, or other courses, while others prefer to meet up with fellow advocates and form a Community of Practice to discuss advocacy, case studies, and other relevant matters. These and many other events can be submitted for CPD consideration on the CPD website (<https://web.atdp.org.au/cpdevents.php>). Information regarding standards and requirements for event recognition can also be found on this page.

We will be sending out email reminders regarding CPD shortly to both advocates and their associated ESOs, so please keep an eye out for these. Please reach out to your PSO if you have any queries or questions regarding your CPD status.

## RTO Update

### Combined Level 1 Pilots

Four pilot programs have now been either completed or commenced for the Combined Level 1 program, two conducted face-to-face (Canberra and Brisbane) and two using the Zoom platform. The pilots have been successful, with most trainees completing both the Wellbeing and Compensation modified program.

The next step is to produce a report with recommendations to gain both ASQA and DVA approval to roll out the program as business-as-usual. ASQA approval will be required to slightly modify the Assessment Requirements for both Level 1 units of competency. DVA approval will be required for a plan to roll out the program for new starters, as well as a plan for those trainees who have already commenced training under the existing Level 1 program.

The Combined Level 1 program aims:

- give new starters to advocacy an understanding of both Wellbeing and Compensation streams,
- relieve the burden on ESOs to provide mentors and workplace training at Level 1, and
- reduce the time taken for new starters to achieve Level 1 competency.

ESOs will still need to provide mentors and workplace training at Level 2, with the existing Level 2 WEL being slightly modified to include some practical skills from the current Level 1 WEL.

More information on the roll-out of the Combined Level 1 will be provided as soon as available, but it is anticipated that it will not become available until after July 2024. If you have new starters interested in the combined program, you can email [ATDPENQUIRIES@dva.gov.au](mailto:ATDPENQUIRIES@dva.gov.au) to be added to the waitlist for future programs. Alternatively, you are welcome to enroll them into the existing Level 1 Wellbeing or Compensation programs to commence their training. They will be given the option to transfer to the new program when it becomes available.

### E-learning Updates

Two of the videos used by ATDP have recently been updated – the *Introduction to the ATDP* video used in the Level 1 WEL, and the *Introduction to RPL* video available on the [ATDP website](#). Work will commence shortly to review/update/refresh the other e-learning packages accessed by ATDP trainees on DVATrain.



## Trainers/Assessors

ATDP is constantly looking for experienced Advocates to take on the role of trainer/assessor for ATDP program. The requirements are:

- Level 2 or higher Compensation Advocate or Level 2 Wellbeing Advocate
- A minimum of 12 months experience working as a Level 2 Advocate
- Certificate IV in Training and Assessment (2022 or 2016 qualification preferred, or willing to update to current qualification). Trainer and Assessor Skill Set is acceptable as a minimum. Additional upskilling may be provided.
- Available to participate in ATDP programs.



If you are interested in becoming a trainer/assessor, please contact [ATDPENQUIRIES@dva.gov.au](mailto:ATDPENQUIRIES@dva.gov.au).

Darryl Proud, National Training Manager  
Major Training Services

## Region 1 Update (QLD/NT)



### Face-to-face Workshops

DVA has approved face-to-face workshops in the Regions based on the mentoring workshop. The goal is to support groups of advocates within a local area to get together and provide refreshment of mentoring skills, qualification for mentoring and an ATDP Update. **I now need senior advocates in a local area to encourage advocates to get together and nominate a location for me to attend and provide a workshop.**

Two workshops, one in the Hunter Region and another in Bundaberg were well supported and all participants responded that they believed this form of workshop was most valuable. There are 3 CPD points allocated to this one-day workshop. The process involves ESOs nominating suitable candidates for the Basic Mentoring Workshop. Further locations will be decided from responses and where there are a minimum of 6 advocates. There are still online workshops, which will be scheduled as required, the next being 20<sup>th</sup> May.

I attended an advocate workshop in Bundaberg and will attend similar activities at Pine Rivers and New Farm in April. I see these visits as an opportunity to revitalize communities of practice that brings advocates together. I would like to be invited to any gathering of advocates as they arise to provide an ATDP Update.

## Professional Association

DVA recognises veterans' advocacy services can play a key role in connecting veterans and families with DVA services and support, providing valuable wellbeing support and claims assistance services. However, there is a need to further support veterans' advocacy to ensure quality outcomes for veterans and their families. A working party was established through ESORT and are responsible to report back by 14 May 2024 with a proposed constitution.

Some of the key features discussed by the group include that a future body would:

- Be independent from DVA;
- Be governed by a professional board/management committee;
- Set, drive, and oversee veteran advocacy service and ethical standards; and
- Influence and shape the training syllabus and outcomes for advocates.

Any questions relating to this work can be directed to [Advocacy.Policy@dva.gov.au](mailto:Advocacy.Policy@dva.gov.au).

## CPD

The CPD Policy document was discussed at the Regional Managers meeting in Melbourne and it was decided to continue CPD in its current form at this stage. A writing workshop is planned to update CPD material.

Unfortunately, many advocates have allowed their CPD currency to lapse. This jeopardizes both the advocate and the ESO if there is any challenge to the advice provided. BEST grants also has a service standard which includes participation in CPD.

## Level 1 Combined Program

Three Level 1 Pilots for a combined Wellbeing and Compensation program at Level 1 have been completed, with a final pilot in April. Those wishing to participate in future courses should nominate by email to [ATDPenquiries@dva.gov.au](mailto:ATDPenquiries@dva.gov.au) indicating they wish to be considered for a Combined Program. A mentor is not required for this program, but one will be required if the trainee wishes to progress to Level 2.

## Act Harmonisation

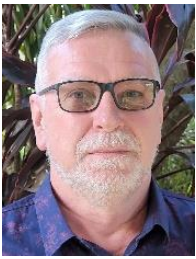
Meetings are being held around the country by DVA to discuss the elements of the new Act. It is fundamentally MRCA, with most discussion focusing on the impact on those currently eligible under other Acts. Benefits will be "grandparented" for those currently receiving benefits, or remain as they currently are, with auto eligible grants, such as War Widows Pensions, to remain and a few benefits to be aligned between the Acts. To be able to receive a benefit from the new Act a new application for either a new condition or worsening of a current condition will need to be made. **Current schedule is for the Bill to be before parliament this year, passed by July 2025 and benefits payable from July 2026**, which allows time for parliamentary processes and training of delegates and advocates.

ATDP will be updated in line with the new legislation. Further updates will be provided once the Bill is passed.

**Dr R G Grandin**  
**Regional Manager (Region 1)**  
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**M: 0409 615 948**



## Region 2 Update (NSW/ACT/WA)



### Veterans' Legislation Reform

The consultation period for the provision of submissions to inform the proposed new Veterans' legislation closed on 28 Apr 2024.

I attended, together with others, a number of DVA led discussion sessions on the proposed new legislation where a number of suggestions for inclusion were offered. Additionally, the DVA Team also provided a great deal of clarification of "grey" areas.

### MyService survey

Between Thursday 18 April and Thursday 16 May 2024, the Department of Veterans' Affairs (DVA) is conducting a survey to learn more about how DVA can make MyService better. The survey is completely voluntary and should take only 10 minutes to complete.

To provide feedback via the survey please [complete the survey now](#).

### Congratulations

I would like to congratulate all of the Trainee Advocates on their recent Graduation during the last three months.

Thanks for your dedication and hard work in supporting our Veteran Community. I wish you all the best and ask you to remember to expand your network of Advocates and Mentors and learn from them.

### Quote for this Update

*"The greatest victory is that which requires no battle."*

— Sun Tzu, The Art of War

Thank all of 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 (Region 2)**  
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## Region 3 Update (SA/VIC/TAS)



*"All things come to those who wait... and wait... and wait... and wait." Anon.*

I must admit that if this issue of the Update is late I might have to bear some of the responsibility. April is always especially busy for those of us involved in other veteran activities in addition to advocacy. This April has been no exception with two visits to Canberra (reported later) and a very busy ANZAC week. I do trust that you all had a memorable ANZAC Day and celebrated it as those we pause to remember would have wished.

### Movement on the Advocacy Front

**Reappointment of the RTO** was confirmed last month. Major Training Services have been the suppliers of training to DVA and Defence for many years and their support of ATDP from its inception has been a great credit to the company but particularly to Darryl Proud, who has found himself carrying the lion's share of the consolidation and assessment workload since the Department assumed management of the Program.

**The Advocacy Governance Working Group** has been established through the ESORT and held its first meeting on 9<sup>th</sup> April. Membership consists of both ESORT members and experienced advocates nominated by some ESOs to represent their ESO plus senior Department Managers. You should have received a communique last week which summarised the Group's discussions but just in case you missed it you can see it on the ATDP website here: <https://web.atdp.org.au/dvanews>. The Department representatives include Deputy Secretary Andrew Kefford PSM, who chaired the meeting, Acting First Assistant Secretary Luke Brown (DC Tas and Legislation Harmonisation guru) and Luke Wrigley the Advocacy and Priority Policy Section Director who I am guessing does the actual work.

After nearly three years of stagnation as far as ATDP is concerned Assistant Secretary Michael Harper and his team deserve credit for at least appearing to get things moving again. The move towards a Professional Institute for advocates is long overdue and was first mooted by senior advocates and the (then) Capability Framework Management Group back in 2017 but was met with a dead bat by DVA Senior Management.

### Continuing Professional Development

Aspects in relation to the assessment and approval of External Event Applications and the allocation of CPD points to attendees were covered in some detail in last month's Update. Nevertheless, the CPD Team continues to receive enquiries about points for these activities not having been allocated.

As I attempted to explain last month the Department's new policy on CPD is yet to be finalised and at this stage includes major changes such as a change to an 'hours' based rather than a 'points' based system. Event coordinators should continue to submit applications and attendance sheets for external events in the normal way and they will be processed as soon as the final CPD policy is published.



My understanding is that if an insurance underwriter enquires as to an advocates CPD status, that any outstanding allocation of CPD points for external events would be processed by the CPD Team before such advice was passed on.

## Recent Activity

April has seen the final Module of the Canberra face-to-face Level 1 Combined Consolidation and Assessment program delivered. A review of the program will see input considered with that from the other two (one on-line and one face-to-face) programs before a final structure for the Unit of Competency and its delivery is settled on. Of course the RTO will also be keen to receive feedback from both candidates who undertook the pilot programs and their ESOs on the effectiveness of the combined program approach.

## Assessment Status Report

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

06 Feb 24 - 19 Apr 24

Candidates panelled for Consolidation & Assessment	Candidates ready for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
3x Compensation Level 1	2x Compensation Level 1 1x Wellbeing Level 1	2x Compensation Level 1 2x Compensation Level 2 2x Compensation Level 3 1x Compensation Level 4 8x Wellbeing Level 2
Mentor Notifications (C&A)	New Enrolments	Archived
7x Compensation Level 1	5x Compensation Level 1 1x Compensation Level 2 3x Wellbeing Level 1 1x Wellbeing Level 2 RPL	2x Compensation Level 1 Trg 2x Compensation Level 1 1x Compensation Level 2 Trg 1x Compensation Level 3 2x Wellbeing Level 2
SOA Issued	Program Attendance	Workshops Completed
1x Wellbeing Level 2 1x Compensation Level 3 2x Compensation Level 2 4x Compensation Level 1	5x Compensation Level 1 1x Compensation Level 2 1x Wellbeing Level 1 1x Wellbeing Level 2	

## Congratulations

Congratulations to Lynette, Wellbeing Level 2 (Vic), Doug, Compensation Level 3 (Tas), Cindy Compensation Level 2 (Vic), Taylor, Compensation Level 1 (SA) and George, John and Michael Compensation Level 1 (Vic), on achieving accreditation during the period.

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

## And Finally . . . . .

Well, it certainly looks like things are moving apace now in many of the areas that the Royal Commission has identified as needing improvement. Legislation, claims procedures – particularly MyService and most importantly for us the provision and oversight of advocacy services. It is just such a shame that so many lives have had to be lost unnecessarily to bring about meaningful and beneficial change.

As advocates we must now all strive to get behind the Department to ensure worthwhile and sustainable change in the support to our veterans and their families. If you have any suggestions for improvement let your voice be heard – now is the time to speak up.

Until June . . . .

Keep safe. Roger



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

## ATDP Assessment Programs and Workshops

Note: Attendance is by invitation only

C&A and Mentoring Programs are updated regularly. For those new to the program you can keep up to date with program information by visiting the [ATDP - Home Page](#) and scrolling to the bottom of the page.

ATDP assessment programs or workshops by invitation



Compensation L1 C&A

7-May-2024 (Online) 3 Days



Wellbeing L1 C&A

14-May-2024 (Online) 2 Days



Mentoring Workshop

20-May-2024 (Online) 1 Day



Compensation L2 C&A

21-May-2024 (Online) 3 Days



Compensation L1 C&A

4-Jun-2024 (Online) 3 Days



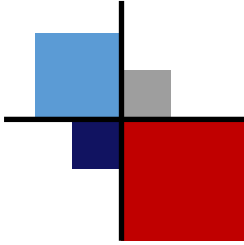
Wellbeing L2 C&A

11-Jun-2024 (Online) 3 Days



Compensation L3 C&A

18-Jun-2024 (Online) 4 Days



## ATDP Building Blocks: Work Experience Log Books (WEL)

The Work Experience Log (WEL) book is an important component of the training of Advocates. The ATDP training model is based on the 70:20:10 model of adult learning. Research shows only a small component (around 10%) of the knowledge and skills required of a job role is best learned in a formal setting (real or virtual classroom, simulations or e-learning), while the majority of learning is best undertaken in the workplace (20% workplace training under a mentor/coach, 70% workplace experience doing the job under supervision).

In the context of advocacy training, the WEL provides a structured approach to the 20% workplace training component. It provides a suggested sequence of activities to be undertaken in the workplace under direction of an experienced Advocate (the mentor). For each milestone (activity) in the sequence, it provides a desired outcome to be achieved, a place for the mentee to record what they have learned from that activity, and a place for the mentor to record how the mentee performed (feedback). WEL entries need to be detailed enough for an assessor to understand what the trainee did, and how well they did it, in achieving that milestone. A summary of the activity is sufficient – it does not need to be a full record of what happened as would be required by the ESO's record keeping requirements.

### Completion of the WEL Guidelines

The following is a guide to the issues that should be considered when a mentee is completing the WEL and for a mentor when reviewing the WEL. The list is a guide only and should be applied as appropriate to assist both the reporting of activity and the reviewing of the quality of the experience.

#### Mentee

The mentee describes his/her experience of achieving the milestone, usually in the first person. It is for an assessor to recognise the breadth of the experience against the milestone.

Comments that may be included:

- Preparation for the activity
- Conducting the activity
  - Outline of the nature of the experience
  - Name of the action/disability
  - Action plan developed with the client
- Post activity actions
  - Learning experiences from the milestone

#### Mentor

The principal requirement is that an assessor can recognise that the milestone was achieved to the satisfaction of the mentor.

Comments that may be included:

- Confirm the quality of the experience and the understanding of the mentee.
- Were the elements of the milestone achieved?

- Provide feedback, both positive and negative.
  - Any issues that need reinforcement
  - The approach that was taken.
  - Discuss the outcome

## WEL ENTRY EXAMPLES

### Satisfactory Examples

<b><u>Compensation L1</u></b> <b>Candidate completed the eLearning unit Communications and Interview Techniques.</b>	Module was very relevant, with emphasis on the interviewee being a veteran. Previous other similar workplace experiences were helpful in my successful completion	Sighted completion certificate for Bill Smith. Entered by Michelle Peter
<b><u>Compensation L2</u></b> <b>Conduct a VEA claim initial interview under supervision</b>	WW2 vet with no overseas service represented after acceptance of 2 previous claims my mentor and I had done for hearing and tinnitus plus one for cataracts with a determination of 90%. Macular degeneration had been included in this determination. Discussed new claims for heart problems, lung problems and skin problems, with a decision to submit an informal claim while reports were accumulated.	Bill conducted an initial VEA claim interview with a WW2 Veteran with Eligible War Service under my supervision. Bill planned and conducted this interview again using our checklist with confidence and good technique.

### Unsatisfactory Examples

<b><u>Compensation L1</u></b> <b>Candidate completed the eLearning unit VEA Basic</b>	Completed  (Insufficient information)	Completed  (Insufficient information)
<b><u>Compensation L1</u></b> <b>Prepare for an interview with a VEA client. Obtain the required documents or other information necessary for the interview.</b>	ATDP Log Book: Prepare for a interviews under VEA. The following preparation criteria applies to all interviews with veterans, regardless of specific Acts Essential Documentation/References: • Veterans Details Sheet • Checklist for examining a condition with a view to lodging a claim • Service Eligibility Chart • Documentation for Claim under VEA • DVA Rehabilitation and Compensation Claim Checklist - DRCA • DRCA Claim Checker • DVA Rehabilitation and Compensation Claim Checklist – MRCA • MRCA Claim Checker • List of Common Name Medical Condition / RMA SoP Name • Medical Dictionary (if required) • Guide to the Assessment of Rates of Veterans Pensions (GARP) • Access to Information on SOP's, BOP's, Reasonable Hypothesis, and material contribution Ensure venue is suitable and appropriate for Veteran (and partner if required). Chairs, tea/coffee facilities, privacy, and with minimal possible external noise issues. A telephone appointment was made by a veteran to have a face to face meeting with a Veteran Support Officer...  (3 pages - Too much information!)	As can be seen the Mentee has shown he has a good grasp of the three Acts and the pre-interview requirements.

## ATDP News and Information

The News and Information tab will help you keep up to date with the latest articles and news that relate to advocates and the wider veteran community. There are currently five categories:

<a href="#">ATDP Newsroom</a>	Provides information about ATDP specific activities and other important information relevant to the provision of the Course in Military Advocacy.
<a href="#">ATDP Statistics</a>	Statistics on advocate and trainee demographics as well as mentor number breakdowns. These are updated monthly.
<a href="#">DVA Updates</a>	DVA news and information relevant to supporting veterans and families. This may include information that can be found on the DVA website, e-news and VetAffairs.
<a href="#">DVA Businesslines</a>	Contains DVA businesslines which provide information about changes and updates in DVA legislation, policies and programs which may be of interest to the advocacy community.
<a href="#">DVA QUEST Videos</a>	Contains DVA QUEST training videos which provide information about changes and updates in DVA legislation, policies and programs which may be of interest to the advocacy community.

## How to Guides

Please go to [ATDP - How To Guides](#) to view our current list of How to Guides.

## ATDP Contact Details

For all ATDP **General Enquiries** please email [ATDPEnquiries@dva.gov.au](mailto:ATDPEnquiries@dva.gov.au).

To contact your **Program Support Officers (PSO)** and **Regional Manager (RM)**:

State	PSO	PSO Contact	RM	RM Contact
Qld - NT	William	<a href="mailto:ATDP.PSO1@dva.gov.au">ATDP.PSO1@dva.gov.au</a> 0472 704 592	Dr Bob Grandin	<a href="mailto:rm1@atdp.org.au">rm1@atdp.org.au</a> 0409 615 948
NSW - ACT - WA	Samone	<a href="mailto:ATDP.PSO2@dva.gov.au">ATDP.PSO2@dva.gov.au</a> 0472 674 665	Geoff Harrison	<a href="mailto:rm2@atdp.org.au">rm2@atdp.org.au</a> 0499 799 351
VIC – SA - TAS	Phil	<a href="mailto:ATDP.PSO3@dva.gov.au">ATDP.PSO3@dva.gov.au</a> 0472 704 948	Roger Greene	<a href="mailto:rm3@atdp.org.au">rm3@atdp.org.au</a> 0411 431 189
All	Radhe Team Leader	<a href="mailto:ATDPEnquiries@dva.gov.au">ATDPEnquiries@dva.gov.au</a> 0499 982 381		