



Guidelines for the selection of trainees for the Advocacy Training and Development Program (ATDP)

NOTE: ATDP training is only available to candidates/trainees nominated by ESOs that **do not charge any fee** for providing wellbeing and compensation advocacy services to Veterans and their families.

The following guidelines are provided to ESOs for the selection of trainees under the ATDP.

ESO Role and Responsibilities

1. Selection of suitable persons to undertake a training program.
2. Provision of suitable on-the-job experiences.
3. Providing access for the trainee to a suitable, experienced mentor.
4. Supporting the trainee while they undertake the requirements of the formal training.
5. Monitoring the trainee's experience and training progress through a workplace diary.
6. Endorsing certain evidence of experience and performance from which, along with results from formal training, a determination of competence can be made.

Trainees must be affiliated with a nominating ESO for the duration of the Course in Military Advocacy. Nomination and affiliation are at the discretion of the ESO. If an ESO or trainee cease their affiliation with each other at any stage of the training program, the trainee will be unable to continue until the ESO reinstates its endorsement or an alternative ESO makes a nomination.

Selection of trainees

Under the program, trainees should possess the following relevant qualities:

1. A desire to provide wellbeing and/or compensation advocacy services to any member of the serving/ex-service community.
2. A commitment to continuous improvement in skills and knowledge for as long as they practice as an Advocate.
3. Being prepared to work in accordance with organisational requirements including confidentiality and privacy.
4. A willingness to be mentored.
5. Demonstrated appropriate computer skills.
6. Demonstrated appropriate interpersonal skills.
7. Demonstrated high level of oral and written communication skills.

All the above should be assessed by the ESO as it exposes the trainees to advocacy experiences prior to nominating them for ATDP training.

The trainees should be permitted to sit in on initial and subsequent interviews, as an observer, with the client's approval. The trainee could also act as an assistant to a more experienced Advocate in researching information or obtaining documents as necessary to progress the client's needs.

The trainee should also be provided with a mentor who will guide the trainee by providing a



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background for the actions of an Advocate, i.e. explain why things are done in a certain way and what governs that action.

Once the trainee has been assessed as suitable and the required experiences have been met, the trainee should apply to undertake the formal training pathway (Level 1).

In today's environment, the use of information technology is of prime importance and all trainees must demonstrate sufficient skills to be able to undertake online learning and use various office applications required for advocacy practice. ESOs must assess trainees for these skills.

Trainees must also display empathy with clients and a desire to assist them as far as possible while remaining ethical. They must also be able to demonstrate good oral and written skills, as a part of their role will include contact with service provider agencies, and possibly medical practitioners, in obtaining information or service for a client.

Ex-service organisations which authorise an Advocate must acknowledge that it is their organisation which accepts any risk of litigation resulting from the actions of their Advocate. It is in the ESO's interest to ensure that risk is minimised by selecting the right people and closely monitoring their progress and performance.