



1. A message from the Chair



Welcome to the last issue of *Advocacy News* for 2017. Looking back on the year, it's terrific to see how much progress has been made in implementing the Advocacy Training and Development Program (ATDP) in just 12 months. We have achieved national accreditation of the Course in Military Advocacy (10620NAT), developed the Recognition of Prior Learning (RPL) for Level 1 Compensation and Welfare advocates, and the Consolidation modules for Level 1 in both streams. ATDP Level 2 will be available in both streams in 2018, as will RPL for Level 3. And last but not least, around 400 advocates now have ATDP accreditation.

I'd like to thank our amazing Training Team for this mammoth effort: the National Training Manager, Greg Hoving and his deputy, Roger Greene. Both of these men are veterans themselves, and are not paid for their enormous contribution to establishing a first class advocacy service for current and former servicemen, women and their families. Greg and Roger have been ably supported by Darryl Proud and his terrific crew at Major Training Services, and Wayne Stidston from the Department of Veterans' Affairs (DVA).

Guiding this team are the people who make up the ATDP governance structure, who are also mostly volunteers. From these ranks a number of our hardworking colleagues have decided to 'pull up stumps', so I'd like to also pay tribute to these individuals and their contributions to the success of the ATDP to date. They are leaving behind a mighty legacy for those who remain, and for those wonderful new volunteers who are joining our ranks in the new year.

Richard Kelloway

It's impossible to overstate the contribution Richard has made to the ATDP. His tireless enthusiasm and professionalism have been an inspiration to us all. Before the ATDP started, Richard was part of the working party that developed the Blueprint for the new program. He was then an inaugural member of the Strategic Governance Board. Not only has Richard pulled together (and largely authored) a soon-to-be-released Policy and Procedure Manual, he has presented at various ATDP Information Sessions, he's been involved in pilot programs for RPL for Levels 2 and 3, and he's been an assessor for Level 1 and Level 2 advocates. Richard's energy and passion will be sorely missed.

Bill Kearney

Bill was inaugural Chair of the Capability Framework Management Group. He generously shared his wealth of experience of veterans' issues and advocacy as a number of important policies were developed. Bill also kept us entertained with stories of life on the farm while keeping the management group's meetings on track.

Peter McNamara

Peter took to his role of inaugural Regional Manager for Queensland and the Northern Territory (Region 1) like a duck to water. He travelled hundreds of kilometres to present ATDP information sessions from Darwin to Alice Springs and the Gold Coast to Cairns. In all, Peter visited or arranged trips to 24 cities and towns, reaching over 400 people. As well as this, he established an excellent network of Communities of Practice across his patch. Peter is leaving big boots to fill.

Phillip Thompson

Phillip played an important part in the formation and implementation of ATDP by keeping the needs and expectations of younger veterans front and centre. We also congratulate Phillip for recently being named Queensland's Young Australian of the Year 2018 for his work as a veterans' champion.

Dave Rye

With the sad passing of John Printz in the middle of the year, Dave stepped up much earlier than planned as Manager of Region 3. At the time, there was a lot of work in progress to establish the Regional Implementation Group, and Dave quickly took over the reins. He was very active in promoting the ATDP among the ex-service organisations in his region. Dave will continue his advocacy work at the Hume Veterans' Information Centre in Wodonga, so his undoubted leadership qualities will not be lost to ATDP.

I'd like to thank John Sutton and John Methven for stepping into the Regional Manager Positions for Region 1 and Region 3 respectively, while we are looking to permanently fill these two vacancies.

Finally, I'd like to wish all our friends in veterans' advocacy a happy and safe holiday period.

Jenny Walker

Chair, Strategic Governance Board
Advocacy Training and Development Program



What's new?

2. Directory of Advocacy Services

One of the main aims of the ATDP is to make it easier for veterans and their families to locate an advocate. We are pleased to announce that the first version of the Directory of Advocacy Services is now available on the [ATDP website](#). New information will be added to the directory as more advocates are accredited and more ESOs provide their preferred contact information.

Currently the directory lists the names of the ex-service organisations (ESOs) that have an ATDP accredited advocate or advocates, the ESOs' contact details, and whether they provide compensation and/or welfare services. We're planning to add the names of individual advocates in the future. A better search function and other improvements are also in the pipeline.

If your organisation has accredited advocates and does not appear on the list, or if you want to change any information, please let us know as soon as possible by sending an email to: ATDPenquiries@dva.gov.au

3. Recognition of Prior Learning Level 1

Have you completed some TIP training? Would you like to be accredited as ATDP Military Advocate Level 1? TIP practitioners have their skills and knowledge tested for ATDP accreditation through an assessment process called 'recognition of prior learning' (RPL).

RPL for Level 1 Compensation and Welfare are now available. To see the prerequisites and find out how to apply, see the article 'What is recognition of prior learning all about?' on page 5.

4. Online Workplace Experience Log

What are WELs?

Workplace Experience Logs (WELs) are used by people undertaking ATDP training ('candidates') to record each workplace learning activity. Candidates record the date, details of the activity and their comments. Then their mentor adds feedback about the activity and initials the entry.

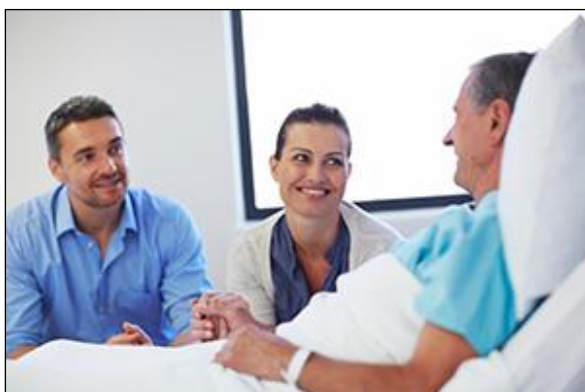
When each stage or milestone of the training is completed, the mentor reports on the Online Management System (OMS), which is accessed through the ATDP website. For example, ATDP Welfare Level 1 has four stages. By recording the completion of each of these stages in the OMS, the Regional Mentor is alerted to make available to the candidate the online modules for the next stage of their training.

Why an online version?

Some candidates and mentors have asked for an electronic version of the WEL. They're used to working online, and it means Regional Mentors can more easily monitor the progress of candidates. A hardcopy WEL also isn't practical if the candidate and mentor are not in the same location as they both need access to the current version.

ATDP has listened to this feedback, and an online version of the WEL is now available for both candidates and mentors. New candidates now receive only the online version. Candidates who are currently using a hardcopy WEL can change to the online version by asking their mentor to contact a Regional Mentor. (Please note: if you want to change to an electronic WEL, you will need to type all your entries from your hardcopy into the electronic one.)

5. Welfare Support Officer



Do all welfare officers need accreditation?

Some of the work welfare officers do **does** require ATDP accreditation, but a lot of the valuable work welfare officers routinely perform, such as hospital visits and organising social activities, does not require formal accreditation. In recognising the importance of this work, the ATDP has established the formal position of **Welfare Support Officer**.

Guidelines for ESOs are being developed that will cover the duties, training and other considerations for these officers. For example, Welfare Support Officers may benefit from first aid or social work training. Some of their

duties may also require a Working with Children Check or a Police Check. We'll let you know when the guidelines are ready in a future issue of *Advocacy News*.

To see the types of welfare activities that do require ATDP accreditation, see the Accreditation Table at the end of this newsletter.

6. New online Welfare learning modules



If you're a TIP-trained Welfare Officer, you will be familiar with the Welfare online learning module, which was developed some years ago. The package provided information about how to connect veterans with a broad range of government and community services, such as health, housing and transport.

The Welfare module has now been updated and divided into three parts to align with the accreditation requirements for the Course in Military Advocacy. These modules include recent changes to welfare services, such as in aged care. The new modules are easier to navigate, have a bigger mix of learning activities and improved layouts.

The modules are:

- Communications & Interview Techniques
- Welfare Level 1
- Welfare Level 2

If you're undertaking a Military Advocacy training program, the relevant modules will be assigned to you by your Regional Mentor as you progress through the activities in your Workplace Experience Log.

7. ESO authorisation of advocates

All advocates are now required to have a signed letter of authority from their ESO before they practice as an advocate. (Previously, a letter was only required for advocates whose ESO was a member of VITA – the Veterans' Indemnity and Training Association.) By issuing a letter of authority, ESOs are ensuring that all their advocates are covered by their professional indemnity insurance. There is an example of a letter of authority on the ATDP website that ESOs can adapt to suit their requirements.



Frequently asked questions

8. Why are welfare officers now called 'advocates'?

Under TIP, the term 'advocate' only referred to Level 3 and Level 4 practitioners who represented clients at the Veterans' Review Board and the Administrative Appeals Tribunal.

Under the ATDP, we've broadened this to include all the different ways members of ex-service organisations assist current and former ADF members and their families. The term 'advocate' simply means 'a person who puts a case on someone else's behalf' which, of

course, is what all ex-service organisations do. So under the ATDP, if you are accredited and help clients with claims for compensation or pensions, or provide welfare services, you are an advocate.

This table has a brief summary of the different accredited roles in the ATDP. (NB. As Welfare Support Officers are not accredited, so they're not referred to as advocates. For more information about this important role, see the article on page 3.)

Role	Description
Military Welfare Advocate Level 1	Under supervision, advises and assists members of the ex-serving community and their families to access entitlements, benefits and support available from DVA, other government agencies and community-based service providers.
Military Welfare Advocate Level 2	Advises and assists members of the ex-serving community and their families to access entitlements, benefits and support available from DVA, other government agencies and community-based service providers.
Military Compensation Advocate Level 1	Under supervision, advises and assists members of the ex-serving community and their families with compensation and rehabilitation claims.
Military Compensation Advocate Level 2	Advises and assists members of the ex-serving community and their families with compensation and rehabilitation claims.
Military Compensation Advocate Level 3	Advocates on behalf of members of the ex-serving community before the Veterans' Review Board
Military Compensation Advocate Level 4	Advocates on behalf of members of the ex-serving community before the Administrative Appeals Tribunal

9. What is recognition of prior learning all about?

Have you completed some TIP training? Would you like to be accredited as ATDP Military Advocate? TIP practitioners have their skills and knowledge tested for ATDP accreditation through an assessment process called 'recognition of prior learning' (RPL).

RPL is a technical term used in the Vocational Education and Training sector. It simply means an assessment process that matches the knowledge and skills you've gained from previous training and experience with the requirements of an accredited training course. If you meet the requirements, you can be accredited with a qualification without the need to do any study or attend any more training programs.

The assessment process involves attending a one-day program (or two part-days) where you bring along records of your TIP training and the work you've done with clients. You'll be invited to discuss your experience with the assessors, and you'll complete an 'open book' quiz and some exercises.



Darryl Proud from Major Training Services facilitating an RPL workshop

Am I ready for assessment?

To be ready for assessment at Level 1, you will have performed the following tasks **under supervision**:

Military Compensation Advocate Level 1	Military Welfare Advocate Level 1
1. Planned and conducted two interviews with clients who are making a primary claim.	The following tasks are to be completed for two clients. One of these can be a simulated client, i.e. not with an actual client but carried out in a realistic setting with a person representing a typical client.
2. Completed six primary claims: two under each of the three DVA Acts: VEA, SRCA/DRCA and MRCA* Three of the six claims can be for simulated clients, i.e. not actual clients but carried out in a realistic setting with people representing typical clients.	
3. Maintained appropriate records	1. Planned and conducted two client interviews for clients with different needs.
	2. Prepared two post-interview action plans for clients with different needs.
	3. Implemented two different action pathways as agreed with the clients.
	4. Maintained appropriate records.

To be ready for assessment at Level 2, you will have performed the following tasks **unsupervised**:

Military Compensation Advocate Level 2	Military Welfare Advocate Level 2
1. Planned and conducted three interviews where the client is making a primary claim.	These tasks are to be completed for three clients. One of these can be a simulated client, i.e. not with an actual client but carried out in a realistic setting with a person representing a typical client.
2. Completed six primary claims: two under each of the three DVA Acts: VEA, SRCA/DRCA and MRCA* Three of the six claims can be for simulated clients, i.e. not actual clients but carried out in a realistic setting with people representing typical clients.	
3. Received, analysed and validated one claim determination and informed the client of the outcome and ramifications.	1. Planned and conducted three interviews for clients with different needs.
	2. Completed three post-interview action plans.
4. Maintained appropriate records.	3. Implemented three different action pathways as agreed with the clients.
	4. Maintained appropriate records.

* Information about DVA legislation can be found in CLIK on the DVA website under 'Tools and Calculators'. Go to www.dva.gov.au

For more information about the ATDP accreditation requirements, see the Accredited Course Documents on the ATDP website: www.atdp.org.au.

How do I apply for assessment for accreditation (RPL)?

Look for this section near the top of the ATDP website homepage:
www.atdp.org.au

To apply for RPL for Compensation Level 1 or Welfare Level 1, click here:

To apply for RPL for Compensation Level 2 or Welfare Level 2, click here:

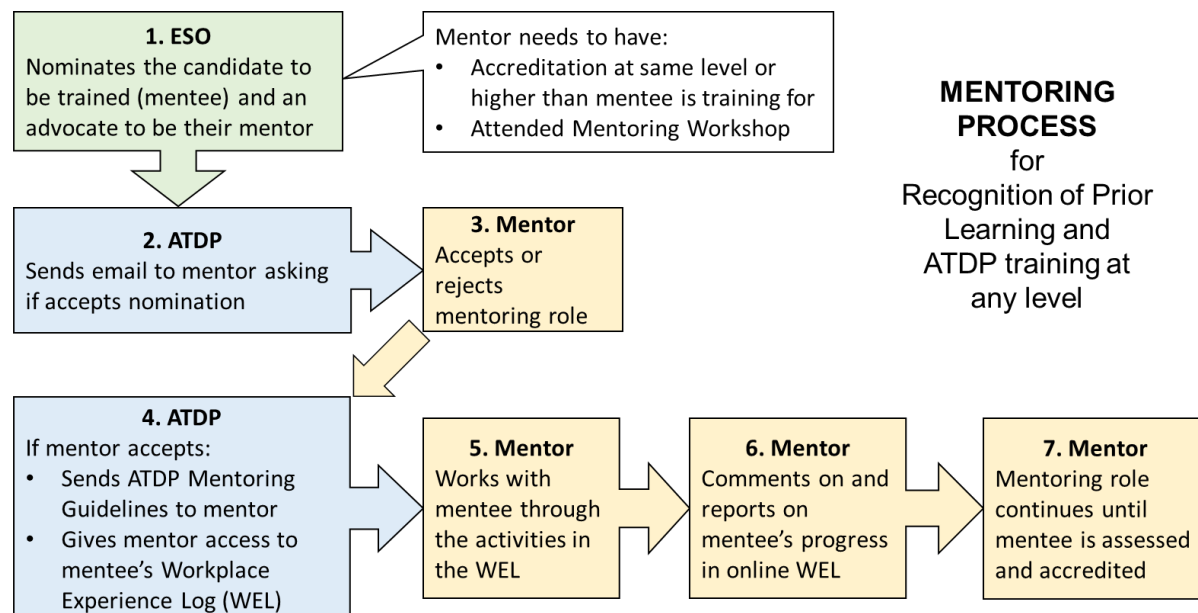
Recognition of Prior Learning (RPL) pathway

If you are already a Level 1 TIP Trained welfare or pension officer, you may wish to undertake the Recognition of Prior Learning (RPL) pathway. Level 1 pension officers will need to provide evidence of assisting in the preparation of claims under all three Acts. Please click [here](#) to express the interest.

Already a level 2 practitioner or Level 3 or 4 TIP trained advocate? Click [here](#) to express an interest in undertaking the RPL pathways at level 2 (includes mentor training).

10. What does a mentor do?

In a nutshell, mentors guide their 'mentee' through the activities listed in their Workplace Experience Log (WEL) and record their progress in the online WEL. For the nuts and bolts, the *ATDP Mentoring Guidelines* provides all the ins and outs, but here is a brief overview:



Note: A mentor for an advocate who is undertaking Recognition of Prior Learning (RPL) will generally only become involved if the RPL process identifies gaps in the mentee's skills or knowledge.

If you'd like to know more about mentoring, ask the Administration Officer for your region to put you in touch with a Regional Mentor for a chat. (Regional Mentors are like the 'mentor's mentor'.) Contact details are at the end of this newsletter.

11. Why do I need a USI?



What is a USI?

A Unique Student Identifier (USI) is required for participation in all nationally-accredited training programs, such as the ATDP. Essentially, a USI adds you to a secure online database that keeps a record of your training and qualifications.

Why do I need a USI?

All registered training organisations—including the ATDP's training partner, Major Training Services—are required by the government to collect and verify a student's USI before they can issue them with a Statement of Attainment. A Statement of Attainment is your proof of ATDP accreditation.

How do I get a USI?

You will need a form of identification (ID) that's recognised by the government, such as an Australian passport or driver's licence. Then go to the USI website (www.usi.gov.au) and follow the instructions for **Create my USI** in the Student section. There is a step-by-step guide in this section – just click on this link: '[steps you will need to go through to create your USI](#)'.

The USI website can be tricky to use on some computers. If you need assistance to get your USI, ask your ESO or ring the USI helpdesk on 1300 857 536.

If you already have a USI but have forgotten the number, use the 'Not sure if I have a USI / find my USI' link on the front page of the USI website in the Student section.

I have a USI – now what?

We need your USI before you can be issued with a Statement of Attainment. You are asked for your USI when you complete an application form for ATDP training or an expression of interest form for Recognition of Prior Learning. If you're not sure if you've given us your USI, ask your mentor or Administration Officer to check for you.

12. Why haven't I received my Statement of Attainment?

So you've attended a recognition of prior learning session, but you haven't found out if you've been accredited yet. What's the delay?

If you're familiar with the TIP way of doing things, you may not be aware of what's required before you can be issued with a Statement of Attainment under the ATDP.

Here's the checklist:



i) Has your ESO authorised your training?

Under the ATDP (as for TIP) you need to be authorised by an ESO to be a practising advocate. Your organisation is asked to vouch for you – to provide assurance that you have the right qualities to be an advocate and to work with potentially vulnerable members of the veteran community. You also need come under the auspices of an organisation to be covered by professional indemnity insurance.

ii) Have you completed an online application form?

It may seem obvious, but we can't contact you or send you your Statement of Attainment if we don't have your details in our system.

iii) Have you supplied your Unique Student Identifier (USI)?

For more information about USIs, see the previous article

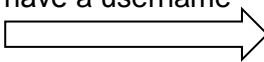
If your answer to all these questions is 'yes', contact your ATDP Administration Officer to find out why you haven't received your Statement of Attainment. Their contact details are at the end of this newsletter.

13. Why can't I log in?

One of the most common problems people report to us is accessing the online systems. Hopefully this guide will address any issues you're having.

How do I get a login?

You've visited the ATDP website (www.atdp.org.au) and you want to have a look around, but you don't have a username and password to enter into the login box:



ATDP authorised user login

Username

Password

User login

Forgot login details

A. You only need a login to access the Online Management System (OMS) after you've enrolled in a training program. The OMS is where you'll find your training materials. But before you enrol, you need to be authorised by your ESO to undertake ATDP training or to be assessed for Recognition of Prior Learning, **and** you need to have filled out an application form.

Other information about the ATDP is available at the bottom of the ATDP website homepage, including copies of the newsletters, ATDP contact details, and documents such as the Code of Ethics.

Q. My login doesn't work for online training.

A. The online learning modules listed in your Workplace Experience Log (WEL) are accessed through a different online platform from the ATDP OMS. This system is called 'DVAttrain'. You'll be given these login details when you reach the appropriate stage in your WEL. If you're ready for an online learning module and you haven't been given access, ask your mentor to contact the Regional Mentor. (Regional Mentors are like the 'mentor's mentor'.)

14. Do I have to use a computer?



One of the barriers stopping people moving from TIP to the ATDP is they don't feel comfortable with computers.

Computer literacy is needed to provide advocacy services because:

- this is how many veterans and their families want to do business with ESOs and the government
- up-to-date information on welfare and compensation matters is only available online
- some aspects of the ATDP program can be delivered much more cost-effectively and conveniently through online learning
- submitting claims and accessing other government services is often much quicker using online tools, and
- technology means advocates can work with clients and support each other no matter where they live or work.

Fortunately, the Australian Government has launched the 'Be Connected' initiative. This program provides free computer training for the over 50s.

The aim of 'Be Connected' is to empower everyone to use the internet and everyday technology by learning the basics of using digital devices and engaging with the internet. The program will increase your confidence, skills and online safety, and has been set up especially for people who have rarely or never used a computer.

Some of the things you can learn are how to:

- use a digital device
- be safe online
- send emails
- use Facebook and other social media
- shop online
- share holiday photos with family, and much more.

If you know someone who could benefit from the program, or if your organisation is interested in delivering these services, visit the Be Connected website:

www.beconnected.esafety.gov.au

In other news ...

15. VITA insurance coverage for TIP practitioners

The Veterans' Indemnity and Training Association Inc. (VITA) provides access to professional indemnity insurance for ESOs that provide advocacy services to the veterans' community.

VITA supports and recognises advocates under the Advocacy Training and Development Program (ATDP) and the Training and Information Program (TIP). These programs deliver the

training and currency needed for advocates to meet the requirements of the professional indemnity insurer.

VITA insurance will continue to cover TIP-trained practitioners until everyone who wishes to undertake Recognition of Prior Learning (RPL) has had the opportunity to attend an RPL session. Even so, eventually cover for TIP practitioners has to end as TIP refresher training is no longer available, meaning TIP practitioners cannot update their training without ATDP accreditation.

Consequently, VITA has advised the following cut-off dates for coverage of TIP-trained advocates not progressing through to the ATDP stream:

- **Level 1 and 2: Cover will not be available beyond 30 June 2019**
- **Level 3 and 4: Cover will not be available beyond 31 December 2021**

16. Continuing Professional Development – the new 'refresher'

In the last newsletter we introduced the ATDP Continuing Professional Development (CPD) program. The program will allow advocates and their ESOs to be confident that ATDP-accredited advocates can provide high-quality services to former and current ADF members and their dependants on an ongoing basis.

The CPD program is being designed with three factors front-and-centre:

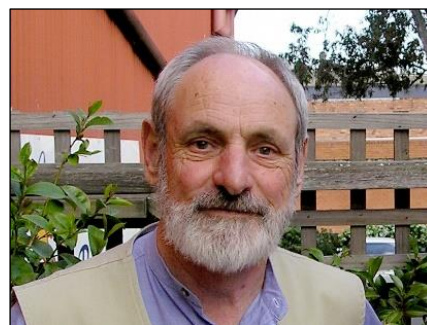
First, it needs to be easily accessed by advocates, wherever they might be. To achieve this, the CPD program will be embedded in the ATDP Online Management System. It is being developed so that it is easy to use.

Second, the program needs to be flexible enough to meet the needs of accredited advocates in both welfare and compensation, and at all levels of practice. Learning activities such as seminars arranged by Communities of Practice and other regional groups can be included to earn CPD points. Advocates will have a range of new, innovative and challenging activities to choose from.

Lastly, the program needs to satisfy the Veterans' Indemnity and Training Association (VITA) requirement that it will keep advocates' knowledge and skill levels 'current'.

The CPD program brings yet more change for advocates, so information sessions and training programs will be available to help you move to the new system when the program is rolled-out in 2018. Look for information in the next issue of *Advocacy News*.

Brian Warren
ATDP CPD Program Coordinator



17. Aged Care in Welfare

Aged care is an important area of interest to the veteran community – for younger veterans who are arranging care for their parents, and for older veterans who are entering the system or are already in it.

It's important that advocates are across the latest changes in aged care so they can provide up-to-date advice and information to their clients.



The ATDP is responding by updating the Welfare training programs to reflect current needs. The online modules have already been updated – see the article 'New online Welfare learning modules' earlier in this newsletter. The Welfare Level 2 Workplace Experience Log and consolidation module are being revised, and will soon be available for people who have been accredited at Military Welfare Level 1 and are ready to start on Level 2.

For more information about the aged care system in Australia, go to www.myagedcare.gov.au

18. The numbers!

As mentioned in Jenny's introduction for this newsletter, the ATDP has achieved some impressive results this year. Not only were our courses accredited by the Australian Skills Quality Authority in April, but now we have around 400 fully-qualified and practising ATDP-accredited advocates out there helping veterans and their families!

Here are the numbers as at 30 November 2017:

Accredited Advocates	
Military Compensation Advocate Level 1	7
Military Welfare Advocate Level 1	8
Both Military Compensation Level 1 and Welfare Level 1	1
Total number of Military Advocates at Level 1	16
Military Compensation Advocate Level 2	195
Military Welfare Advocate Level 2	119
Both Military Compensation Level 2 and Welfare Level 2	55
Total number of Military Advocates at Level 2	369

Recognition of Prior Learning and Mentoring Workshops	ATDP Information sessions
41 sessions held	59 sessions held
467 people attended	19 in capital cities; 40 in regional areas
406 attended a Mentoring Workshop	935 people attended

General information

19. Which advocacy services require accreditation?

ATDP accreditation is required for members of ex-service organisations who provide **information, options** and/or **advice** about accessing entitlements, benefits and services.

Any activities that do not involve providing information, options and/or advice—such as driving, hospital and home visits, social activities, domestic assistance and home maintenance—do not require ATDP accreditation.

NB. The following list is intended to provide an indication of the types of activities that require ATDP accreditation. It is not intended to show which services require additional certification, skills or qualifications such as police checks or training in counselling. This information is available from your ex-service organisation (ESO).

Activity	Yes	No
Prepare and/or lodge liability, compensation and income support claims	✓	
Prepare requests for review of DVA decisions	✓	
Prepare appeals for review by the Veterans' Review Board or the Administrative Appeals Tribunal	✓	
Provide representation at hearings by the Veterans' Review Board and Administrative Appeals Tribunal	✓	
Provide information and/or referrals for health, rehabilitation, housing, transport, household assistance, education schemes, and other government or community services and benefits	✓	
Provide advice and information about government services for transitioning from the military to civilian life	✓	
Provide information and/or referrals for medical, financial, legal and police matters	✓	
Provide information and/or referrals for funeral arrangements and bereavement assistance	✓	
Visits to home, hospital and aged care facilities that do not include the provision of information or advice		✓
Personal services such as researching and delivering eulogies, driving, shopping trips, domestic assistance, child care and home maintenance		✓
Administration, such as for ESO clubs, offices and day clubs		✓
Organising and conducting social, family and sporting activities		✓
If qualified, providing professional services on behalf of an ESO that require non-ATDP qualifications, such as counselling and sports coaching		✓
Providing or administering services and support on behalf of the ESO, such as financial support, scholarships, accommodation, welfare checks and mentoring children		✓
Training or instruction on behalf of the ESO, such as cooking, craft, gardening, and home and car maintenance		✓

20. ATDP contact details

ATDP Regional Managers and Administration Support Officers (ASOs)

Region 1 (Qld & NT)	Region 2 (NSW, ACT & WA)	Region 3 (Vic, Tas & SA)
John Sutton Acting Manager rm1@atdp.org.au	Allan Thomas Manager rm2@atdp.org.au	John Methven Acting Manager rm3@atdp.org.au
Tamsin McGuin ASO aso1@atdp.org.au (07) 3358 5845	Brian Morelli ASO aso2@atdp.org.au (02) 9488 7667	Philip Boys ASO aso3@atdp.org.au (08) 8290 0449

General enquiries:

ATDPenquiries@dva.gov.au

Websites:

Advocacy Training and Development Program – www.atdp.org.au

Department of Veterans' Affairs – www.dva.gov.au

21. Subscribe or unsubscribe

Please share this newsletter with anyone you know who may be interested.

Let us know if you would like to be added or removed from the distribution list by sending an email to ATDPenquiries@dva.gov.au

22. Is the holiday period a tough time for you or someone you know?

Many people find the Christmas season to be a particularly tough time. There are so many things going on, with the added pressure of work events, family functions and extra expenses. Add loneliness or heartache, and you've got a cocktail that may lead to feelings of sadness.

For the serving and ex-serving community in particular, some of whom may already be struggling with a mental health condition, the holiday season may trigger feelings of loss and isolation associated with sad memories. This is common, and the most important thing to remember is that you are not alone. The Veterans and Veterans Families Counselling Service (VVCS) is here to support you.

VVCS is available 24 hours a day, 365 days a year. It provides free and confidential nationwide counselling and support for war and service-related mental health conditions.

VVCS counsellors have an understanding of military culture and can help to address concerns such as relationship and family issues, anxiety, depression, anger, sleep difficulties, post-traumatic stress disorder and alcohol or substance misuse, with the aim of finding effective solutions for improved mental health and wellbeing.

If you're going through a tough time, feeling lonely or just want someone to talk to, call **VVCS** on **1800 011 046** and get the support you need.