



How to Guide

Authorised Person

Guide to the Advocacy Register

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Who is an Authorised Person?

An Authorised Person is nominated by an ESO to be responsible for the administration of trainees, advocates and ESO contact information on the ATDP Advocacy Register.

What is the ATDP Advocacy Register (AR)?

The ATDP Advocacy Register (AR) is a database primarily used by veterans and families to find an ESO with qualified advocates in compensation and/or wellbeing support.

The AR can be found: [Advocacy Register \(advocaterregister.org.au\)](https://advocaterregister.org.au)

The AR has the following functions:

- **Search engine** – for veterans to source the location of qualified advocates who provide advocacy services (for both Compensation and Wellbeing). ESO details and Levels of advocate qualifications are shown.
- **Login Portal** for ESO Authorised Persons – The ESO Authorised Person registered with ATDP can log in and manage the ESO contact details, add/remove advocates and trainees from their ESO, request a mentor. This is also the location for ESO Authorised Persons to nominate training for a new trainee or further training for an existing trainee/advocate.

What are the Roles and Responsibilities for an Authorised Person?

An Authorised Person plays an essential role in ensuring the accuracy of the Advocacy Register (AR) and nomination of trainees.

Essential tasks include:

- Nominating new trainees or existing advocates for additional training or RPL
- Add/Remove advocates within the ESO in the Advocacy Register as changes occur
- Logging in to the AR regularly to respond to any requests for Mentors
- Logging into the AR at least once every 6 months to confirm:
 - ESO contact details are correct; and
 - Advocates and Trainees listed are current.
- Being a conduit of information for ATDP communications for their advocates and trainees

Your assistance ensures that veterans and families have access to correct information when searching for assistance from appropriately qualified advocates in the Advocacy Register.

How many Authorised Persons can each ESO have?

There is a maximum of two Authorised Persons for each ESO.

Can I be an Authorised Person for multiple ESOs?

Yes. If you are an Authorised Person for more than one ESO you will have access to multiple lists.

How to Login to the ATDP Advocacy Register (AR)

Purpose: This instruction will assist you to login to the Advocacy Register.

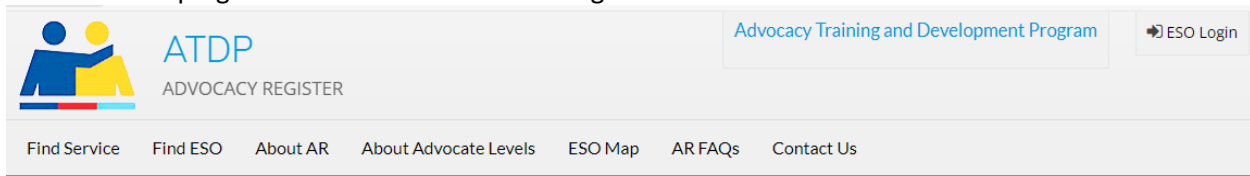
Step One:

There are two ways to the login screen:

ATDP Advocacy Register Website

Go to the website: [Advocacy Register \(advocateregister.org.au\)](http://advocateregister.org.au)

Click on the top right hand corner button 'ESO Login'.

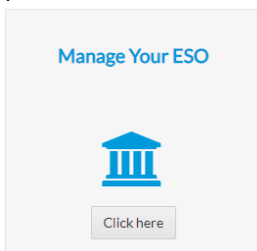


OR

ATDP Website Home Page

Go to the website: [ATDP \(web.atdp.org.au\)](http://web.atdp.org.au)

(Scroll to the bottom of the page and click on the [Click here](#) button in the 'Manage your ESO' box.



Step Two:

Either of the above methods will take you to the ESO Management login screen:



Maintain your ESO's details.

Mobile number
Phone

Email address
Email

Next

Enter your Mobile number and Email address and select [Next](#).

A PIN will be sent to your mobile phone to complete the log in process.

IMPORTANT: Login information for the ESO is the email and phone number of the Authorised Person/s.

How to nominate a new or existing Advocate/Candidate for training or Recognised Prior Learning (RPL)

Purpose: This instruction will support you to:

- enrol a Candidate into a NEW Unit of Competency (UoC); or
- to ADD another UoC to an existing Advocate/Candidate.

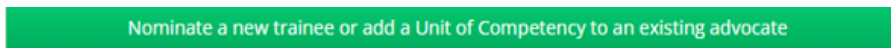
Before you begin you will require:

- The Candidate's full name, email and mobile
- What Unit of Competency the Candidate is to be enrolled into
- Who the Candidate's Mentor is and their Unique Student Identifier(USI) (Training Pathway ONLY)

Step One: Login to the Advocacy Register

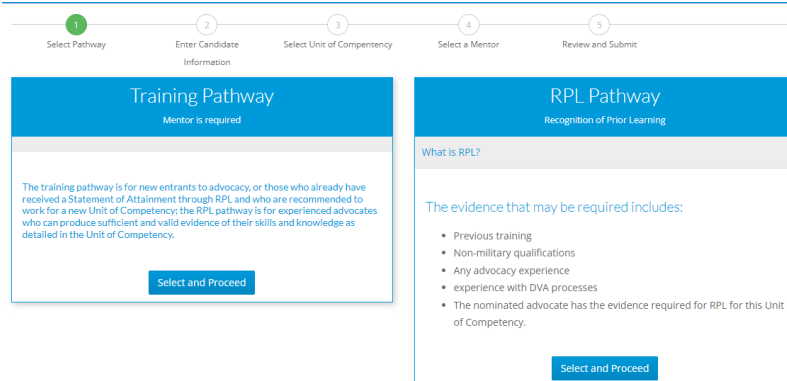
Step Two:


Click on:



Step Three

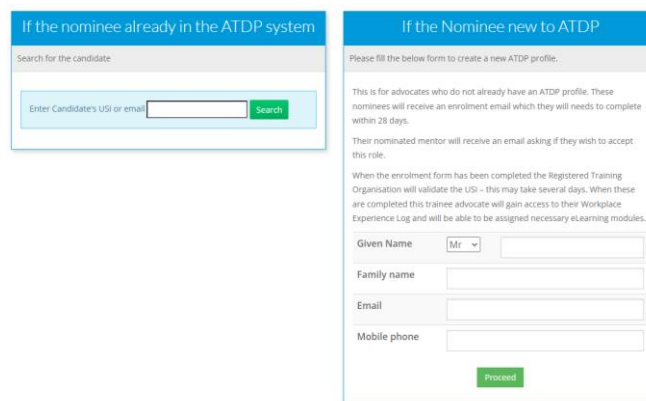
There are two training pathways:



Click on  under the relevant training pathway.

Step Four

The following screen will display:



There are two options for the nomination process:

New Nominees:


If the Candidate is NEW and doesn't already have an ATDP profile, please complete the section:

The screenshot shows a web form titled "If the Nominee new to ATDP". Below the title is a grey bar with the text "Please fill the below form to create a new ATDP profile." The main content area contains three paragraphs of text explaining the process for new nominees. At the bottom of the form are four input fields: "Given Name" (with a dropdown menu set to "Mr"), "Family name", "Email", and "Mobile phone". A green "Proceed" button is located below the input fields.

and then select 

OR

Existing Trainees/Advocates:

If the Candidate is already an existing candidate or advocate with ATDP then enter the Candidate's USI details and then select 

The screenshot shows a web form titled "If the nominee already in the ATDP system". Below the title is a grey bar with the text "Search for the candidate". The main content area contains a light blue box with the text "Enter Candidate's USI or email" followed by an input field and a green "Search" button.

Step Five

Select the appropriate Unit of Competency (UoC) and then [Proceed](#).

The screenshot shows a progress bar at the top with five steps: 1. Select Pathway (Training Selected), 2. Candidate Information (Mr Test Test), 3. Select Unit of Competency (highlighted), 4. Select a Mentor, and 5. Review and Submit. Below the progress bar is a blue header 'Unit of Competency'. The main content area contains text: 'All new advocates commencing their training must start at Level 1 (Compensation or Wellbeing). Subsequent progression along the ATDP learning pathway must be sequential. In the case of experienced advocates they may enter the program by way of RPL at Level 2. However, Level 3 & 4 qualifications must be obtained sequentially (that is, Level 2 first then Level 3 then Level 4).' Below this is a form titled 'Unit of Competency' with instructions: 'Select an available unit of competency for this nominee to undertake in the Training pathway. Only eligible unit of competencies will display.' There are two radio button options: 'Compensation Advocate Level 1' and 'Wellbeing Advocate Level 1'. A green 'Proceed' button is at the bottom right.

Step Six

There are different steps depending on the training pathway:

Training Pathway:

The candidate will require a **Mentor** to be nominated. You will be required to enter the Mentor's USI and select [Search Mentor](#).

The screenshot shows a progress bar with five steps: 1. Select Pathway (Training Selected), 2. Candidate Information (Mr Test Test), 3. Unit of Competency (Compensation Advocate Level 1), 4. Mentor Information (highlighted), and 5. Review and Submit. Below the progress bar is a blue header 'ATDP Mentoring'. The main content area contains text: 'Mentors are a vital part in the ATDP training process. Mentors constantly monitor a trainee and provide feedback about what a trainee may have learned or the way in which a particular task was undertaken. To be a mentor of level 1 candidates, the person must hold a level 2 qualification in the same stream. Mentors enter their feedback in the Workplace Experience Logbook of their trainees and notify ATDP when certain milestones have been achieved.' Below this is a form titled 'Search for the Mentor' with a text input field 'Enter Mentor's USI or email' and a green 'Search Mentor' button.

OR

RPL Pathway:

If RPL is chosen then the Candidate does not require a Mentor to be nominated. You will need to click on

[Proceed to review](#)

The screenshot shows a progress bar with five steps: 1. Select Pathway (RPL Selected), 2. Candidate Information (Mr Test Test), 3. Unit of Competency (Compensation Advocate Level 1), 4. Mentor Information (highlighted), and 5. Review and Submit. Below the progress bar is a blue header 'Mentoring not required for RPL pathway'. Below this is a blue button 'Proceed to review'.

Step Seven

Review and Submit:

Nominator declaration:


- I am the person named above and
- I have the authority of the ESO RSL Kingaroy, to nominate this person to undertake ATDP training.
- The candidate was chosen using the Guidelines for the Selection of Candidates and the ESO is satisfied the candidate displays all the characteristics which would make him/her suitable to work with vulnerable clients.
- The candidate has been assessed as having the required computer skills necessary to conduct research, keep records and lodge online forms as required by an advocate.
- The nominating ESO is satisfied that the nominated person has the literacy and numeracy skills required and that the training and assessment the person is to undertake is appropriate to the nominee.
- The ESO accepts responsibility for meeting all costs associated with the training of the candidate, including travel and accommodation to attendance programs.
- The information entered is, to the best of my knowledge, truthful and complete.
- I consider that this ESO has access to a suitable advocacy workload to support this candidate's timely training needs, and capacity for advocacy following awarding of a Statement of Attainment.
- I have made sure that the trainee advocate has access to the ATDP Code of Ethics

I declare the above

 Submit

Please read the Nominator declaration:

1. You will be agreeing to the conditions listed.
2. It is important to review each statement.

You will need to tick the box to agree to the declaration and then select  to finalise.

Next Steps:

Once the nomination form has been submitted the following will occur:

- Enrolment email will be sent to the Candidate for them to complete within 28 days. This email is specific to the Candidate and can't be shared.
- For Candidates in the training stream, the Mentor will receive a Mentor validation email (not required for RPL).
- When the enrolment form is correctly completed by the Trainee, the Registered Training Organisation (RTO) will validate the USI – this may take several days.
- If required, the RTO will contact Trainee to inform of Language, Literacy and Numeracy (LLN) requirements (not required for RPL).
- Once the above has been completed an email with a username and password will be sent to the Trainee, allowing access to the ATDP online portal:
 - Training pathway candidates - will be able to access their Workplace Experience Logbook (WEL) and will be able to start training with their appointed Mentor.
 - RPL candidates - will be contacted by an ATDP Assessor to further discuss the RPL assessment process. See [How to Guide - RPL](#) for more information about the RPL process.

How to nominate an Advocate for a Mentor Workshop

Purpose: This instruction will allow you to nominate an advocate for mentor training.

The following eligibility criteria must be met for an advocate to be nominated for a Mentoring Workshop:

- Advocate must have a Statement of Attainment (SoA) at Level 2 (Compensation or Wellbeing);
- Advocate must have the SoA issued for at least 1 year; and
- Advocate must have access to the ATDP Code of Ethics

Step One: Login to the Advocacy Register

Step Two:

Click on

Nominate a advocate for Mentoring Workshop

Step Three:

- Enter the Advocate's Unique Student Identifier (USI).
- Read and select the declaration if all the criteria is met and 'Submit Nomination'.

The Advocate will be emailed a formal invitation to the Mentoring Workshop from ATDP by a Program Support Officer. The Advocate will need to respond to confirm their **acceptance** of the invitation.

Next Steps:

Further instructions are sent from the Workshop Facilitator on how to join online closer to the Workshop date.

Details of any in person training programs will also be provided closer to the Workshop date.

If the Advocate is unable to attend, ATDP will communicate with the Advocate to identify future Mentor Workshop opportunities.

How to add or remove an existing Advocate to your ESO on the Advocacy Register

Purpose: This instruction will support you to add and/or remove advocates from your ESO as changes occur. This ensures that veterans and families have accurate information when searching for support in the AR.

Step One: Login to the Advocacy Register

Step Two:

Click on [View ESO Details](#) for details of the advocates in your ESO.

Note: If you are the Authorised Person for multiple ESO's, you will see a list of ESO's. Select 'View Details' of the ESO you would like to manage).

Step Three

Under the section 'Authorised qualified advocates (ESO Name)' there will be a list of ATDP qualified Advocates who are authorised by your ESO to provide advocacy services on behalf of your ESO. It will also contain the names of the trainees linked to your ESO.

To REMOVE an existing advocate/trainee:

Next to the advocate/trainee's name click on 'Remove From this ESO'.

Action

[Remove From this ESO](#)

You will be prompted with 'Are you sure you want to remove?' click OK.

This advocate will no longer appear under 'Authorised qualified advocates (ESO Name)'.

To ADD an existing Advocate/trainee:

You will need the Advocate/trainee's Unique Student Identifier (USI).

Add the date of the Letter of Authority issued to the Advocate (if available).

Authorise an advocate

In order to link another qualified advocate to your ESO, you will require the advocate's Unique Student Identifier.

Linking an advocate means you authorise that person to provide advocacy services to the veteran community on your ESO's behalf and for all Units of Competency held by the advocate.

The advocate will only be added to your ESO's authority list if

- the USI exists on the ATDP database and
- the Advocate has been sent a Statement of Attainment in at least one Unit of competency

Advocate's USI

Date of letter of authority (if available)

[Add this advocate](#)

How to review an Advocate linked to your ESO (including CPD status)

Purpose: This instruction will support you to view the following information for an advocate/trainee:

- a summary page of their contact details;
- their USI number;
- the Unit of Competency (UoC);
- whether they are a Mentor;
- the name of their Mentor (if applicable); and
- their CPD status.

Step One: Login to the Advocacy Register

Step Two:

Click on [View ESO Details](#) for details of the advocates in your ESO.

Note: If you are the Authorised Person for multiple ESO's, you will see a list of ESO's. Select 'View ESO Details' of the ESO you would like to manage.

Step Three:

Under the section '**Authorised qualified advocates (ESO Name)**' there will be a list of ATDP qualified advocates who are authorised by your ESO to provide advocacy services on behalf of your ESO.

Click on the Advocates name you would like to review (the name is a hyperlink and will take you to another screen).

The screenshot shows a blue header bar with the text "Manage your ESO". Below it is a white box titled "Authorised qualified advocates - Test Ex-Service Organisation". The box contains the following text:

These are the ATDP qualified advocates authorised by your ESO to provide advocacy services on behalf of your ESO. By having these authorised persons, you confirm that they are covered by professional indemnity insurance.

Those advocates who have completed a qualification and have been sent a Statement of Attainment are displayed in the AR search (Shown in green).

To check the Continuing Professional Development (CPD) status of your advocate please click on their name below. It is a condition of VITA professional indemnity insurance that an advocate participates in CPD so that their knowledge and skills are current and effective. For further information see the VITA brochure here:

Archived advocate (not included in an AR search)

#	Name	Action
1	Mr Test1	Remove From this ESO
2	Ms Test 2	Remove From this ESO
3	Ms Test 3	Remove From this ESO
4	Mr Test 4	Remove From this ESO

Please note:

- If the name is in **Purple** they have been issued a Statement of Attainment (SoA) for the shown Unit of Competency (UoC):
- If the name is in **Black** they are still working towards their UoC (i.e. still in training):
- If the name is in **Red** they have been archived.
 - i. If you think they shouldn't be archived please contact your Program Support Officer).

ii.

Step Four:

Here you can review the advocate/trainee's:

- Status
- "Member since" date
- DOB
- Email
- Mobile
- CPD Status
- Mentor Trained
- Mentor Availability
- Details on any active training
- View CPD details (click on to view)

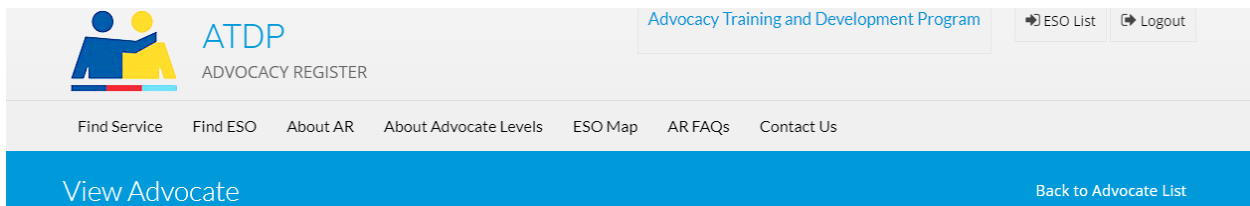
NB: The ESO Authorised Person **cannot** edit an Advocate/trainee's contact details.

If an Advocate/trainee's details need to be updated then the **advocate/trainee** needs to either:

- login to their own ATDP Profile and edit themselves; or
- email ATDPenquiries@dva.gov.au and request changes to be made by their PSO.

Step Five:

To exit out of the Advocate's page and return to the "Manage your ESO" page select [Back to Advocate List](#) (top right hand side of the blue banner)



How to update your ESO information

Purpose: This instruction will support you to update the ESO contact details including the ESO Authorised Person contact details that appear in the AR. You can also remove an existing Authorised Person.

Step One: Login to the Advocacy Register

Step Two: ESO Contact Information

Click on the BLUE button [View ESO Details](#).

Note: If you are the AP for multiple ESO's select the button next to the ESO you would like to manage.

To review and update **ESO contact details** or the **Authorised Person/s** for your ESO scroll down the page where you will see the ESO contact and address information.

Note: This is the contact information that will be displayed in the AR.
These details should be checked and updated at least once a year.

Step Three: Authorised Person Details

Below the ESO details are the Authorised Person/s and the Executive Office details of the ESO.

Note: An ESO can have a maximum of two Authorised Person/s.

To edit any of this information click on [Edit Details](#).

Once necessary changes are made click on [Update ESO Profile](#) at the bottom of the page.

IMPORTANT: The Authorised Person email and phone number is used to login to the Advocacy Register. When you change the Authorised Person you are changing the login details to match that individual.

How to request/provide assistance with mentorship

Purpose: This instruction will support you with the following:

- A. How to request a mentor?
- B. How to manage Mentor requests?
- C. How to remove a mentor request?

A: How to request a Mentor?

This is the instruction if you are require a mentor for one of your trainees at your ESO.

Step One: Login to the Advocacy Register

Step Two:

Click on the BLUE button, [View ESO Details](#)

Note: If you are the AP for multiple ESO's select [View ESO Details](#) of the ESO you would like to manage.

The "Request a Mentor for ESO" section is located on the top right hand side of the screen.

The screenshot shows the 'Manage your ESO' interface. At the top, there is a blue header with 'Manage your ESO' on the left and 'Back to ESO List' on the right. Below this, there are two main panels. The left panel, titled 'Authorised qualified advocates - ESO Test 1', contains text explaining that these are ATDP qualified advocates authorised by the ESO to provide advocacy services. It also mentions that those who have completed a qualification and been sent a Statement of Attainment are displayed in the AR search. A link is provided to check the Continuing Professional Development (CPD) status of an advocate. The right panel, titled 'Request a Mentor for ESO Test 1', shows a list of levels for which mentors are required: Compensation Advocate Level 1 (selected), Compensation Advocate Level 2, Compensation Advocate Level 3, Wellbeing Advocate Level 1, and Wellbeing Advocate Level 2. A green button labeled 'Send request to other ESO' is visible at the bottom of this panel.

Within this section select the Unit of Competency that you require a mentor for (eg: Compensation Advocate Level 1).

Click 'Send request to other ESO'

Next Steps:

If another ESO within your Region has a Mentor with the capacity to assist they will pass your ESO contact email onto that Mentor.

B: How to manage Mentor requests

This instruction will help you to support other ESO's with requests for mentors.

Step One: Login to the Advocacy Register

Step Two:

On the front page of the 'ESO Management' page, on the right hand side, there will be a table called 'Mentor Requests from ESOs'.

The screenshot shows two parts of the interface. On the left, a form titled 'Please select an ESO' has a yellow header. It contains an 'ESO Code' field with 'XXXXXXX' and a blue 'View ESO Details' button. Below are 'ESOName' and 'ESO Physical Address' fields. At the bottom are two buttons: a green one for 'Nominate a new trainee or add a Unit of Competency to an existing advocate' and a purple one for 'Nominate a advocate for Mentoring Workshop'. On the right, a table titled 'Mentor Requests from ESOs' lists requests for 'Compensation Advocate Level 1', 'Compensation Advocate Level 2', and 'Compensation Advocate Level 4', each with a list of 'ESO Test' requests and their dates.

If you have a mentor that has the capacity you can forward the ESO contact information to your mentor. Your mentor can then contact the requesting ESO and provide assistance to their trainee.

C: How to remove a Mentor request

This instruction will support you to cancel your request for a mentor.

Step One: Login to the Advocacy Register

Step Two:

Click on the BLUE button, [View ESO Details](#)

Note: If you are the AP for multiple ESO's select [View ESO Details](#) of the ESO you would like to manage.

The Mentor Request box is located on the top right hand side of the screen.

The screenshot shows a form titled 'Request a Mentor for RSL Pine Rivers'. It has a section 'Mentors are required for following levels' with five checkboxes: 'Compensation Advocate Level 1', 'Compensation Advocate Level 2', 'Compensation Advocate Level 3' (which is checked and has 'Request sent on 6-Nov-2022' next to it), 'Wellbeing Advocate Level 1', and 'Wellbeing Advocate Level 2'. At the bottom is a green button labeled 'Add/Remove request to other ESO'.

To remove your Mentor request, click on the UoC with the request date and then select

[Add/Remove request to other ESO](#). This will remove the request.

Additional Support and Contact Details

If you require additional support, please contact your Program Support Officer (PSO):

Name	Region	Email	Mobile
William	Region 1 (QLD/NT)	ATDP.PSO1@dva.gov.au	0472 704 592
Samone	Region 2 (NSW/ACT/WA)	ATDP.PSO2@dva.gov.au	0472 674 665
Phil	Region 3 (NSW/ACT/WA)	ATDP.PSO3@dva.gov.au	0472 704 948