



ATDP Update! *August 2023*

Message from the ATDP Delivery Team

So here we are – less than 120 days until Christmas – not that I'm counting!

It's been another busy two months and for those of you in Queensland and Northern Territory you'll have seen that we have a new Program Support Officer (PSO), William. You can learn more about William later on in this newsletter. Amanda and Steven remain valued members of our team and are using their expertise to support our PSO's as well as developing additional materials to support the work that you do. Lee Barker has been seconded to work in the Veterans Hub team for the next few months.

On 23 August we also met with our three Regional Managers to progress further discussion around ATDP and to maintain awareness of what is happening in the Regions.

Some of the work that we've accomplished in the last two months includes:

How To Guides

We are starting to refresh and/or develop the ATDP How To Guides that are located [ATDP How To Guides](#). The first one that has been given a refresh is a guide for the Authorised Person of each ESO. This guide is specifically about how to use and update the Advocacy Register.

We are currently working on the following guides:

- What to expect as a trainee
- C&A Process
- RPL Process

Please reach out to your PSO or ATDPEnquiries@dva.gov.au if you have any suggestions for additional supporting documentation.

CPD Workshop

Further to our last newsletter, we are pleased to confirm that there will be a CPD Workshop. The CPD Team and RMs will be meet from 11 – 15 September to revise and refresh the CPD program.

We are committed to ensuring positive improvements that support you and would encourage you to provide any feedback for consideration. More information is located on page 8.

Advocate/Trainee Register Audit

We have had responses from all advocates and trainees from the audit. Full details of the audit are on page 7 of this newsletter.

The final stage of our audit is to verify the ESO contact information that is in the Advocacy Register.

On Friday 18/08/2023 we sent an email to the Authorised person of each ESO to verify:

- Contact information for the ESO as it appears in the Advocacy Register;
- Provision of the current list of all advocates listed for their organisation;
- Provision of an updated ATDP Authorised Person – How To Guide for the Advocacy Register.



Promotion of Advocacy and ATDP

We've also been doing some work to help promote Advocacy and ATDP. The next edition of VetAffairs contains an article about Advocacy, ATDP and the Advocacy Register.

You may have already seen the new Defence FactSheet - [Wellbeing and Compensation Advocates](#) which explains the choices available to serving members when it comes to choosing an advocate and things to look out for.

We have also commenced discussions with our Social Media team to further promote the benefits of ESO Advocacy services.

Vietnam Veterans Day

I attended the Townsville Vietnam Veterans day service on Friday 18 August. A service that was especially poignant in the year of the 50th anniversary of the end of Australia's commitment to the Vietnam War. To all our Vietnam Veterans - Thank you for your sacrifice and thank you for your service. Lest we forget.

Michelle Higgins

A/g Assistant Director – ATDP Program Delivery

From the Development Team

Development and Implementation of the C1W1 Program - Update

The first pilot program for the C1W1 has now commenced. This program was developed in response to requests from the advocacy community, and in conjunction with feedback and workshops completed throughout the consultation process. The program will be delivered in a modular approach, with a combination of shared skills modules, and compensation/wellbeing specific modules. Updates regarding the pilot, and further information regarding the program will be available on the [ATDP Newsroom](#).

DVA QUEST Newsroom – ATDP Website

The trial initiative newsroom containing DVA Quarterly Update - Education, Support & Training (QUEST) videos is also continuing. These videos provide information about changes and updates in DVA legislation, policies and programs which may be of interest to the advocacy community. A number of new videos have been endorsed for publication and are now available as part of the Quarter 1 FY 23/24 release.

These include:

- Medical Form Review Project
- DVA Overpayments Policy
- Granny Flat Arrangements
- Above General Rate of Pension VEA Section 24
- DRCA Non-Economic Loss (NEL) Compensation

Videos can be accessed in the [DVA QUEST Newsroom](#). Keep an eye out for more new videos in the future.

DVA Businessline Newsroom – ATDP Website

DVA are continuing with the trial initiative to share changes and updates to DVA legislation, policies and programs that may be of interest to the advocacy community. A number of new businesslines are expected to be endorsed for public release in due course, and will be available to access in PDF format from the [DVA Businessline Newsroom](#).

Program Support

All reports are current as of 30 August 2023.

Senate Estimate Figures (Unique active Advocates) Total Advocates: 627					
Stream	Level 4	Level 3	Level 2	Level 1	Total
Compensation (C) advocates	4	43	166	91	304
Wellbeing (W) advocates	0	0	182	37	219
Advocates with both Compensation and Wellbeing qualifications	C4/W1	C3/W1	C2/W1	C1/W1	
	0	1	7	6	14
	C4/W2	C3/W2	C2/W2	C1/W2	
	7	26	47	10	90
Total					627

Trainees currently undertaking Units of Competency (trainees counted more than once if undertaking more than one UoC)

Total number of unique trainees = 440

#	Name of Competency	Region 1	Region 2	Region 3	Total
1	Compensation Advocate Level 1	79	94	55	228
2	Compensation Advocate Level 2	37	32	20	89
3	Compensation Advocate Level 3	7	7	8	22
4	Compensation Advocate Level 4	0	0	1	1
5	Wellbeing Advocate Level 1	54	51	22	127
6	Wellbeing Advocate Level 2	15	2	4	21
7	TOTAL NUMBER OF UoCs	192	186	110	488

Completed Units of Competency (Advocates counted more than once if completed more than one UoC)

Total number of unique accredited advocates = 627

#	Name of Competency	Region 1	Region 2	Region 3	Total
1	Compensation Advocate Level 1	91	49	43	183
2	Compensation Advocate Level 2	127	97	77	301
3	Compensation Advocate Level 3	35	25	21	81
4	Compensation Advocate Level 4	3	3	5	11
5	Wellbeing Advocate Level 1	49	17	30	96
6	Wellbeing Advocate Level 2	109	76	87	272
7	TOTAL NUMBER OF UoCs	414	267	263	944

Accredited Advocates (Average Age by Region)

#	Name of Competency	Region 1	Region 2	Region 3	Average Age Total
1	Compensation Advocate Level 1	55	60	60	58
2	Compensation Advocate Level 2	63	68	68	66
3	Compensation Advocate Level 3	68	68	67	67
4	Compensation Advocate Level 4	72	76	73	73
5	Wellbeing Advocate Level 1	63	62	60	61
6	Wellbeing Advocate Level 2	66	66	68	66
7	Average Age Total	64	66	66	65.7

Welcome William Pham-Huynh - New Program Support Officer for Region 1

I was born and raised in Adelaide, and love watching the NFL. I hope to teach my 17 month old boy the sport so one day he can play in an NFL Team. (Yes it is NFL, not AFL, and I follow another bird - 'Cardinals' as opposed to 'Crows').

In September 2015, I enlisted in the army as a Driver Specialist, and was posted to 7 Combat Service Support Battalion in Brisbane in May 2016, as a PMV Crew Commander and Driver.

I was posted to 7 Royal Australian Regiment in Edinburgh in Jan 2018 before discharging in March 2019.



I joined DVA through the Veteran Engagement Pathway, as an Income Support Delegate in the Compliance Review team in February 2022.

RTO Update



Combined Level 1 Pilot Program

The Pilot Program commenced on 21 July with 8 trainees. These trainees were selected to ensure a mix of Wellbeing and Compensation, large and small ESOs, and volunteer and paid Advocates. Unfortunately, Module 1 had to be delayed due to illness. Module 1 will now be conducted on 25 and 28 August, with Modules 2 and 3 being conducted in November.

An update to the Combined Level 1 Pilot Structure can be found in the [ATDP Newsroom](#) dated 31/07/2023.

Following completion of the Pilot, any recommended changes to the program will be completed and a second pilot conducted. It is anticipated that the Combined Level 1 program will be widely available from Jan 2024. Level 1 Advocates already undergoing training will be given the option of completing their training under the existing methodology (WEL, mentor, C&A) or transferring to the Combined Level 1 methodology.

Compensation Advocate Level 4

Recently it was announced that the WEL for Compensation Advocate Level 4 had been released and that nominations from ESOs with qualified Level 3 Advocates wishing for them to be qualified at Level 4 were open through the Advocates Register.

Please note that the Level 4 nomination process has been delayed. More information on Level 4 training and assessment will be issued shortly.

Darryl Proud
National Training Manager
Major Training Services Pty Ltd

Release of Defence Advocates and Superannuation Information Fact Sheets

The Department of Defence has released an Advocacy Information / Fact Sheet, which is available on the Defence internet site. The information sheet was developed with DVA's assistance and input and seeks to advise veterans and their families their options when considering engaging an advocate.

In addition, Defence published two fact sheets on Superannuation considerations for transitioning ADF members (one is general in nature and the other is related to medically separating ADF members). These were developed in consultation with CSC and the ADF Financial Services Consumer Centre (ADFFSCC).

These fact sheets are available on the [Defence internet site](#)
[Defence Advocacy Information / Fact Sheet](#)

Advocate Register Audit

We are pleased to confirm that we have completed the Audit of the Advocacy Register in regards to individual advocates and trainees.

The audit was rolled out state by state as per below:

State	Start Date of Audit	No of Advocates	No of Trainees
ACT	21/04/2023	22	16
TAS	8/05/2023	20	20
NT	16/05/2023	6	5
WA	26/05/2023	33	34
SA	30/05/2023	35	12
VIC	31/05/2023	131	73
NSW	1/06/2023	162	129
QLD	2/06/2023	268	163
Totals		677	452

A total of 1901 emails were sent as part of the audit. This was comprised of:

Initial emails:

- 677 to advocates
- 379 to trainees
- 444 to Authorised Persons
- Total: 1500 emails

Follow up emails:

- 381 to a mix of advocates and trainees.

Advocate Audit Summary:

Emails were sent to:

- the Authorised Person/s of each ESO informing of the audit process and
- Each qualified advocate on the register

Each advocate was requested to confirm their contact information and the ESOs that they provide support to.

Advocate Audit	ACT	NSW	VIC	QLD	SA	TAS	NT	WA	Total
Current Advocates	19	135	124	250	31	20	5	32	616
Resigned/Retired Advocates	3	27	7	18	4	0	1	1	61
Total									677

Trainee Audit Summary:

Emails were sent to:

- the Authorised Person/s of each ESO informing of the audit process and
- Each trainee on the register

Each trainee was requested to confirm their contact information and the ESOs that they are supported by.

Trainee Audit	ACT	NSW	VIC	QLD	SA	TAS	NT	WA	Total
Current Trainees	16	115	71	152	12	17	5	31	419
Resigned/Retired Trainees	0	14	2	11	0	3	0	3	33
Total									452

Current Statistics

Since the audit we have had a number of our trainees complete their Statement of Attainment as well as additional trainees join the program. Current statistics are listed on pages 3 – 5.

We thank you for your support during this process.

ATDP Team

CPD Workshop – Feedback Request

As mentioned earlier, we are holding a CPD Workshop from 11 – 15 September 2023 with the volunteer CPD team and Regional Managers.

The aim of the workshop is to refresh content and work on further improvements to CPD.

ATDP and Regional Managers are seeking any feedback that you may have around CPD. We encourage you to provide any thoughts or feedback you may have about the current CPD program to assist the team in their work.

Feedback for consideration at the workshop will be required by **Thursday 07/09/2023 and can be provided to cpd@atdp.org.au**.

The workshop will be covering topics including:

1. CPD Content
2. CPD Point Allocation
3. CPD IT System
4. Website Information and communication ([CPD - ATDP](#))

Region 1 Update – QLD, NT



ATDP Update Presentations

I recently visited an Advocate Workshop organised by Brisbane North District, and was able to present an ATDP Update and to discuss advocacy issues. Important discussions focussed on the role of DVA ATDP in advocacy, new training program, homelessness, transition and reintegrating research, plus group discussions, which included CPD.

I am prepared to visit other locations and would welcome invitations by any ESO that could provide a venue for their management and advocates to attend, plus invite others from nearby ESOs. Encouraging advocates to work together and support smaller ESOs is the goal, with the need for mentors in several locations.

Mentor training workshops

Only a small number of advocates are putting themselves forward to mentor. I encourage those mentors that did an RPL at Level 2, which included mentor training, to nominate for the one-day online workshop so they are up to date with current processes. The workshop is supported by a Mentor Handbook, which is the basis of ongoing support. There are 3 CPD points allocated to this training. Remember, mentoring is an essential ingredient of workplace training, and the Authorised person can indicate any mentors available from their ESO, plus can call for mentors from other ESOs through their access to the Advocacy Register. Another one of the roles that the authorised person has, is to maintain an accurate register of those persons who are actively involved in both training and post training advocacy. Archiving is a process that can be used when people take a break from active involvement, which can easily be reversed when they return.

Communications

I wish to again encourage all ESO personnel and advocates providing services to veterans to regularly check the ADP Website as there are several new communication documents that enable one to be updated with DVA news and changes to processes. These have recently had a date of last update added so you can quickly determine whether there is something new for you to read. The ATDP Update is available on the right-hand side of the Home Page under ATDP Communications, and provides the most direct communication to advocates as it has articles from Regional Managers, National Training Manager and CPD manager.

Training

The new pilot Level 1 course is underway. A CPD workshop is planned for September to update the CPD process. If you have ideas or issues you would like me to raise at this forum, please send them to me before the 10th September.

Bob Grandin

Regional Manager

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Region 2 Update – WA, ACT, NSW



I have been in the Regional Manager’s position for a little more than a month and it has been hectic learning the personalities and the duties of the positions. Thanks to those people I have recently met and have assisted me in this journey.

Continuous Professional Development (CPD)

As I mentioned in the previous ATDP Update, CPD is a topic which invokes vigorous discussion. As a professional volunteer Veterans’ Advocate and a Learning and Development Specialist I cannot emphasise the importance in keeping up to date in your professional knowledge so that you can provide the best service to Veterans. This is especially so in the Veteran Advocacy sector which changes constantly with legislation modifications, changes to DVA forms and processes and the ever and constantly changing technology tools.

I will be attending the upcoming CPD Subject Matter Expert Workshop in September. I will not steal the CPD Manager’s thunder...

Mentoring

An important part of the Course in Military Advocacy is the reliance on Mentors. A Trainee in any of the Wellbeing or Compensation stream levels requires a Mentor. This is the largest risk to increasing Advocate numbers.

The following Mentor data is from the recent ATDP Update June 2023:

Mentoring Workshops - Total number of Advocates who have attended a Mentoring Workshop

Year	2016	2017	2018	2019	2020	2021	2022	2023
Numbers	92	248	48	28	5	43	43	12

MENTOR Statistics - Number of ATDP Active Advocates Who have been Mentor Trained by Region

Region 1	Region 2	Region 3	TOTAL
160	151	119	430

MENTOR Statistics - Number of ATDP Mentors who currently have a trainee

Region 1	Region 2	Region 3	TOTAL
72	69	46	187

For Region 2 there are 151 trained Mentors, however there are only 69 Mentors who have a Trainee(s). That is 45% of Mentors assisting Trainees. Many of the Mentors have multiple Trainees and the statistics of how many Trainees per Mentor are currently unavailable.

Currently, ATDP provides a Basic Mentoring course of one day’s duration delivered online, a number of CPD slide shows, and a Mentor Admin How to Guide. While this is a great introductory course in mentoring it is currently the only formal support provided to Mentors.

The ATDP needs more Mentors who currently do not mentor Trainees to provide more support to the Program through training and qualifying more Advocates. If you are interested in Mentoring, and have not done so before, please let me know and we will provide you with support.

Fee-4-Service agents

Recently there has been a growth in the number of Fee-4-Service (F4S) agents. The F4S agents charge the Veterans a percentage and/or a fee for their services. This is not within the intent of the ATDP Code of Ethics or within the definition of an ESO for BEST Grant funding.

One way Advocates and ESOs can combat F4S agents is to advertise our free services and using our ATDP training and skills to provide an efficient and personalised service to Veterans. The RMs will be suggesting procedural changes to the nomination and enrolment of ATDP trainees into the Program.

Western Australia visit

I visited Western Australia during the week 26 to 30 June. I would like to thank everyone for their hospitality and openness when discussing topics influencing Advocates and ESOs in the conduct of their services. I plan to visit again in the near future.

Touchpoints

I aim to visit as many Advocates and ESOs as possible to listen, assist and to educate. Since the last ATDP Update I have attended:

- The DVA and RMs meeting on 23 Aug 2023.
- DVA ESORT Advocacy Working Group 20 Jul and 01 Aug 2023.
- Attended a Community of Practice meeting with Don Spinks, AM.
- Viewed and hosted a Death Compensation course by Legacy.

What's coming up:

- CPD SME Workshop during Sep 2023.
- I will be visiting Advocates and ESOs in ACT in October.
- The Hexham Veteran and Family Advocates' Seminar – 19 Sep 2023.
- Royal Commission into Veteran Suicide submission closing date is Friday, 13 Oct 2023.
- WA visit during November.

Congratulations

I would like to congratulate those Trainee Advocates who have recently graduated as Advocates in the last two months. Unfortunately, I am not permitted to provide your names due to DVA Privacy restrictions.

I wish you all the best and remember to expand your network of Advocates and Mentors and learn from them.

Quote for this Update

“Leadership is an elusive concept, hard to describe and impossible to prescribe. It is more evident in its absence, so that when leadership is needed, its lack is sorely felt.”

Patrick Dodson (Senator, Parliament of Australia)

Thank 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 RSG2
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Region 3 Update – SA, Tas, Vic

‘An organization that does not implement learning and development initiatives, is an organization that is a sinking Titanic, an inevitable shipwreck left behind.’ Audrey Mphela



Well, the year is certainly starting to get away quickly, or so it seems to me. Perhaps it is just keeping busy that makes time fly. As I write this I have a feeling that not much has changed since the last edition of the Update at the end of June. Still, I will try to report those aspects that might have an influence on us being advocates in Region 3.

National Legacy Australia Advocacy Forum

I attended the above two-day forum in Canberra this month to catch up on the latest news from the big smoke in general and Legacy in particular.

The Secretary, Alison Frame, spoke and my shorthand notes perhaps shed light on some aspects that are of relevance to us. After six months in the chair the Secretary assesses that the Department is in a good position to ‘keep improving’. ‘Certainly in a better position now than this time last year’ in her opinion.

Staff movements in the ‘top line’ of the Org Chart include the establishment of a Veteran, Family and Stakeholder Experience organisation headed up by a new Deputy Secretary, Alison McLaren, who was the First Assistant Secretary, Stakeholder Engagement and Communications, based in Sydney. She now oversees the Deputy Commissioners as well as Engagement, Communication and Ministerial, together with Commemorations and the implementation of Royal Commission recommendations.

A new Chief Operating Officer and Deputy Secretary Client Benefits area has been created, as well as a Deputy Secretary Policy and Programs area. The latter including Kate Pope, who was previously Deputy President but now has expanded responsibilities in respect of Transition.

The new Deputy President is Mark Harrigan, who has Alison Hale reporting to him as Assistant Secretary Transition, and is responsible for the DVA/Defence linkage in respect of transition and the Joint Transition Authority. Alison also has responsibility for the 75 Veteran Support Officers who assist veterans on-base. Mark also has Mark Brewer who is responsible for the Hubs program reporting to him.

A further change that the Secretary notified was the establishment of Open Arms as an independent Division in the organisation but it hasn't made it back onto the Org Chart yet that I can see.

A brief reference was also made to investing in advocacy and improving advocacy services which may have been an oblique reference to the ESORT Working Party that I mention later in this Update.

For those whose appetite I have whet, you can Google the DVA Organisation Chart for more detailed information. We wish the new Secretary well and I hasten to add that this month's quote has nothing to do with deckchairs.

[Gwen Cherne](#), the Veteran Family Advocate Commissioner also spoke at the forum. Gwen spent three years in and out of Afghanistan doing stabilisation and reconstruction work. She is an

Australian war widow from suicide, the mother of a currently serving member of the Australian Defence Force and a daughter of a Vietnam veteran who suffered PTSD and moral injury. She has lived experience of military family life, mental health issues and recovery, family and domestic violence and intimate partner violence. She is dedicated to promoting hope and healing through co-designed and co-implemented solutions.

Gwen has been a real 'shaker and mover' in improving the lot of families in particular through her appointment in 2020, and her roles on the Repatriation Commission and the Military Rehabilitation and Compensation Commission. Her appointment has recently been extended by another three years.

Deputy Commissioner Forum

I have been most remiss in not reporting previously in Update that our Victorian Deputy Commissioner, Michael Harper, kindly invited me to attend his DC Forum meetings. A wide range of ESOs and other organisations, including the State Government, whose prime aim is the support of veterans and their families attend the forum and the exchange of information is invaluable.

The most recent DC Forum was last month and my dot point notes are as follows:

- Generally a three week wait now for a referral through Open Arms (OA)
- OA developing group education programs
- OA regional contact important and visits to Regional Centres ongoing.
- OA now its own Division in DVA (see earlier report)
- An information session on "Path of the Horse" by Dean Mighell (who I remember best as Secretary of the ETU if I recall correctly). Dean is the Founder, Director and a Practitioner. After leaving his former employment, Dean trained with the Equine Psychotherapy Institute as an Equine Assisted Learning Practitioner (EAP) and has also done trauma training and is qualified Psychotherapist (Gestalt Institute of Australia) and a member of PACFA. Dean's property is at Trentham, Victoria and his presentation was most illuminating. Support to veterans is free but donations are always welcome to support Dean's excellent work.
- The claims backlog is being whittled away with March next year still the goal.
- The Department does not think that a claim should be counted in the backlog until it has been sitting there for 90 days. This might make senior managers and the Minister feel a bit better but is unlikely to result in much improvement to how veterans waiting on determinations feel.

- Another Veteran Hub is proposed for the Victorian Surf Coast and the RSL has been asked to submit a business case.
- Alison McLaren is developing a Veteran and ESO Engagement Strategy (I thought that there might already be one after over 100 years in the business of supporting veterans but apparently not).
- The policy is now to engage in 'collaborative design practices' – watch this space.

Advocacy Standards and Principles Working Group

Back in May, the ESORT was advised that the Department intended to establish a Working Group under the Chairmanship of the General Counsel, Kerri-Anne Luscombe, who had previously been associated with the Veterans' Support Services and Advocacy Scoping Study conducted by Robert Cornall AO. The title of the Working Group was apparently originally Advocacy Model Working Group but has since morphed into the above. The report back to the ESORT is due this month.

Discussion centred around the four principles that, I think, most would agree are the foundations on which veteran and family advocacy support should be based, namely:

- Free, accessible, high quality advocacy services
- Minimum standards and ethical guidelines for advocates
- National standards for provision of services whether paid or free
- A National complaint handling mechanism

There was agreement that the above four standards were appropriate and while many aspects of each of the principles were discussed, there was no agreement sought or given on the detail which each principle should encompass or how it should be implemented.

The Department is apparently scheduled to report its findings back to the ESORT without members of the Working Group having the benefit of commenting on the outcomes that the Department has deduced from the two, 2-hour, Working Group sessions. Significantly, the Department representatives did not share their views with the Working Group which is a bit of a concern given the apparent absence of knowledge or experience on the subjects of adult education or military advocacy in the DVA policy area.

If this Working Group is an example of the new co-design model operation then it would seem that nothing much has changed.

Assessment Status Report

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

19 Jun 23 - 11 Aug 23

Candidates panelled for Consolidation & Assessment	Candidates ready for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
2x Compensation Level 1 3x Compensation Level 2 1x Wellbeing Level 1	2x Compensation Level 1 1x Compensation Level 3 1x Wellbeing Level 1	4x Compensation Level 1 3x Compensation Level 2 3x Compensation Level 3 1x Wellbeing Level 1 6x Wellbeing Level 2
Mentor Notifications (C&A)	New Enrolments	Archived
3x Compensation Level 1 1x Compensation Level 2	10x Compensation Level 1 2x Compensation Level 2 1x Compensation Level 2 (RPL) 2x Wellbeing Level 1 2x Wellbeing Level 2 (RPL)	<u>Training</u> 2x Compensation Level 1 2x Compensation Level 2 4x Wellbeing Level 1 <u>Accredited</u> 1x Compensation Level 2x Compensation Level 2 2x Wellbeing Level 2
SOA Issued	Program Attendance	Workshops Completed
2x Compensation Level 1 1x Compensation Level 2 2x Wellbeing Level 2	2x Compensation Level 1 2x Wellbeing Level 2	1x Mentor Workshop

Congratulations

Congratulations to Natalie (Victoria) on gaining Level 2 Compensation accreditation, Claire and Greg (Tasmania) Wellbeing Level 2 and Laura and Kim (Victoria) Compensation Level 1.

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

Until the next Update... Stay safe,



Roger W Greene OAM JP
Regional Manager
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