



1. A message from the Chair

I recently left the role of Chief Executive Officer of Legacy Australia after well over three and a half years in the job. Legacy has been helping the families of deceased and incapacitated veterans since 1923, and I was extremely proud to have worked in the organisation. There are still well over 200,000 widows of ex-service personnel within the ranks of DVA beneficiaries and Legacy cares for over 65,000 of them. One of the most important parts of Legacy's work is advocating for war widows to receive their pensions and other entitlements.

As an organisation, Legacy has been constantly evolving its governance arrangements to keep pace with contemporary models. My appointment to the national role in Legacy supported the relationship with DVA, among other national organisations. This has been critical to the improvements sought in advocacy for all veterans and their families. The national Chairman of Legacy has input to the policy agenda through his membership of DVA's Ex-Service Organisations Round Table (ESORT), while the CEO provides input to DVA on a number of new initiatives, especially around Veteran Centric Reform.



While there will be some new faces from Legacy working with DVA on policy development, I have been asked to stay on as Chair of the ATDP's Strategic Governance Board for the foreseeable future to provide continuity. I am privileged to be able to continue serving the veteran community in this way.

In the last issue of *Advocacy News* I farewelled some of the key members of the ATDP's governance committees. This time I'd like to welcome a new member of the Strategic Governance Board and four new members of the Capability Framework Management Group.



STRATEGIC GOVERNANCE BOARD

Michael von Berg MC, OAM

Mike is President of the South Australia Branch of the Royal Australian Regiment (RAR) Association, and Chairman and National President of the RAR Corporation. He is also a member of the [Prime Minister's Advisory Council on Veteran Mental Health](#), [DVA's Ex-Service Organisation Round Table](#) and the Veterans Advisory Council of SA. Mike enlisted in the Australian Army in 1962 and was commissioned in 1965. In 1966-67 he served with the newly raised 5RAR (The Tiger Battalion) in Vietnam, and established the first Reconnaissance Platoon in an Australian

infantry battalion during which time he was awarded the Military Cross. He went on to serve in the Special Air Service Regiment, Commandos, and Staff and Regimental postings until resigning his commission in 1973. In 1991 Mike established his own management consultancy specialising in agribusiness and international trade, which he ran until his retirement. Over this period he was a non-executive director of public and private companies including Rugby Australia.

CAPABILITY FRAMEWORK MANAGEMENT GROUP



Bob Grandin – Manager Region 1: Queensland and Northern Territory

Bob went to the RAAF College in 1957 and graduated as a staff officer/pilot. He flew throughout Asia and the Pacific in anti-submarine and transport flying roles over 16 years. He served in Vietnam as a helicopter pilot and was co-pilot in the lead helicopter during the ammunition resupply to Delta Company in the Battle of Long Tan. Bob then pursued a career in teaching, has a Doctorate in Education, and has lectured at the University of the Sunshine Coast and Rowan University in the USA. He was attracted to become an advocate by reading about the ATDP in DVA newsletters. Bob completed Military Advocate Compensation Level 1 last year and is progressing through Level 2.

John Methven: Acting Manager Region 3 – Victoria, Tasmania and South Australia

John joined the Army in 1962 and later attended officer training at Portsea. He served in Vietnam in 1967 and 1968 with 7th Battalion, Royal Australian Regiment as the Regimental Signals Officer. John has been with Legacy and the RSL for over 30 years and is a National Life Member of the Vietnam Veterans' Association of Australia, having served as National President for three terms. John is an ATDP Military Advocate Level 4 and was an instructor with the TIP team for over 26 years.



Anita Brooker – Member, CFMG

Anita served for 29 years in the Army, both Regular and Reserve, with 20 years in the Australian Army Psychology Corps and nine years in the Royal Australian Army Medical Corps. She has a Bachelor of Training and Development. She is a founding director of The Oasis Townsville veteran's centre, is on the implementation team for the Townsville Suicide Prevention Trial (Operation Compass), and is a volunteer with Veterans Off The Street Australia.

Brett Warner – Member, CFMG

Brett has been in the Army since 1986, both Regular and Reserve, primarily in the Special Air Service Regiment managing its commitment to domestic counter terrorism, training and overseas operational deployments. He has served operationally throughout the Middle East Area of Operations and Bosnia-Herzegovina. Since 2011 he has been the Special Projects Manager at the Special Air Service History and Research Centre, SASR Headquarters. Brett holds a Master of Business Administration and a Diploma in Training Design and Development. He is the Senior Trainer and Assessor with Tubal Pty Ltd and the Director of Holistic Business Training Management and Little People Big Voice Management.



I'm sure you'll join me in welcoming Bob, John, Anita and Brett, and in thanking them for offering their time and expertise to the important work of the CFMG.

Jenny Walker

Chair, Strategic Governance Board
Advocacy Training and Development Program

2. Two ATDP advocates recognised in Australia Day honours

We are very proud that two members of the ATDP family were recognised in this year's Australia Day Honours. Both Steve Emerson from Long Jetty NSW and Bob Denner from Dorrigo NSW were awarded with Medals of the Order of Australia (OAMs) in the General Division.



Mr Stephen Marsden Emerson OAM

Steve was awarded an OAM for his voluntary work with veterans and their families over the past 18 years. Mr William (Bill) Roberts OAM, who is Senior Vice President and an advocate with the NSW Branch of the Vietnam Veterans, Peacekeepers and Peacemakers Association of Australia (VVPPAA), has worked alongside Steve for many years.

Bill says Steve stands out for all the extra things he does for veterans, as well as being a compensation advocate, such as visiting people at home. Bill said, 'Steve's a quiet achiever. He doesn't carry on and brag about what he does.'

Of Steve's compensation work, Bill says, 'He takes his time and doesn't hesitate to ask for assistance or a second opinion. He's a good all-rounder, and he's very committed to helping in different ways. He'll always put up his hand when there's work to do or when more help is needed.'

When Steve retired on medical grounds in 1999 he was at a loose end, so he was delighted when the VVPPAA called for volunteers. 'It was fantastic – it gave me back my skills,' Steve said. 'I started working at the bottom, on the phones, and then I picked up pensions and welfare.'

Despite the fact that working with ill and injured ex-servicemen and women can sometimes be challenging, Steve says it's very worthwhile. 'Working with veterans can be stressful, but it's a good stress in that the work is so fulfilling.'



Mr Stephen Emerson OAM

‘You have three Acts of Parliament to battle and the poor veteran finds it difficult to work through the DVA processes. That’s where the advocate comes in. They know we’re going to represent their best interests,’ Steve said.

‘Experience has given me a bit of understanding of how a guy may be feeling on his first interview with us – their problems are familiar to me. He’s confused and bewildered as to what to do next. He’s preoccupied and he can’t laugh at anything. Sometimes it feels like getting blood out of a stone.

‘But once we break the ice and they know they can trust us they lighten up. It’s fulfilling when they respond, and you get them to start helping themselves. You watch them improve – it lights up their faces. When they get their just rewards [entitlements], it’s like a shot in the arm,’ he said.

When asked about the ATDP, Steve says he was initially threatened by it. ‘I’d been doing pensions for 17 years and it felt like they wanted me to apply for my job again! A lot of blokes felt the same way.

‘But once I went to the RPL session it all made sense, and I felt a bit embarrassed. All they wanted was an indication of what I do, not every single thing. It was very relaxed. It’s not like you have to sit for an exam.

‘It was also quite rewarding to get accreditation. Before [with TIP] there was a certificate of participation, but not a real sense of attaining something. With the ATDP you’re getting a qualification that recognises what you’ve done. There’s no secret agenda.’

Mr Robert Lee Denner OAM

Bob received his OAM ‘for service to the community of Dorriggo, and to veterans’. The list of organisations he’s been involved with is as extensive as it is varied. There are several council committees, the Dorriggo Youth Clinic and the Dorriggo Drama Club.

In addition, Bob has worked with the local RSL Sub-Branch and Legacy for over 25 years. In that time he’s seen a lot of change in the demand for advocacy services. Bob says they no longer need a compensation advocate in Dorriggo – they refer the occasional younger veteran to the Coffs Coast Veterans Centre.

Most of Bob’s work now is helping older veterans and widows to stay in their homes or move into aged care, and making hospital visits. That’s why Bob’s put his hand up to do the ATPD RPL Welfare Level 2 session when it comes to his area later this year.



Part of the Dorriggo Memorial RSL Club Military Museum

One of Bob's many achievements has been establishing the Dorrigo Memorial RSL Club Military Museum, which contains 600 items of memorabilia. It includes a medal from the Siege of Lucknow (Indian Rebellion 1857) and items from the Boer War up to Afghanistan.

Bob says that his wife, Gwynneth, has been a partner in all his endeavours. She's also an active volunteer, and is currently Secretary RSL Dorrigo's Women's Auxiliary. 'This OAM, we're calling it Our Australia Medal,' he said. 'You can't do this sort of stuff long-term, for 25 years, without the support of your partner.'

3. Position vacant in the NT – Military Compensation Advocate Level 2



Remembrance Day in Darwin

For some time there has been a shortage of advocates to meet the demand for assistance from the Defence and veteran communities in the Northern Territory.

To address this, the NT Government and ex-service organisations have joined forces to offer a 12-month paid position for a Military Compensation Advocate Level 2 or above.

The paid advocate will be supported by a close-knit team of volunteer compensation and welfare advocates based in Darwin. A motivated and diligent person will be able to make a real difference to lives of current and former Australian Defence Force members and their families across the Territory.

For further information, please contact Sue McCallum at 0414 511 952 or email: smatdp@veteransaustraliannt.org.au. The position description is available on the ATDP website: www.atdp.org.au. The closing date is **6 April 2018**.

4. Positions vacant in Regional Implementation Group 2 – NSW, ACT & WA

Expressions of interest are invited from volunteers to join the ATDP Regional Implementation Group Region 2, covering NSW, the ACT and WA. While advocacy experience and training qualifications would be an advantage, the main requirement is an interest in supporting the ATDP and some time available. See the ATDP website for more information: www.atdp.org.au. The closing date is **13 April 2018**.

Training news

5. ATDP training update

The rollout of ATDP training is on track and progressing well. The following training programs are now available:

Consolidation Training for Military Compensation Level 1 and Military Welfare Level 1

When you've completed your workplace and online training, and your mentor has indicated this in your online Workplace Experience Log, you will be notified of when you can attend the final component of your training – a face-to-face Consolidation session. If you have any questions, ask your mentor or contact the Admin Officer for your region. Their details are at the end of this newsletter.

Workplace and Online Training for Military Compensation Level 2 and Military Welfare Level 2

When you've successfully completed Consolidation Training for Level 1 (compensation or welfare) you will be invited to start your Level 2 training. If you have any questions, ask your mentor or contact the Admin Officer for your region. Their details are at the end of this newsletter.

Recognition of Prior Learning for Military Compensation Level 3

Following a successful pilot of Recognition of Prior Learning (RPL) for Military Compensation Level 3 late last year, the program is now being rolled out nationally. If you are a TIP Level 3 Advocate and would like ATDP accreditation, go to the ATDP website (www.atdp.org.au) and complete the online self-assessment. If this shows you're ready for RPL at Level 3, then you'll be directed to an online Expression of Interest form to complete. This will notify the Training Team that you're ready to be allocated to an RPL session.

This is the schedule for the rollout of all the core ATDP training programs:

Training Program	For people with no TIP training		For people who have completed TIP training at the equivalent level
	Workplace and Online Training	Consolidation Training	Recognition of Prior Learning
Military Welfare Level 1	Available now	Available now	Available now
Military Welfare Level 2	Available now	Available now	Available now
Military Compensation Level 1	Available now	Available now	Available now
Military Compensation Level 2	1 st half 2018	2 nd half 2018	Available now
Military Compensation Level 3	1 st half 2018	2 nd half 2018	Available now
Military Compensation Level 4	Early 2019	Early 2019	1 st half 2018

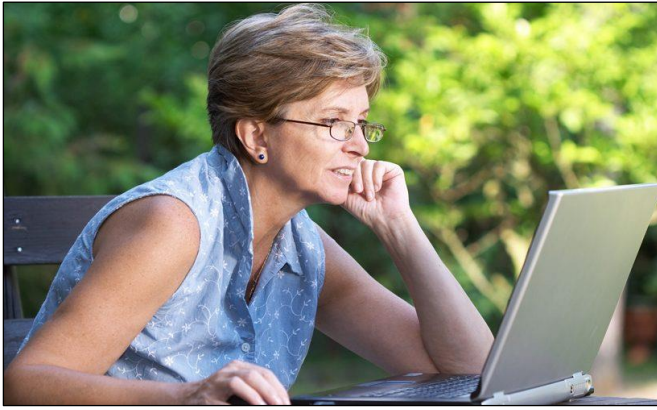
This rollout schedule is for the additional ATDP training programs:

For practitioners at Levels 2, 3 & 4	
Mentoring Workshop	Available now
Continuing Professional Development Program	2 nd half 2018

NB. These dates are approximate – delivery is dependent on many variables, including the availability of the volunteers who are developing the programs.

6. Continuing Professional Development – the new 'refresher'

Development of the ATDP Continuing Professional Development (CPD) program continues apace. In the coming months, information sessions will be held across the country to give advocates and ESO management a firsthand update about what's ahead.



There are two areas of focus for the CPD team right now. The first is developing the online CPD portal through which advocates will engage with the program and earn points. The software is being written from the ground up – it will be unique to ATDP. The second focus is development of the CPD options. A dedicated group of volunteers is busy writing multiple-choice questions and case studies for the CPD library.

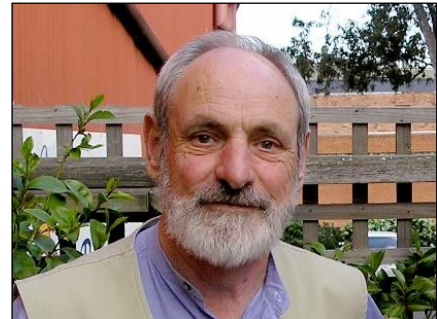
But CPD is more than doing exercises and accumulating points. The program will give advocates at all levels a broad range of options in how they maintain and grow their knowledge and skills. There will be seminars arranged by ESOs and other advocacy networks, and you'll be able to have your non-ATDP qualifications count for CPD. Reference material will help keep Compensation Advocates up-to-date with case law and changes introduced by determinations made under the legislation. Given today's technology, the potential of CPD is almost limitless.

CPD will also help you adapt to the changing needs of your clients. In the first year of CPD, all advocates (welfare and compensation) who have been 'RPL'd' at Level 2 will be required to complete four 'gap' modules covering mental health, first aid, ADF to civilian transition procedures, and re-engaging with community after leaving the military. Completing these modules will fulfil your first year's CPD obligation.

Undertaking CPD is a mark of professionalism in practice. Choices will grow as the program matures, and we will welcome suggestions from advocates working in the field.

There'll be another update in the next issue of *Advocacy News*.

Brian Warren
ATDP CPD Program Coordinator



7. VITA reminder to TIP-trained advocates

TIP-trained advocates and their ESOs are reminded of the following cut-off dates for VITA insurance coverage for pension and welfare officers and advocates who do not have ATDP accreditation:

TIP Level 1 and 2: Cover will not be available beyond **30 June 2019**
(This includes primary claims submitted by TIP Level 3 and 4 Advocates if they do not have ATDP Level 2 accreditation.)

TIP Level 3 and 4: Cover will not be available beyond **31 December 2021**

So don't delay – sign up for a Recognition of Prior Learning assessment to get your current skills and experience recognised for ATDP accreditation.

If you're not sure if you'll meet the requirements for accreditation, there's an online self-assessment tool for Military Compensation Levels 2 and 3 on the ATDP website: www.atdp.org.au. There will be a self-assessment tool for Military Welfare Level 2 soon.

Advocacy Training & Development Program


This self assessment will indicate to you your eligibility to undertake Recognition of Prior Learning in MILADC002, Compensation Advocate Level 2.

- Recent TIP & ATDP training
- Recent claim experience
- Evidence
- You and your ESO
- Knowledge
- Submit responses and get result of the self assessment

One of the self-assessment tools on the ATDP website

If you'd like to brush up your skills, consider asking your ESO to enrol you in ATDP Training for Military Compensation Advocate Level 1 and/or Welfare Advocate Level 1.

If you have any other questions or concerns about what's involved in getting ATDP accreditation, have a chat with your friendly Regional Manager. Their contact details are at the end of this newsletter.

More information

You can find the self-assessment tools, information about Recognition of Prior Learning, ATDP training and VITA insurance on the ATDP website:

www.atdp.org.au. (Scroll to the bottom of the page to find the VITA documents.)

8. Who do I ask?

Do you have a question or concern about the ATDP? Are you unsure about where to go and who to ask? This table may help:

Resolving ATDP Issues

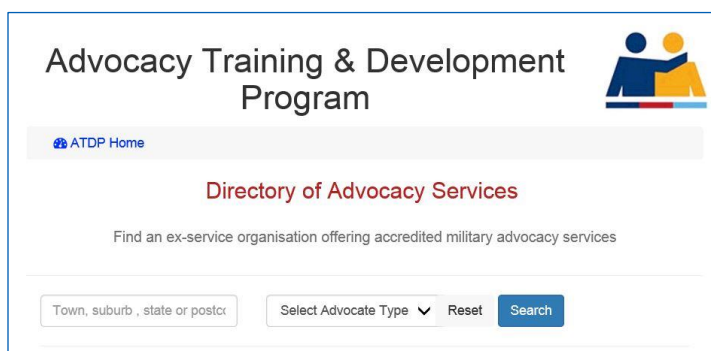
Question	Try this first:	Then try this:
I'm a pension officer. How do I get ATDP accreditation?	See the ATDP website: www.atdp.org.au/WhatIsRPL.pdf	Contact the Administration Support Officer for your region. See the Contacts section of the ATDP website: www.atdp.org.au/contact/contactForm.php
I can't login to the ATDP website. How do I get this fixed?	Try the 'Forgot login details' link on the ATDP website: www.atdp.org.au	Contact the Administration Support Officer for your region. See the Contacts section of the ATDP website: www.atdp.org.au/contact/contactForm.php
Things aren't working out with my mentor.	Contact your Regional Mentor through your Administration Support Officer. See the Contacts section of the ATDP website: www.atdp.org.au/contact/contactForm.php	Contact your Regional Manager. See the Contacts section of the ATDP website: www.atdp.org.au/contact/contactForm.php
Things aren't working out with my mentee.		
I've asked my Regional Manager about a problem, but I'm not satisfied with their response. Who else can I talk to?	Contact the Chair of the ATDP Capability Framework Management Group by sending an email to: cfmgchair@atdp.org.au	Contact the Chair of the Strategic Governance Board: sgbchair@atdp.org.au
I did RPL but I haven't been accredited. Why?	Contact the Administration Support Officer for your region. See the Contacts section of the ATDP website: www.atdp.org.au/contact/contactForm.php	Contact the National Training Manager: ntm@atdp.org.au
I don't think I was assessed correctly at RPL. Who can I talk to?		

Question	Try this first:	Then try this:
I have some concerns about how the ATDP is being implemented. Who can I talk to?	Contact the Chair of the ATDP Capability Framework Management Group by sending an email to: cfmgchair@atdp.org.au	Contact the Chair of the Strategic Governance Board: sgbchair@atdp.org.au

9. Directory of Advocacy Services

In the last issue of *Advocacy News* we introduced the new Directory of Advocacy Services on the [ATDP website](#). The directory aims to make it easier for veterans and their families to locate an ATDP-accredited advocate.

It lists the name of each ESO that has ATDP-Accredited Advocates, the ESO's contact details, and whether they have welfare or compensation advocates or both.



The Directory of Advocacy Services is available on the ATDP website: www.atdp.org.au

At this stage it does not list the names of accredited advocates. We're planning to add the names of individual advocates in the future, as well as a better search function and other improvements.

New information will be added to the directory as more advocates are accredited and more ESOs provide their preferred contact information.

If your organisation has accredited advocates and does not appear on the list, or if you want to change any information, please send an email to: ATDPenquiries@dva.gov.au



10. New veteran payment available from 1 May

The Australian Parliament recently passed legislation making available a new payment for veterans, new family support services and other initiatives to improve the lives of members of the Defence and veteran communities.

Veteran Payment

This new payment is for former ADF members who claim under the MRCA or DRCA for mental health problems and who can't work, so they have a source of income while their claim for initial liability is being determined. Partners of veterans may also be eligible for the payment. The Veteran Payment starts on 1 May 2018.

Family support

Also from 1 May 2018, there will be a new scheme for families of current and former ADF members with who have served in recent overseas conflicts. The support includes increased access to counselling, childcare, household services and attendant care.

Other changes

The legislation has a number of other initiatives that will be available at different times over the next few weeks:

- A mental health pilot program for veterans in rural and regional areas with mild-to-moderate anxiety or depression who also need pain management for physical health conditions.
- Access to household and attendant care services for veterans who have had a catastrophic injury.
- An automatic process to remove the need for veterans to apply for a determination on their qualifying service.
- Gold Card eligibility for veterans who served in Japan after the cessation of hostilities at the end of the Second World War and before the British Commonwealth Occupation Force commenced.

For more information see the [DVA website](#) and search for 'legislation'. Advocates with specific questions can call the DVA General Enquiries number: 1800 555 254.

11. BEST grant applications open



The next round of Building Excellence in Training and Support (BEST) grants is now open, and applications close on **19 April 2018**.

BEST grants support the work of ex-service organisations in providing advocacy services to the Defence and veteran communities. BEST funding is a contribution towards the costs incurred by ESOs in providing these services, and is closely linked with the ATDP.

This round involves a new way to apply for a BEST grant as DVA partners with other agencies in the Australian Government's Community Grants Hub: www.communitygrants.gov.au. The Grants Hub is an online portal where you can search for different types of grants, submit an application, manage your grants and receive an email alert when grants are open for applications. By standardising and simplifying grants processes across a number of agencies, finding and applying for grants is now easier.

As DVA has several categories of grants, the move to the Hub is happening progressively over a number of weeks. As well as BEST grants, you can find these grants on the Hub now:

- Veteran and Community Grants
- Grants-in-Aid

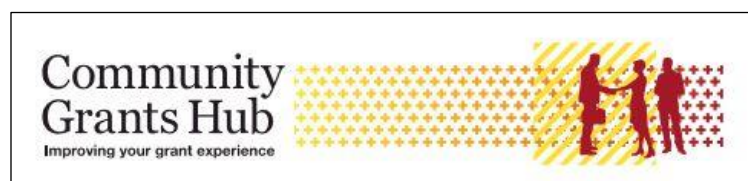
These DVA grants are expected to move to the Hub in the following months:

April 2018:	Saluting Their Service – Community Commemorative Grants
May 2018:	Saluting Their Service – Major Commemorative Grants
July 2018:	Supporting Younger Veterans Grants

These grants will continue to be managed by DVA:

- Overseas Privately-Constructed Memorial Restoration Program
- Armistice Centenary Grants

The best way to keep across which grants are now on the hub is to click on '[Subscribe for updates](#)' on the Community Grants Hub website: www.communitygrants.gov.au.



On this website you'll also find all the information you'll need about applying for a grant when each grant program opens.

DVA grants are still DVA grants

The Hub is only responsible for the administration of grants. DVA will still determine what sort of grants are available and who is eligible for funding. The Minister for Veterans' Affairs will still approve ~~successful~~ DVA grants.

What if I'm not comfortable with computers?

If you need support in using and/or submitting your grant application on the Hub, please call 1800 020 283 or send an email to: support@communitygrants.gov.au. There is extra support for those who are not used to working with computers through the Australian Government's 'Be Connected' program. The program offers free computer training in your local community. For more details, go to the Be Connected website: www.beconnected.esafety.gov.au

Don't leave your application until the last minute!

If you think you might need help with lodging your application, contact the Hub as soon as possible. It may take the Hub team up to five working days to sort out your problems if they are complex. In turn, this may impact on your ability to lodge your application in time to be considered.

For more information about BEST grants and all of DVA's grant programs, go to the DVA website: www.dva.gov.au/consultation-and-grants/grants.



12. Hearing services for veterans

Hearing loss is one of the health conditions that many veterans make claims to DVA for each year. So it's unfortunate that some veterans are pressured by some providers into buying more expensive hearing devices than they need. The client then has to contribute to the cost of the devices, which may have extra but non-essential features.





DVA encourages advocates to ensure their clients are aware of all their options so they can make a fully-informed decision when they're buying a hearing device.

The Australian Government provides fully subsidised testing, devices and support through the [Hearing Services Program](#). With this program veterans can access over 160 high-quality devices at no cost.


Veterans can also access assistive listening devices through [DVA's Rehabilitation Appliances Program](#) at no cost. This includes wireless microphones (e.g. Roger Pens), radio frequency devices and television headsets.

  Australian Competition & Consumer Commission

When choosing a hearing aid

-  Ask the clinician about **range, features, benefits and prices**. You may not need the features of the more expensive models.
-  Ask for a **quote including the type and cost of any recommended hearing aid**.
-  **Get a copy of your hearing test results** (audiogram) and use it to **shop around for the best deal**, including after sales support.
-  If you don't understand anything, **keep asking until you do understand**.

Pay only for what you need. Some clinics may be commission or incentive driven to sell you more.



More information

The [Australian Competition and Consumer Commission](http://www.accc.gov.au) has advice and a helpful guide to buying hearing aids and devices. Search for 'hearing aids' on their website: www.accc.gov.au

For information about the Australian Government's Hearing Services Program, go to: www.hearingservices.gov.au

For information about [DVA's Rehabilitation Appliances Program \(RAP\)](http://www.dva.gov.au), search for 'RAP' on the DVA website: www.dva.gov.au

13. 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)
Bob Grandin 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:
enquiries@atdp.org.au

Websites:
Advocacy Training and Development Program – www.atdp.org.au
Department of Veterans' Affairs – www.dva.gov.au

14. 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

15. Feedback

If you have any questions, comments or suggestions about this newsletter, please send an email to ATDPenquiries@dva.gov.au

