



# ATDP Update

## June 2020

### *Roger's view*

Hello again,

As we enter the twelfth week of postponed face to face programs the status of COVID-19 across the Nation provides some grounds for optimism in respect of resumption, albeit in a small way, of our programs.



### **STOP PRESS**

The training team have been encouraged by the slow, but steady, relaxation of travel and social engagement restrictions across the Nation since our last assessment of conditions. Our National Training Manager's report in this edition of Update outlines our current thinking in respect of priorities for program resumption.

It is presently our intention that the postponed Compensation Level 3 Consolidation and Assessment program which had been scheduled for 23rd March in Maroochydore will be the first program to be conducted on resumption. Because changes in restrictions occur with short notice, generally less than two weeks, there may be a similar shortened notice of our resumption of programs. However, we will give as much forewarning as possible consistent with resuming as soon as restrictions permit.

At this stage rescheduling of programs in July looks like a real possibility.

While we have been trying to maintain a degree of continuity in our programs through on-line consolidation and assessment it is evident, from the three on-line programs we have run so far, that there are many shortcomings that need to be addressed before on-line assessment could be regarded as normal. That is not to say face to face programs are easy to arrange. Our Program Support Officers (PSOs) in the program Secretariat put in a great deal of time organizing the logistic support of programs behind the scenes including such things as venue availability, accommodation and meals.

There are many issues to be considered before we resume programs, not the least of which are the varying levels of restrictions in the States and Territories. To assist in planning for resumption of programs the Secretariat is preparing a spreadsheet which provides an 'at a glance' look at the status of restrictions across the Nation. A link will be made available on our website and the table will be updated whenever conditions change in the States and Territories. Some of the things we need to consider in the present climate are: travel restrictions, quarantine

requirements, accommodation availability, venue capacity, availability and support including provision of meals (lunch), cleaning and other requirements. Nevertheless, we are all keen to resume as soon as it is safe to do so and the necessary support is assured.

Finally, I would like to acknowledge the outstanding response we are getting to the CPD 'reminders' that the team have been managing over the past few weeks. I firmly believe that ATDP and the CPD program are making a positive improvement to our Military Advocacy service standards and for that I thank everyone involved – advocates, candidates, mentors, the presenters and assessors and our support staff.

Only a short report this month but more encouraging than the past few I hope. I trust that you and your loved ones continue to have good health.

Keep safe (and keep your distance)

**Rog**



## National Training Manager Report

I guess by now many will be fed up with the whole topic of the pandemic and its consequences but regrettably it does still dictate much of what we can and can't do in our lives. The affect it has had on our training has been quite profound.

We are currently putting together a matrix of what restrictions are in place in the various states as well as determining what venues may available for training programs. Once we have that consolidated information we can see whether it will be possible to have assessors and candidates travel to certain locations and which venues may be available in those locations.

During the lockdown many candidates have still been able to progress their on-job training as well as complete the formal learning units on DVAttrain and other platforms. This means we have an increasing number of people ready for consolidation training and assessment while we have been unable to conduct such programs. During the lockdown period we have been able to present two Welfare level 1 programs and one Compensation level 1 programs using internet meeting technology. This has allowed us to progress eighteen students we may not have otherwise been able to do.




Whilst the use of internet meeting technology helped to fill a need, its appropriateness to our type of assessment is not all that beneficial. Of greatest concern is the need to sight evidence of a candidate's on-job experiences to be able to validate WEL entries. This has proven to be an issue with programs recently delivered.

As a result of the lost time available for programs this year, we are prioritising the type of programs we will be offering for the second half of this year and perhaps into the first half of next year. Priority will be given to programs in the following order.

- One level 3 consolidation and assessment (C&A) program to be conducted as soon as possible.
- Level 2 C&A programs for both Wellbeing and Compensation streams.
- Level 1 C&A programs for both Wellbeing and Compensation streams.
- RPL programs for level 3 and 4 currently practising TIP trained advocates.
- RPL programs for level 2 currently practicing TIP trained advocates.

Regards,



National Training Manager

## Region 1 Update – Qld, NT

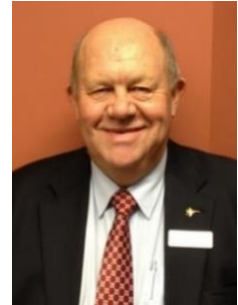
It is encouraging to see that some people continue to progress their WELs. Once again, if you have completed your level, you may have noticed that there was an email that allowed access to e-learning for the next level. CPD is always available to continue with your learning. Some people have reported to me that they continue to have a heavy workload as they use online methods of communication, submit claims electronically and participate in ADRs over the phone.



I have spent most of this month working on a new mentoring unit of competency for MTS. It is quite an intense course with a lot of material and activity, but it will provide a formal qualification. The development of a relationship model between mentee and mentor applies to mentoring, which requires an understanding of how people learn and the way in which people grow through relationships. The other obvious change that has been required with our current circumstances is the extensive use of digital platforms in communication. This will be an integral part of the course and mentoring in the future. I am looking forward to a pilot of the course, hopefully in June and maybe it will have to be in Queensland (As you know, we are trapped inside our borders and there does not look to be much hope of this changing in the immediate future). **Dr Bob Grandin**, A/g Manager, Regional Implementation Group 1

## Region 2 Update – NSW, ACT, WA

Another quiet month has passed for Region 2. Answering numerous enquiries from Advocates and ESOs has been the main activity for me this period. The planned RIG 2 Webex video-conference meeting mooted in my last Report, was cancelled at the last minute because of my involvement in an on-line Consolidation and Assessment, Level 1 pilot program. An alternative date of 11 June is now set for the video conference RIG 2 meeting.



While considered by the ATDP Training Team purely as an interim solution to a long-term problem, the on-line training for Consolidation and Assessment Level 1 was concluded on time and deemed to be successful by the candidates. Eight candidates participated in the training program, requiring four assessors/facilitators and the course was planned for a four-day commitment. Notwithstanding the affirming view of the participants, from my perspective, I am convinced by the recent experience that there is little alternative to face-to-face training of an Advocate; simply because of the absence of networking opportunities and the inter-play of a classroom environment available to class members.

I look forward to when we can return to “Ops normal”, with due consideration of the required health considerations.

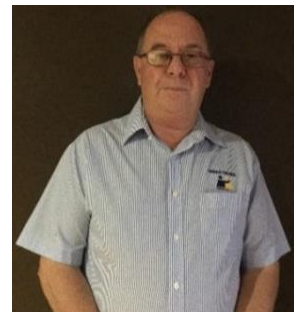
Keep safe.

**Ian Thompson OAM**, Manager  
Regional Implementation Group 2

## Region 3 Update – Vic, SA, Tas

Online activity appears to have steadied. I can only surmise that we have settled into a new regime that has come about due to COVID-19.

With the slow but increasing lifting of COVID-19 restrictions across the nation ATDP activity should increase. Mentors and candidates (Students) its time to open up or increase your communications and learning activities.



*A repeat from last months update should assist you:*

- Arrange a three way (mentor, candidate & veteran) telephone conversation, or by WEBEX, ZOOM, or any other electronic means. Limited to one only for any Work Experience Log (WELs).
- Ask for early eLearning allocation, it will be considered on merit.
- Access the ATDP homepage, open Documents and familiarise yourself with the Handbooks appropriate to your learning path, the information within each should enhance your learning and knowledge. There are a number of other documents listed that are worth reading, you'll find them useful in your role as an Advocate.

For those of you that have not yet met your CPD commitment it is time to get your skates on. I encourage ESO's to ask the question to those that work within your organisation and have an ATDP CPD obligation "have you met your current CPD obligation"?

Auditing of WELs has continued throughout May and has resulted in addressing shortfalls in entries, irrelevant entries, adjustments being made, allocation of eLearning units via DVATrain and for some completion of training in resulting in readiness for a Consolidation and Assessment program. Regrettably the audit has over the last month led to 28 Units of Competency being archived due to prolonged inactivity. Others though with some encouragement have recommenced training.

Can I encourage you all to log into the ATDP site and check that "Your Profile" is accurate, if it's not please edit your profile.

Coming up there is a Compensation Advocate Level 2 program scheduled for Melbourne 14-16 July. Also scheduled is a Region 3 meeting on 10 June 2020 via WEBEX.

### **Currently waiting for assessment:**

#### **Recognition of Prior Learning;**

- Wellbeing level 1 x 1 & level 2 x 2.
- Compensation level 2 x 1 & level 3 x 4.

#### **Consolidation and Assessment;**

- Wellbeing level 1 x 4 & level 2 x 1.
- Compensation level 1 x 3 & level 2 x 5. Four of the those at level 2 are panelled for the Melbourne program commencing on 14 July 2020.

That's it from me for another month. We are all looking forward to having some normality back into our lives, whenever and whatever that may be. In the meantime we'll continue to adapt and make the best of the COVID-19 situation.

Cheers,

**Brian Milner**

Manager

Regional Implementation Group 3

## Continuing Professional Development

Well here comes June! Where did the first six months go and how historically different, they were. The curve appears to be flattening and we are slowly getting back to a new level of 'Normal'. Time is of the essence and it is one thing we now have more of. It's for this reason that, on a personal note, I would like to thank you for your focus, participation and effort in completing your CPD requirements.



As of the 28th of May 2020, approximately 222 Advocates have met their minimum CPD point requirement, 213 are part way completed and 107 Advocates are yet to start. This is a significant improvement on last month's figures where the not yet started proportion was much higher. Please keep up the good work!

As mentioned in the last Update the ATDP has been contacting advocates who have a Continuing Professional Development (CPD) obligation in order to provide an update on their CPD status for the year. As a follow up, the program support officers have been phoning advocates to answer any questions they may have about the email they received from me and to talk about CPD, what's on offer and what is new, and just to get an idea how they are going with CPD.

The three groups we contacted were advocates who had 'Not yet started', that is the advocate has not started CPD at all but has an obligation to do CPD. The second group are those advocates who are in arrears; these advocates have started CPD but did not achieve 15 points for the last CPD year and are yet to achieve 15 points for this year; and the third group are advocates that are current. That is, the advocate is completely up to date and has achieved their 15 point minimum for this CPD year already.



Feedback from the calls has generally been very positive with a high proportion of advocates commencing their CPD and thanking the ATDP for the call. Other feedback was that "I don't want to do CPD" or "I am retiring from advocacy and don't need to do it". Overall, it's been a good experience for us having these conversations with you and getting your feedback on CPD, which will inform the programs future development.

Just as a quick refresher, once an advocate has been issued their 'Statement of Attainment (SoA)' and they are not on the training pathway, they have a CPD obligation and need to achieve up to 45 points over a three year rolling period to remain 'Current' in CPD.

In the first year an advocate is considered 'Current' as a result of achieving their SoA and their CPD points obligation is proportional to the length of CPD year remaining. In the second and following years, if the advocate has not achieved their CPD target points by 30 June the previous year they are considered 'In Arrears' from 1 July. Where an advocate is 'In Arrears' for three consecutive years, they may then become 'Not Current'. If this occurs the advocate's accreditation may lapse (and require application for reinstatement through RPL); they may also lose their ESO authorisation and be removed from the Accredited Advocate Register.

**An easy rule of thumb is that if you earn 15 CPD points each year you will remain 'Current'.**

Don't forget that we would like to hear from advocates with any ideas or suggestions for new CPD material, this is your chance to have input into the learning elements of CPD and to help this small team to come up with new material. If you have any suggestions please contact us at [cpd@atdp.org.au](mailto:cpd@atdp.org.au).

**Further help?** If you are having problems in meeting your CPD obligations or you have any general questions relating to CPD, please contact the CPD Team at [cpd@atdp.org.au](mailto:cpd@atdp.org.au)

Regards

*Brett Warner*

CPD Team Leader

## Program Support Update

The last couple of months has seen a slow-down in the number of new nominations for training (see Table A). However, the Program Support Officers have been busy with the Continuing Professional Development housekeeping making telephone calls to advocates who have a CPD obligation. The training and assessment team have run another Consolidation and Assessment online program with the program being at full capacity. We have a number of other advocates waiting on the Ready List and these will be offered suitable programs as they become available.

We thought you might be interested in the numbers of advocates by State (see Table 2). As you can see we're nearing 800 accredited advocates which is a milestone in itself.

**Table 1: Nominations by Month**

Month	2018	2019	2020
Jan	31	31	16
Feb	46	37	44
Mar	48	45	15
Apr	45	39	10



**Table 2: Advocates Numbers by State**

Stream	ACT	NSW	VIC	QLD	SA	TAS	NT	WA	Total
Both	1	38	31	94	7	5	3	13	192
Wellbeing	2	59	73	100	9	12	0	12	267
Compensation	16	109	68	94	18	7	1	22	335
Total	19	206	172	288	34	24	4	47	794

### ***Elizabeth Owen***

Program Support Team Leader

## The Oasis Townsville

Minister Chester and the Queensland Minister for Communities Coralee O'Rourke, announced that Woollams Construction has been awarded the contract to do the re-development of The Oasis Townsville site. There has been some great collaboration between the departments to get us to this point. It is great news in what has been a long 2 1/2 year process to get the centre built.



The Oasis Townsville is part of the Federal Government's six veteran centres announced at the last election. Whilst we don't yet have our hub built we have been operating since Feb 19 with our advocates providing services to local veterans.



We also have an established veteran employment service and we have been doing some great work with the Winton communities through our Operation Farmer Assist. We are looking forward to October when we will have a cafe, a dedicated advocate hut, and meeting/training rooms that other veteran organisations can use.

CFMG Member Anita Brooker, LTGEN (Rtd) John Caligari, Prime Minister, David Kippin and Floss Foster



## Veterans can access Personal Monitoring Technology through DVA

DVA has a range of personal monitoring technologies available to eligible veterans and widow/ers.

Accessing and installing a personal monitoring system may be suitable for older veterans and widow/ers if they are self-isolating to protect themselves from exposure to COVID-19.

DVA veterans and widow/ers can access fully-monitored 24-hours a day, seven days a week personal response systems in their home or as mobile pendant personal response devices that are designed to keep them safe at home and when out and about. The initial and ongoing costs are covered by DVA if these devices are arranged through DVA.

Personal response devices can be tailored to an individual's needs, giving the person being monitored the comfort that assistance is never far away and reassuring family and friends that their loved one is able to access help easily, if it is needed.

Technology has greatly improved these devices. Some have additional features like built-in fall detector capabilities and GPS tracking that works where there is a mobile signal.

When a device is activated, these systems are supported by an emergency response centre, with someone who will talk directly with the person, if they can. As the emergency response centre is given the person's location they can arrange for the appropriate emergency service to attend. The emergency response centre can also notify a user's nominated family or friends to inform them of the situation.

Personal response systems can be prescribed by an occupational therapist, physiotherapist or a registered nurse following an in-home fall and cognitive assessment. The prescribing health provider will organise the supply and installation through a DVA-contracted supplier and will provide all training in the use of the device and equipment.

For more information go to the [DVA website](#) or call **1800 VETERAN (1800 838 376)**.



## Letters to the Editor

*Everybody has a story to tell, do you have anything you would like to share in the world of advocacy?*

Do you have a 'Letter to the Editor'? We will be happy to publish your letters in the ATDP Updates.

If you have any questions or would like to submit a letter please contact: [COMMUNICATIONS@atdp.org.au](mailto:COMMUNICATIONS@atdp.org.au)



## IT Projects Update

Blessen Babu is the resident ATDP IT specialist and provides support to the National Training Manager, the CPD team and the Program Manager on multiple IT projects including the ATDP website, AAR, Online Management System and the CPD online portal.



### **My ATDP priorities for the past month have been:**

- Created an interface to send automated emails to advocates about their Continuing Professional Development status for Not Yet Started and In Arrears advocates.
- Worked on pre-existing IT issues.
- Updated the Nomination form and added coding validations to avoid self-enrolment.
- Created a backend interface to monitor and manage the new 'Advice of Intent'.
- Added COVID 19 training to the CPD workspace.
- Added ATDP Policy and Procedures to the Resources tab.

### **My upcoming priorities for June are:**

- Prepare and send the third batch of CPD emails to advocates who are 'Current' in CPD.
- Continued modification of the ATDP front page with more visible access to all contents.
- Modifying and adding information to the 'Resources' tab on the website.
- Modifying the Accredited Advocate Register (AAR) nomination form to add more validation on mentor selection.
- Continue to support requests for changes to the system.

## ATDP Program Calendar

Upcoming ATDP training events – by ATDP invitation only to eligible candidates linked in the AAR with an ESO.

There are currently no planned programs scheduled at this stage.



## Wayne's Words of Wisdom

Wayne's Words of Wisdom come this month from *Dr Marty Bortz*. Dr Marty Bortz is a Senior Fellow at the Melbourne School of Government. Marty's research explores the nature of knowledge and expertise, and how that influences public policy.

***"Expertise is a political weapon. People will draw on expertise as a way to burnish their own argument."***



## ATDP Contacts

<b>ATDP Enquiries</b>	Information and enquiries	<a href="mailto:info@atdp.org.au">info@atdp.org.au</a> <a href="mailto:ATDPenquiries@dva.gov.au">ATDPenquiries@dva.gov.au</a>
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<b>Regional Manager 3 Vic/SA/Tas</b>	Brian Milner	<a href="mailto:rm3@atdp.org.au">rm3@atdp.org.au</a>
<b>Program Support Team Leader</b>	Elizabeth Owen	<a href="mailto:psomanager@atdp.org.au">psomanager@atdp.org.au</a> 08 8290 0499 or 0484 093 016
<b>Region 1 Program Support Officer</b> SA time, 8.30-4.00 Mon-Fri	Amanda Williams	<a href="mailto:ps01@atdp.org.au">ps01@atdp.org.au</a> 08 8290 0283 or 0484 820 620
<b>Region 2 Program Support Officer</b> SA time, 8.30-4.00 Mon-Fri	Karolyn Traise	<a href="mailto:ps02@atdp.org.au">ps02@atdp.org.au</a> 08 8290 0279 or 0484 076 849
<b>Region 3 Program Support Officer</b> SA time, 8.30-4.00 Mon-Fri	Phil Boys	<a href="mailto:ps03@atdp.org.au">ps03@atdp.org.au</a> 08 8290 0273 or 0484 594 791

## Acronyms and Abbreviations

<b>AAR</b>	Accredited Advocate Register
<b>AP</b>	Authorised Person (within the AAR)
<b>ATDP</b>	Advocacy Training and Development Program
<b>C&amp;A</b>	Consolidation and Assessment Program
<b>C1</b>	Compensation Advocate Level 1
<b>C2</b>	Compensation Advocate Level 2
<b>C3</b>	Compensation Advocate Level 3
<b>C4</b>	Compensation Advocate Level 4
<b>W1</b>	Wellbeing Advocate Level 1
<b>W2</b>	Wellbeing Advocate Level 2
<b>W3</b>	Wellbeing Advocate Level 3
<b>CoP</b>	Community of Practice
<b>ESO</b>	Ex-Service Organisation
<b>MTS</b>	Major Training Services (ATDP's RTO)
<b>PSO</b>	Program Support Officer
<b>RIG</b>	Regional Implementation Group
<b>RM1, 2 and 3</b>	Regional Managers for the 3 ATDP Regional Implementation Groups
<b>RPL</b>	Recognition of Prior Learning
<b>RTO</b>	Registered Training Organisation
<b>SoA</b>	Statement of Attainment
<b>TIP</b>	Training and Information Program
<b>UoC</b>	Unit of Competency
<b>VITA</b>	Veterans Indemnity and Training Association ( <a href="https://web.atdp.org.au/docs/vita/VITABrochure2019.pdf">https://web.atdp.org.au/docs/vita/VITABrochure2019.pdf</a> )
<b>WEL</b>	Workplace Experience Log