



Advocacy Training and
Development Program

ATDP Update June 2021

Roger's view

Hello again,

Greetings from Victoria – Land of the Lockdown.

I guess that the main news in May was that there was no news. I refer of course to the Federal Budget which was brought down on 11th May. Three Budget speeches and eighteen months of expecting that the Government response to the Productivity Commission and Cornall Reports would be 'in the next budget' we were again greeted with no news in respect of the future plans for veteran advocacy. In the resulting policy vacuum ESOs are well underway with their own plans which does not bode well for future coordinated advocacy support and training.



The lack any 'future direction' policy arising out of the now two-year-old PC and Cornall Reports has heightened the concerns of our Strategic Governance Board about oversight of the Program and resurrection of the SGB from its 2020 COVID-induced 'slumber' is now a matter of priority. Clearly, ATDP has not been seen as a priority over the past couple of years with major issues such as the totally unacceptable rate of veteran suicide necessarily requiring attention. Hopefully the coming months will see a rejuvenation of the Program initially with an SGB meeting and then the CFMG with renewed drive flowing to the Regions. With the Program's fifth birthday next month it is also time for the conduct of Regional forums to get wider feedback and consider ways the program might be improved.

30th June sees the end of the first 'rolling' three-year cycle of our Continuing Professional Development program. This will see a number of advocates, who stepped up to have their previous Training and Information Program (TIP) learning recognised as meeting the requirements for accreditation under the 'new' ATDP, allow their currency to lapse. I want to publicly thank those advocates who embraced ATDP early, in the face of fairly strong resistance from those who opposed the recommendations of the Rolfe Report that had been endorsed by the Ex-Service Organisation Round Table (ESORT) and the Minister. Thank you for your many years of service to veterans and particularly for your support in the early days of ATDP.

As indicated last month the first 'Mentoring in the ATDP Workplace' pilot program was conducted in Maroochydoore. The eight participants provided valuable feedback which has been

incorporated into the programs being conducted in Perth this week and Sydney next week. A fourth pilot is to be conducted in Melbourne next month.

Unfortunately, it has just been announced that the Victorian lockdown is to continue for another ten days. One effect of this is that yet another program has had to be cancelled .. the TAED404 – Mentoring in the ATDP program that was to be run in Sydney next week (8-9 June) has had to be postponed. We have rescheduled for 29-30 June so hopefully that one will be able to go ahead

Meanwhile back at the lockdown

Take care .. and keep your distance,

Roger



National Training Manager Report

Adult learning

Anyone who has attended an ATDP program whether for RPL/RCC or consolidation and assessment in the training pathway, will have heard the term adult learning principles referring to the method by which ATDP candidates learn. We generally refer to that as the 70-20-10 ratio of learning, where 70% of the skills and knowledge acquisition is done in the workplace by doing the job. The 10% refers to the formal learning provided to support candidates.



In reality, adult learning principles are much more involved than just that simple set of ratios. One of the most important features is that of the characteristics of the learner. In the accredited mentoring in the workplace training we are now delivering, we touch on learning styles of individuals and the importance to the person who is facilitating the learning to understand the style best suited to the learner.

What makes an adult learner? It is certainly not the fact that an adult is enrolled in a course. One common attribute all adult learners must possess is a willingness to learn, to adapt to new ideas and look for ways to improve their own performance with respect to their job. Adult learners are, by nature, inquisitive and open to new ideas. ATDP provides a platform for this to occur at all our assessment programs where individuals can discuss issues and the way they may overcome those issues in their workplace. This mix of ideas should lead individuals to reflect on what they do and how they might do it better.

At the conclusion of a recent program, the rhetorical question was asked, "who will go back to their workplaces and do things a little differently as a result of the learning which took place

here". While the question was rhetorical, one could not get a sense that most people felt that the program had done nothing to advance or improve their performance. If that was the case, the experience has failed to effect change. The adult learner will have mentally revised all that took place during a learning event and will analyse much of what transpired, looking for what they can use and what may not be applicable to their situation, all the while seeking continuous improvement.

While on learning events, it is becoming quite common for knowledge element tests to be marked as unsatisfactory on first submission and candidates asked to re-attempt certain questions and re-submit the quiz. Some people treat this as an insult or in some way as another person's opinion of them as an individual. Not an adult learner. The adult learner will reflect on what has happened, reason why they were incorrect and use additional methods to ensure that when the quiz is re-submitted, additional learning will have taken place. It's the sum of all learning that matters, not the piece of paper at the end.

Brickbats & bouquets

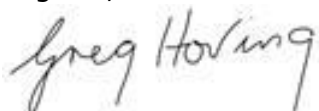
As with any organisation dealing with people, ATDP comes in for its share of criticism and sometimes praise from individuals. Those who are critical seem to want to broadcast their criticism to senior people such as state ministers and senior DVA people. Those who praise the efforts of the volunteer assessors seem to have a smaller distribution list.

Feedback is an important feature of any organisation. It helps to ensure that the organisation is meeting the needs of the majority of stakeholders. ATDP is required to obtain that feedback through the program evaluation sheets. Use of those, informs the RTO of the effectiveness of ATDP and may guide any changes to the way the program operates.

Fortunately, most program evaluations are favourable in almost all respects, however, some people follow up their poor evaluation with widely disseminated emails containing threats and accusations. The lay reader of any of those gets a distorted picture of the way the ATDP training and assessment program operates. Hopefully, those lay readers are capable of reading between the lines and can realise that those who make the most noise probably have the least rationale behind their viewpoint.

Until next time, keep learning.

Regards,



National Training Manager

Region 1 Update – Qld, NT

The pilot of the TAEDEL404 'Mentoring in the ATDP workplace' was run at Maroochydore on the 10th and 11th May. Further programs are to be run in Perth, Sydney and Melbourne. Four CPD points have been allocated to successful completion of this program.

The following are willing to provide support to mentors, especially in Region 1, following successfully completing the course. Their role is to assist mentors with their role as a mentor, not to specifically act as a mentor. A day mentor training program is in development to support new mentors at ESO level.



Mentor	Area	Stream	email
• Michael (Tiny) Andersen	Wide Bay	C,W	nambore@hotmail.com
• Ian Bowd	Gympie	C,W	ianbowd@yahoo.com.au
• Greg Russell	Kedron-Wavell	C,W	pamgreg@bigpond.net.au
• Helena Smith	Maroochydore	C,W	helenasmith@bigpond.com
• John Lardner	Maroochydore	C	lardnerj@bigpond.net.au
• Terry Forsyth	Maroochydore	C	terry.forsyth@bigpond.com
• Bill Fletcher	Maroochydore	C	billfletcher2647@gmail.com
• Ernie Hartshorn	Maroochydore	W	ian.p.47@bigpond.com
• Sharon Baker	Redcliffe	C,W	sharonbaker@redcliffersl.com.au

(Sharon will be available when she returns from sick leave)

(C=Compensation; W=Wellbeing)

Jon Welch from Maroochydore has agreed to become the Regional Mentor Wellbeing and will begin training shortly.

I had an excellent evening in Gympie at the invitation of the local Young Veterans Association. They meet on the third Friday of the month. It is hoped that this forum will grow and provide a voice back into the system. I was honoured to receive a Quilt of Valour (QOV), which are made by volunteer women to present to veterans, representing my service in Vietnam and at the Battle of Long Tan.

Regards,

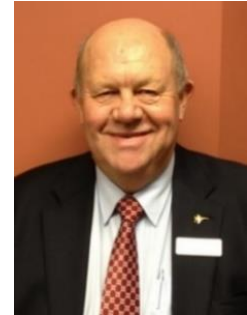
Dr Bob Grandin

A/g Manager, Regional Implementation Group 1

Region 2 Update – NSW, ACT, WA

Training

Mentoring has been a topic of conversation within ATDP for some time and following a Covid-forced delay of approximately 18 months, TAEDEL 404 Mentoring in the Workplace has been activated for suitably qualified Advocates. I attended a successful Pilot Program conducted in Maroochydore in early May and a second Pilot Workshop is scheduled for mid-June in Sydney. RIG 2 members form the nucleus of attendees for the Sydney event and following that training, additional workshops will be arranged as demand is received. Of course, non-accredited education modules are still available on the ATDP CPD web site for those Advocates who wish to enhance existing Mentoring skills.



I am presently in Perth, primarily for Level 1 Consolidation and Assessment Training, but while the training team is in the area, an opportunity to conduct a Mentoring Workshop is being exploited with the result that 5 Advocates from the West will receive a Statement of Attainment for Mentoring in the Workplace following completion of this activity.

ATDP is working hard to ensure that no candidate waits an unreasonable time for assessment and it is really important that once a candidate has completed the WEL Milestones, ATDP is advised in the appropriate manner and the "Ready for Assessment" List is updated. For Region 2, ATDP Records show the following candidates awaiting the relevant assessment opportunities:

- MILADC001 – 7
- MILADC002 – 2
- MILADC003 – 1
- MILADW001 – 5
- MILADW002 – 0

Mid North Coast Veteran Advocate Seminar, 25 May 2021

The valuable contribution of a successful Community of Practice was demonstrated recently at the Hexham Bowling Club when 98 Advocates from Compensation and Wellbeing streams from a wide-ranging area across NSW attended the subject Seminar. A spectrum of speakers from DVA, RSL, the Veterans Review Board, Veterans Family Advocacy Service, ATDP and the National Centre for Veterans' Healthcare provided interesting and valuable information to attendees. The Panel Q & A session was a highlight of the event and high praise was received for the event convenor/coordinator of the day. Well done team, my congratulations for a very successful day.

Regional Manager Activities for the Period

- Attended the TAEDEL404 Mentoring in the Workplace Workshop, Maroochydore, 09/10 May 2021
- Attended and briefed a group of Advocates on ATDP Update matters, Veteran Support Centre, Belconnen, ACT, 19 May 2021

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- Attended and provided an ATDP Update Briefing to the Mid North Coast Veteran Advocate Seminar, 25 May 2021
 - Attended the TAED404 Mentoring in the Workplace Workshop, Perth, 30 May/ 01 June 2021
 - Attended Level 1 Consolidation and Assessment, Perth 01 to 04 June 2021

ATDP Briefing Update

Following my advice last month that I intended to travel around RIG 2 and provide update briefings to as many locations as possible I am pleased to note that I have already received two calls to provide the information to local areas. Clearly, the interest is there to raise the profile of ATDP Advocacy and I am keen to assist where possible, so keep the calls coming in!!

Please advise me via email (rm2@atdp.org.au) if you have requirements for the briefing and further, if you have specific meetings, you would like me to attend.

Regards,

Ian Thompson OAM

Manager, Regional Implementation Group 2

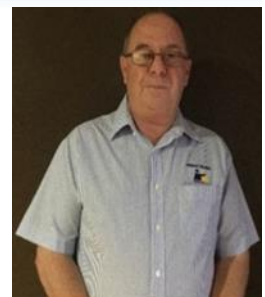
Region 3 Update – Vic, SA, Tas

Again COVID has caused disruption to a Consolidation and Assessment Program. This time while the program was in progress in Melbourne. Thank you to all those involved in ensuring that candidates and ATDP Presenters and Assessors made it out of Melbourne before lockdown.

There has been plenty of training activity over the last two months, largely due to increased access to ESOs premises, and mentors and candidates being able to meet face to face. I am hopeful that the Victorian lockdown will be over soon so as not to cause too much disruption to training!

I continue to monitor the progress of Workplace Experience Logs and comments made against Milestones. As a result, I am able to arrange for comments to be deleted so that either or both the mentor and candidate can enter more appropriate comment/s.

The Regional Mentors and I are attending a Mentoring in the Workplace Program in July. this additional training will enable us to better support mentors in the ESOs.



Candidates panelled for Consolidation & Assessment	Candidates waiting for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
Nil	6x Compensation Level 1 2x Compensation Level 2 3x Compensation Level 3 10x Wellbeing Level 1 5x Wellbeing Level 2	1x Compensation Level 3 1x Wellbeing Level 2
Mentor Notifications	New Enrolments	Archived
7x eLearning 5x C&A Ready	7x Compensation Level 1 1x Compensation Level 2 2x Wellbeing Level 1 1x Wellbeing Level 2	5x Compensation Level 1 Training 1x Compensation Level 1 Accredited 1x Compensation Level 2 Training 13x Wellbeing Level 1 Training 3x Wellbeing Level 2 Training 1x Wellbeing Level 2 Accredited
SOA Issued	Program Attendance	
Nil	5x Compensation Level 2 3x Compensation Level 2 RPL 3x Compensation Level 3 RPL 2x Wellbeing Level 2 RPL	

I will consider allocating eLearning units early, the request must be made by the mentor and a sound reason given. That being said it is unlikely though that I would accede to the request if units already allocated have not been completed.

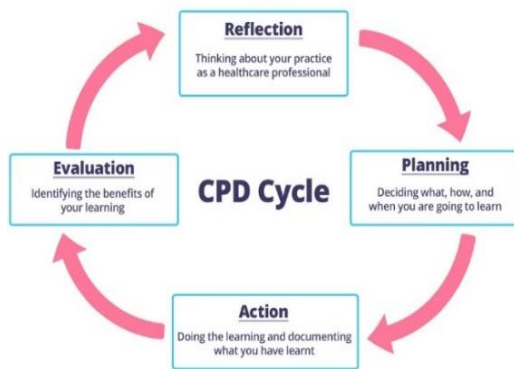
Brian Milner

Manager, Regional Implementation Group 3

Continuing Professional Development

On 1 July this year, the 4th year of CPD will commence for many advocates, if you are one of those advocates and are up to date with your CPD, or will be, congratulations. I hope you have enjoyed the activities as it should have let you keep pace with changing trends and directions over time and will be a real asset to the services you provide to the veteran community.

To accompany this milestone, advocates who are Current with their CPD (have attained 15 points) will be able to download a CPD currency certificate from their personal CPD page. This certificate will confirm the advocate has completed all the required activities to maintain their knowledge and skills, the certificate will be valid for 12 months.



All CPD activities are fully reviewed and checked for accuracy each year by the CPD team to ensure they will provide real value to advocates. The CPD team puts a lot of effort into finding, creating and reviewing new material. It's an important job as all of the material requires constant checking and updating to ensure the material remains 'fit for purpose'. One of the mainstays of CPD is the work we do on new case studies, each case study takes weeks to complete and is reviewed by the CPD team and the training team for accuracy, completeness and relevance to advocates before it

becomes available on CPD. But case studies aren't the only activity available of course, I encourage you to have a look at your personal CPD page today and see what else there is available as there are some interesting additions including podcasts.

If you have any ideas about what else we could include in CPD please let us know at the CPD mailbox mentioned below, it would be great to hear from you and to get some new ideas about what we could include.

Recently, a number of advocates have queried why they haven't received points for doing some activities. I'd like to remind advocates that there are some activities that can only be done once for points, for example the Update Modules. Be sure to check the explanatory notes against each activity before you do it so you know if you will be awarded points or not. Your personal page also outlines what activities you have already done so check that as well.

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

That's it for this month. Have a look at the CPD site if you get chance as there might be something that takes your interest, which will add to those important points you may need.

Regards,
Brett Warner
CPD Team Leader

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:

- I have made an update that once an advocate has completed a Unit of Competency they will be removed from the active mentee list and added to the completed mentee list. This will be a view only list, which means Mentors cannot access their WEL from this list. Also, Mentors cannot access their mentee list until all enrolment details are finalised.
- In the Accredited Advocate Register, the nomination process has been updated for new candidates with the following changes.
 - For a training nomination, only Compensation level 1 and Wellbeing L1 are available to select.
 - For an RPL nomination, only Level 1 and Level 2 UoCs can be selected for both streams.
 - The commencement of the new Unit of Competency TAEDEL404 'Mentoring in the Workplace' will not negate an advocate's CPD obligation status.

Thank you
Blessen
IT Specialist

Program Support Update

The year has kicked into gear and we have a number of programs scheduled for the next couple of months.



For a list of programs see the table below:

Type of Program	Location	Date
Level 1 Compensation C&A	Perth	1-3 Jun 21

Month	Nominations
January	17

Mentoring in the Workplace	Sydney	8-9 Jun 21
Level 1 Compensation C&A	Brisbane	15-17 Jun 21
Level 1 Wellbeing C&A	Brisbane	22-24 Jun 21
Mentoring in the Workplace	Melbourne	14-15 Jul 21
Level 1 Wellbeing C&A	Sydney	20-22 Jul 21

February	17
March	38
April	18
May	33

The ATDP Program Support staff are available to answer your questions and to help with any aspect of the Program Support for these upcoming programs.

The nominations keep coming in as the requirement by ESOs to train more advocates becomes apparent. Here's a breakdown of the nominations since January:

Advocates Not Linked to an ESO in the ATDP Accredited Advocate Register

We are noticing that there are an increasing number of advocates who are not linked to an ESO in the ATDP Accredited Advocate Register. If you are an advocate and are not linked to an ESO in the register then you will lose access to your online profile. You will also not be able to continue training or (if you've already finished your training) you will not be able to complete any of the online CPD modules. Please get in touch with the Program Support Officer for your region so they can advise you how to be re-linked.

Many thanks,

Elizabeth Owen

Program Support Team Leader

Changes coming to DVA online services

Changes coming to DVA online services

Over the past few months DVA has been working to increase the services available to clients on MyService. MyService will soon be the one stop access point for all DVA online services. These changes are designed to provide clients, their families and their representatives with a simpler way to transact with DVA online.

More services are coming to MyService

From 5 June, the following services will be transferred from MyAccount to MyService:

- Request reviews and appeals



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- Income Support Supplement claims
 - Centrelink Age Pension Transfers.

Clients with unfinalised requests for reviews or Income Support Supplement claims do not need to do anything. The process for completing reviews or claims for clients will not change and the progress status of their review or claim will not be affected. Client reviews and claims will continue to be progressed as quickly as possible by our business teams. Clients will be emailed directly about these changes.

From 18 June, clients can also use MyService to apply for their Commonwealth Seniors Health Card. On the MyService homepage, click What can I apply for? On the next page, scroll down to Other to find the Commonwealth Seniors Health Card option.

DVA letters starting to go online

From 5 June selected DVA letters will be sent directly to clients' myGov inbox. myGov will automatically send clients a message when mail arrives, and clients can access their DVA letters on their preferred device wherever they have internet access.

Letters about changes of circumstances, lump sum advances, and income support acknowledgement will be the first to be sent to clients' myGov inbox. Over the next 12 months, DVA will be increasing the types of letters sent to clients' myGov inbox, including the letters that are currently sent to MyAccount users.

Clients are able to choose how their letters from DVA will be sent to them. If clients don't have a MyService account, they will continue to receive letters by Australia Post.

Making our online services simple and easy to use for clients and their families is a priority in transforming DVA. Of course, if clients prefer to call us or submit a paper form they will still be able to do that. We will keep you updated on further changes during the year.

Letters to the Editor



Do you have a '**Letter to the Editor**' about advocacy? The Update and Advocacy News are wanting your stories to tell...

If you would like to submit a letter or article please send it to:

ATDP.COMMUNICATIONS@dva.gov.au

Wayne's Words of Wisdom

This month's ***Wayne's Words of Wisdom*** comes from ***Banksy*** - Banging your head against a brick wall.

Banksy is a pseudonymous England-based street artist, political activist, and film director whose real name and identity remain unconfirmed and the subject of speculation.

Active since the 1990s, his satirical street art and subversive epigrams combine dark humour with graffiti executed in a distinctive stencilling technique.

His works of political and social commentary have appeared on streets, walls, and bridges throughout the world.



***"Your mind is working at its best when you're being paranoid.
You explore every avenue and possibility of your situation
at high speed with total clarity."***

ATDP Contacts

ATDP Website	Website	https://web.atdp.org.au/
	Information	info@atdp.org.au
ATDP Enquiries	Enquiries	ATDPenquiries@dva.gov.au
ATDP Communications	Communications	communications@atdp.org.au
ATDP National Training Manager (NTM)	Greg Hoving	ntm@atdp.org.au
Continuing Professional Development (CPD) - Manager	Brett Warner	cpd@atdp.org.au
Regional Manager (RM) 1 - Qld/NT	Bob Grandin	rm1@atdp.org.au
Regional Manager (RM) 2 - NSW/WA/ACT	Ian Thompson	rm2@atdp.org.au
Regional Manager (RM) 3 - Vic/SA/Tas	Brian Milner	rm3@atdp.org.au
Program Support Team Leader SA time, 8.30-4.00, Mon-Fri	Elizabeth Owen	psomanager@atdp.org.au 08 8290 0499 or 0484 093 016
Region 1 Program Support Officer (PSO) SA time, 8.30-4.00, Mon-Fri	Amanda Williams	pso1@atdp.org.au 08 8290 0283 or 0484 820 620
Region 2 Program Support Officer (PSO) EST time, 9.00-5.00, Mon-Fri	Samone Mason	pso2@atdp.org.au 02 6276 4828 or 0484 076 849
Region 3 Program Support Officer (PSO) SA time, 8.30-4.00, Mon-Fri	Phil Boys	pso3@atdp.org.au 08 8290 0273 or 0484 594 791

ATDP Acronyms and Abbreviations

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