



# ATDP Update

March 2021

## *Roger's view*



Hello again,

March already and we are just about back into the swing of things after a forgettable twelve months. The Training and Assessing Team have settled back in and the Support Team of Philip, Amanda and Simone, capably coordinated by Elizabeth, are putting together as many programs as we can manage in order to clear the 'COVID-backlog' as quickly as possible. One such program was cancelled recently when most of those enrolled withdrew after being asked to complete the evidence checklist that has been introduced in an attempt to ensure that there are no surprises for the candidates or the assessors at our programs. Compensation and Wellbeing Support Officers are a valuable part of any ESO's volunteer team but, importantly, they do not require ATDP accreditation. Of course things like Police and Working with Children Checks and other requirements may need to be met. So, I would ask readers of Update, particularly Authorised Persons who manage your ESO's Advocate Register, to help people understand the role of Support Officers and not enroll volunteers in ATDP programs if they do not need to be accredited for the role they are intending to perform.

On another subject, It is probably worthwhile that from time to time we remind ourselves why we have chosen to be advocates and review our situation. In most cases I am sure we volunteered out of a genuine desire to help veterans and their families to achieve better outcomes when they needed assistance. So, I have some difficulty understanding why a volunteer would see a need to be abusive to others, especially fellow volunteers, who have the same objective. Why do I mention this? Well, we recently emailed mentors to advise that access to the DVATrain eLearning modules, undertaken by candidates on the learning pathway, was now available to all mentors if they wished, in order that they could better understand what their mentees were learning and provide them assistance. The email also advised that CPD points could be credited in the case of those who had a CPD obligation. If you think something could be done differently or is unnecessary, instead of being abusive, why not pen a Letter to the Editor and we will publish it in the Update so others can consider your views. Our Code of Ethics, as advocates, requires that we "treat everyone with courtesy and respect". What a good idea.

Over the coming months you will probably hear more and more about Continuing Professional Development. On 30<sup>th</sup> June the program will have been running for three years and some advocates currency will lapse because they have failed to meet their professional development obligation for three successive years. This may have happened for many reasons but whatever the reason there are some important consequences. You would realise that ATDP arose out of a desire to ensure that advocates

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offering to support veterans and their families were properly accredited and provided a professional service. Arising out of that objective an advocate who is not accredited by ATDP or is 'NOT CURRENT' cannot be listed in the Advocate Register. There are possibly some other consequences in respect of Professional Indemnity insurance but this will depend on which underwriter the advocate or their Authorising ESO is insured with. For those ESOs insured through VITA there is no PI coverage in respect of an advocate who is not current. As I alluded to at the outset, there will be emails sent to advocates and their ESOs over the next few months reminding about CPD obligations and possible implications of not remaining current.

And now for some good news. Firstly, I do apologise for not including this in the February Update. I am sure that those of you who know them and many who do not, will join me in congratulating two of our advocates recognized in the Australia Day Order of Australia honours. I refer to Richard Kelloway AM OBE who apart from his years of service to the Air Force Association and on the Mid North Coast (of NSW) as an advocate has been heavily involved in promoting and guiding advocacy policy in both TIP and ATDP for many years and Graeme Manson OAM who has been associated with the Hume Veterans' Information Centre for 20 years as an advocate, Management Committee member and Chairman. On behalf of all your fellow advocates and those you have assisted over many years please accept our sincere congratulations on awards well deserved.

Until next month – stay safe; and keep your distance.

**Roger**



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## National Training Manager Report

### **Advocate register**

Apart from my role as the national training manager, I also keep an eye on trends indicated by the data we keep. One trend I have observed is the increasing number of ESOs which are not maintaining their records on the advocate register.



The aim of the register was to provide members of the veteran community who are seeking the services of an advocate, to locate an advocate in their town or region. It endeavours to be a trustworthy source of information as to which ESOs have advocates and the qualifications of those advocates. ESOs maintain their own information contained in the register. To maintain confidence in the information provided, the register needs to be regularly updated by taking off advocates no longer providing services and adding new ones who are entering the training. If an ESO's record on the register has not been visited in more than six months, the record will no longer appear in a search. It is in the ESO's interest to maintain the data.

### **ATDP mentors**

Some ESOs are reporting an inability to obtain mentors for new trainees. There is a tendency to deduce from these anecdotes that there are insufficient mentors to adequately cope with the number of trainees coming into the system. At the time of writing, we have 523 individuals who are qualified as ATDP mentors in one or more units of competency. Given that we have only 434 active learners in the training pathway, that number should indicate we have plenty of mentors to undertake the task. The reality is that those 434 learners are being mentored by only 179 mentors.

To enable ESOs to find others with trained mentors we will be changing the way an ESO's information is shown on the advocate register. At this stage, the register shows the total number of Units of Competency held by advocates linked to that ESO. If an advocate has all 5 units in course 10620NAT, it appears as though there are 5 advocates. Once we make the changes, the number of advocates will be shown, the units of competency held by those advocates and the number of advocates who are mentor qualified. This should enable smaller ESOs, without their own mentors to locate a mentor in a nearby ESO.

Of those qualified mentors who are not currently mentoring a person in the training pathway, please consider assisting other ESOs and trainees to reach their goals.

### **ATDP assessors**

While conducting a program last week, many of the attendees were shocked to learn that ATDP volunteers in the training and assessing team are volunteers. Whilst I thought this would be

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well known by now, it still seems not to be understood by many. Just as many volunteer their time to assist veterans by providing compensation or wellbeing support, my team volunteer to assist your ESO, by working with you towards gaining a qualification. All those assessors have also gained additional qualifications so they can assist in that way so please maintain the courtesy when communicating with assessors or regional mentors.

Until next month.

Regards,



**National Training Manager**

## Region 1 Update – Qld, NT

Future programs for March through June include L1 Wellbeing; RPL; and L1 & 2 Compensation. Details are on the ATDP website, which should be checked regularly.

Feedback indicates that Mentors have been using both the CPD Modules and access to the e-learning modules that their mentees are using, which will improve these relationships. A set of Lead Mentor Pilot Programs will be held over the next few months, at the end of March for Region 1. This is a step in consolidating the work of mentors and will provide human resources throughout Communities of Practice. The use of electronic means to communicate throughout the Region is increasing and providing the “new face-to-face” medium.



As soon as DVA announces its new approach to advocacy, it is hoped that support-based activity can be generated throughout the Region and we all regain the sense of working together. Regards,

***Dr Bob Grandin***

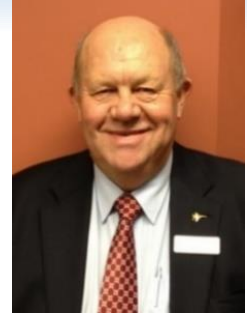
A/g Manager, Regional Implementation Group 1

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## Region 2 Update – NSW, ACT, WA

### Training

Following a bit of a lull over the last three weeks, the ATDP ‘training train’ is on a roll again, with my personal involvement with two planned programs in Sydney and Ballina during March. As mentioned in previous newsletters the intention is to run C & A programs weekly to reduce the current wait list of ‘Ready for Assessment’ candidates across all levels of Compensation and Wellbeing Units of Competency



Close examination of available data reveals a high number of candidates who seem to have stagnated with completion of Workplace Experience Log milestones, and accordingly, I am keen for feedback and notification of difficulties that are being encountered by practitioners. One major impediment appears to be the slow response for claims outcomes from DVA, due to the inordinate backlog of claims processing by the Department. I am assured by the Repatriation Commissioner that every effort is being made to alleviate this issue and several strategies are currently under consideration to try and improve this unacceptable situation.

Last month I encouraged Mentors to strive to achieve WEL milestones to have candidates ‘Ready for Assessment’ as regional training opportunities are presented. This month, to accurately reflect training numbers, I am asking all RIG 2 Mentors to review candidate training progress and if personal circumstances for individuals have changed that impact training progress, consideration could be given to archiving a candidates file until the candidate is able to devote more time to the Advocacy role. My intention is to remove those people from the statistics who have:

- Been enrolled for training for an extended period and have achieved no WEL entries, in some cases for nearly two years,
  - 12 Wellbeing Level 1
  - 8 Compensation Level 1
  - 7 Compensation Level 2
  - 3 Compensation Level 3
- Have not completed WEL entries for a period exceeding 6 months – a relatively high percentage in my view.

### Regional Manager Activities for the Period

- Participated in NSW Deputy Commissioner Consultative Forum, 10 February 2021
- Participated in NSW/ACT Deputy Commissioner Consultative Forum, 24 February 2021

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I am always ready, willing, and available to assist training progress where I can do so, and I encourage personal contact if I can help in any way. As many of you may have heard me say: ***“Unless I am aware of a problem, there is no problem!”***

Regards,

***Ian Thompson OAM***

Manager, Regional Implementation Group 2

## Region 3 Update – Vic, SA, Tas

Since February, ATDP activity has gained pace in all aspects, forward planning indicates that pace will increase. Of course COVID and its uncertainty may impact on planning.

In February, two Consolidation and Assessment (C&A) Programs were conducted in Adelaide, Compensation level 1 and Welfare level 1. Due to COVID restrictions the Compensation level 2 course scheduled for Melbourne had to be cancelled.



Scheduled for 12 and 13 of May in Melbourne is a Recognition of Prior Learning program for both Wellbeing and Compensation levels 1 to 4. Then in Melbourne scheduled for 25 May till 27 May there is a C&A program for Compensation level 2 program.

By the time this published I will have conducted a Region 3 meeting (3 March) via WEBEX.

**For both Mentees and Mentors** please ensure that you read the Work Experience Log milestone before attempting the task. For Mentees if you're unsure of the task contact your Mentor for clarification. Revisit the milestone throughout the task to ensure that you are on track.

**Again for both Mentees and Mentors.** When as a Mentee you have finished an eLearning unit via DVAttrain you should use the option available to print off the Certificate. If you cannot print the certificate it is a good indication that one or more of the modules have not been completed.

Candidates panelled for Consolidation & Assessment	Candidates waiting for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
4x Compensation Level 2	3x Compensation Level 1 2x Compensation Level 2 2x Compensation Level 3 4x Wellbeing Level 1 3x Wellbeing Level 2	2x Compensation Level 2 4x Compensation Level 3 4x Wellbeing Level 2

Mentor Notifications	New Enrolments	Archived
10x eLearning 8x C&A Ready	6x Compensation Level 1 1x Compensation Level 2 3x Wellbeing Level 1	2x Compensation Level 1 1x Compensation Level 2 3x Wellbeing Level 2
SOA Issued	Program Attendance	
1x Wellbeing Level 1	4x Compensation Level 1 3x Wellbeing Level 1	

That's enough from me.

**Brian Milner**

Manager, Regional Implementation Group 3

## Saying goodbye to MyAccount

### IMPORTANT MESSAGE FROM THE DEPARTMENT:

2020 has shown just how important it is that DVA services are simpler, better and more accessible, so that veterans can access the support they need when they need it.

Throughout this year you will see changes to the way DVA deliver services online. Over the next six months, you will see an increase in the number of services veterans can access using MyService. At the same time, to simplify how veterans access DVA online, DVA is moving MyAccount transactions to MyService and we will say goodbye to MyAccount later this year.



A new way to claim

for current and former serving ADF members and their families

Services have been moving from MyAccount into MyService since November 2020.

Veterans can already use MyService to manage their income support needs, book transport and claim travel expenses for approved medical treatment. Since the introduction of transport booking and travel reimbursement services in MyService on 5 December 2020, there have been over 8,800 expense claims and more than 4,600 transport bookings made, making it more convenient for veterans and family members to arrange transport to medical appointments at a time that suits them.

From 27 March, veterans will be able to use MyService to access official letters that confirm their DVA payments and concession entitlements, and eligible veterans will be able to nominate their commemoration preference online. From this time, veterans will no longer be able to use

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MyAccount to access transport bookings and travel reimbursement for approved medical treatment. This will need to be done using MyService. Further changes will be made in June with more services becoming available in MyService and being removed from MyAccount.

MyService will be the place for all DVA online needs when MyAccount is no longer available. Of course, if veterans prefer to call DVA or submit a paper form they will still be able to do that.

Veterans who use MyAccount will be emailed directly by DVA to let them know what is changing, the support available to them and what they can do to prepare. Information will be available to support veterans on [DVA.gov.au](http://DVA.gov.au).

DVA recognises that Advocates play an important role, supporting many veterans to start/manage their DVA online journey. We look forward to working together supporting veterans to access their DVA support and information online.

For more information and to register for a MyService account, visit [dva.gov.au/myservice](http://dva.gov.au/myservice).

## Continuing Professional Development

Dear Advocates,

As of the end of February, approximately 23% of all advocates with a CPD obligation have met their minimum CPD point requirements, 61% are part way completed and 16% of advocates have not yet started.

With just over three months to go before the end of the third CPD Year, both Advocates and their ESO's will need to work closely together to ensure CPD goals are to be achieved.

While the CPD Team congratulates those who have met their CPD milestone, we also offer strong encouragement to those who are not quite there and need to do more work, keep going, and for those who have not yet started, to make a concerted effort to do so.

Meanwhile, the CPD team is continuing to work on developing new CPD activities. Significant time and effort has already been spent preparing Mentoring in the ATDP Units and eLearning and there are more CPD options coming through at the end of March.

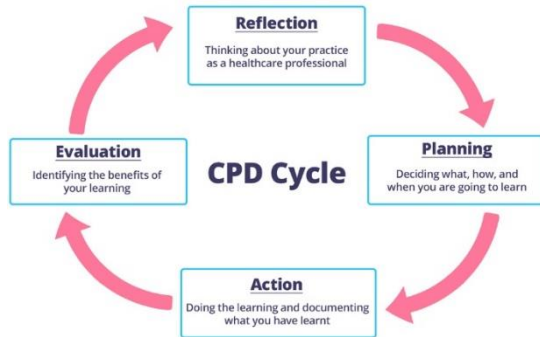
There are a number of pre-approved CPD programs available such as Webinars/Podcasts, ASIST, First Aid, AVERT and Open Arms workshops, available via the CPD workspace tab option.





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As mentioned last month, the CPD team will be holding a meeting to review the 'State of play' of



CPD. This will include, reviewing how CPD is travelling, and finalising arrangements for the end of CPD Year Three (3) (when it is possible for an advocate to become 'Not Current'). **Remember, if you fail to achieve the 15 CPD point target for three successive years it MAY mean that you and your ESO WILL NOT have Professional Indemnity Insurance cover.** I will provide a short summary of the meeting for our next issue.

Advocacy is continuing to evolve and change. CPD is a reflective approach and is one of those options that will help you embrace these changes and grow your confidence and competence as a Military Advocate. The CPD team hopes that your CPD journey continues to be an interesting and enjoyable learning experience, and we look forward to assisting you to remain '**Current**'.

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

## 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: [communications@atdp.org.au](mailto:communications@atdp.org.au)

## Program Support Update

We have had a busy beginning to the year in January and February. The programs have been scheduled so now the Program Support Officers (PSOs) are busy organising the Consolidation and Assessment (C&A) ready process for these candidates.

We currently have 53 candidates on the Recognition of Prior Learning (RPL) Ready list and another 58 candidates on the C&A Ready list. For the RPL candidates we have already scheduled five separate programs to ensure that all candidates that are ready are offered a place on a program. It is a similar situation for the C&A Ready candidates. We are booked up until June with scheduled programs. If you would like more information on the programs please see the front page of the ATDP website (see contacts).



There are also a number of candidates in training for their Unit of Competency at the moment.

*Please see the table for a breakdown:*

Candidate List		
#	Name	Nos
1	Compensation Advocate Level 1	168
2	Compensation Advocate Level 2	65
3	Compensation Advocate Level 3	12
4	Compensation Advocate Level 4	3
5	Primary decision appeals advocate level 3	8
6	Welfare Advocate Level 1	141
7	Welfare Advocate Level 2	27

The Training Team are in the process of either developing new modules or reviewing and updating existing e-learning modules in DVAttrain that support learning in the ATDP learning pathway. So far we have had 7 of the eLearning projects completed with a total of 13 modules programmed for development and/or review in 2020/21.

The PSOs continue to provide support services for advocates, ESOs and the training team and are here to answer any enquiries you may have related to the ATDP program.

Many thanks

**Elizabeth Owen**

Program Support Team Leader

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## 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:***

- The DVAttrain Mentors modules are now available on the CPD workspace.
- Update password security. The usage of plain text password is completely removed from ATDP website.
  - Users are able send a request for a password reset using the link from the recovery page. Admin is also able to send a reset password on behalf of the user from the admin panel.
- A new report has been included which lists all ESO in the AAR and their service which relates to each UoC.
- Recommended changes made to the Orderly Room to display comments. The Orderly Room will be available by late April.
- Penetration testing implementation is almost complete and I am now preparing the current status report.
- Group emails have been sent to Mentors regarding the availability of the DVAttrain modules.

Regards,

***Blessen***

ATDP IT specialist

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## Wayne's Words of Wisdom

This month's *Wayne's Words of Wisdom* comes from **Carl Jung**.

Carl Gustav Jung, was a Swiss psychiatrist and psychoanalyst who founded analytical psychology. Jung's work has been influential in the fields of psychiatry, anthropology, archaeology, literature, philosophy and religious studies.

*The quote for this month is...*

*"Everything that irritates us about others can lead us to an understanding of ourselves."*



**Editor's Note:** Apparently, Carl Jung is unrelated to the Carl Gustaf that many of us knew and loved and which helped solve many problems that irritated us.

## ATDP Contacts

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

## ATDP Acronyms and Abbreviations

<b>AAR</b>	Accredited Advocate Register
<b>AP</b>	Authorised Person ( <i>within the AAR</i> )
<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 ( <i>ATDP's RTO</i> )
<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