



Advocacy Training and  
Development Program

# ATDP Update

September 2021

## ATDP OVERVIEW

Dear advocates,

DVA and the ATDP team would again like to thank all of you who spend your time and energy helping your mates, peers, and families with support, comradeship, and technical help. In addition to your valuable work as advocates, just being available to other veterans and their families while still working your way through your own lives is a good thing that you do.

Spring is definitely in the air and we hope that everyone is keeping well, particularly in this period when a large number of us are experiencing lockdowns and restrictions.

DVA's number one priority is the health and wellbeing of Australia's veteran community.

For anyone in the veteran community who served in Afghanistan, know that your service is valued. The situation in Afghanistan is confronting, and the health and wellbeing of the veteran community is at the forefront of our minds at this time. Our message to all of Australia's veterans and their families is that if you need support please get in touch with DVA or your ESO.

DVA thanks all Australia's veterans for their service, and thank the families who support them in their service to our nation.

For more information on COVID-19, visit the federal **Department of Health's** website ([www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert](http://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert)) or phone the **Coronavirus Health Information Line** 24/7 on **1800 020 080**. You can also visit the **Department of Health** website in your state or territory for the latest updates.

For up to date information on how DVA is continuing to support veterans and their families during this COVID-19 pandemic, please call DVA or visit [www.dva.gov.au/coronavirus-disease-covid-19-information](http://www.dva.gov.au/coronavirus-disease-covid-19-information).

Talk with each other, support those who need it, and seek or direct people to help if any of the current things affecting our lives affect our lives more than feels good for us. Any veteran or their families who need to talk to someone can contact **Open Arms – Veterans and Families Counselling Service** on **1800 011 046** for free, anytime counselling and support. Other support for veterans and their families include **Safe Zone Support** (*anonymous support*) **1800 142 072**, the **Defence Family Helpline** **1800 624 608**, and the **Defence All-hours Support Line** **1800 628 036**.

ATDP remains a national training program for advocates who are part of ESOs' free advocacy services to veterans and their family members. The ATDP team will continue to ensure that there remains a national approach to course content, training standards and delivery, and assessment.

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Please bear with us as we continue to work our way through a review of the ATDP website, the ATDP Policy Library, and other ATDP documents. We know some of it is out of date and we are taking a systematic approach to ensure it provides accurate information, and please feel free to send us your suggestions.

This edition of the *Update* includes some important information from MTS which is ATDP's contracted Registered Training Organisation (RTO). The RTO is responsible for delivering the *Course in Military Advocacy* on behalf of DVA for the training of ESO advocates.

The RTO's workshops for the re-accreditation of the *Course in Military Advocacy* and the consideration of a Wellbeing Level 3 qualification are underway and are all being run online.

It is timely to remind advocates and ESOs that continued coverage by the Veteran's Insurance and Training Association Inc. (VITA) for professional indemnity, and accident cover (where relevant) is dependent on advocates remaining connected with an ESO who is a member of VITA, and on advocates maintaining an active involvement with ATDP's CPD. There are other requirements including record-keeping for both advocates and ESOs, and these can be checked in the VITA constitution which can be found on the ATDP website ([www.atdp.org.au](http://www.atdp.org.au)).

ESOs' Authorised Persons for the Advocacy Register (AAR) also need to remember to check details in the AAR several times a year to remain searchable by veterans or family members seeking advocacy help. ATDP sends email reminders every six months.

***All the best from the ATDP team.***

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## Region 1 Update – Qld, NT

An online consolidation and assessment for Level 1 Compensation was carried out from August 24-26. A face-to-face Wellbeing L2 is planned for 7-9 Sep in Brisbane. Further programs are being planned and will mostly be online also. Remember, this requires candidates to be computer ready and to have their portfolio of evidence electronically stored for sharing online. To maintain privacy, it will be necessary to have a veteran sign a form that they are happy for you to use their information, or you will need to redact any identifying information.



### MENTOR WORKSHOP

A one-day workshop is now ready to deliver. It is designed for refreshing current mentors and accrediting beginning mentors. To be a mentor, an advocate must have a Statement of Attainment (Compensation or Wellbeing) at Level 2 in the Course in Military Advocacy (1062NAT) and have had some further workplace experience. These workshops will be conducted both online and face-to-face (where COVID allows). It is planned that they will occur in all Regions. The first workshop is expected to be held at the end of September. Further details can be obtained from Regional Managers.

### ATDP UPDATE

A presentation is being prepared to outline the future organisation of ATDP. Some of these may be presented following the mentor workshop, so any members of the CoP who wishes may attend. It will clarify the way in which the elements of ATDP – training and assessment, CPD, advocates register and

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insurance – will operate into the future. It is anticipated that these sessions will clarify the facts and answer any inaccuracies that are circulating.

Forums are currently being held online in September by the RTO to get feedback about the TAE10620NAT – *Course in Military Advocacy* as part of the planned reaccreditation process. There are also online discussions on Wellbeing Level 3. Further opportunities are planned for 2022 to discuss the delivery of the Course in Military Advocacy.

Regards,

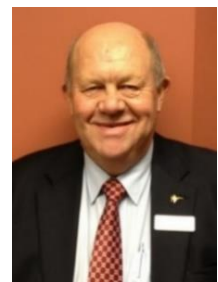
**Dr Bob Grandin**

Manager, Regional Implementation Group 1

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## Region 2 Update – NSW, ACT, WA

It is now 10 weeks since the Department of Veterans Affairs announced that it was making significant changes to ATDP management, by dissolving the Capability Framework Management Group and the Strategic Governance Board. While on the surface, there appears to most Advocates to have been little or no activity within ATDP, I can assure all RIG 2 advocates that there have been many meetings between DVA ATDP Management staff, the ATDP Advisory Group and the ATDP Transition Working Group, to resolve the current imbroglio.



In addition to the management changes, the continuing impact across Australia of the COVID 19 (Delta) has caused significant disruption to us all and has further contributed to the degree of uncertainty within the ATDP training environment. Notwithstanding the COVID situation, the ATDP National Training Manager has planned several on-line assessment opportunities in the coming months to reduce the number of candidates awaiting assessment programs and these have been published.

Accordingly, it behoves all candidates to endeavour to complete required training Milestones expeditiously so that when the Assessment occasion becomes available for you, you will be able to accept the opportunity for evaluation. Online assessment requires all evidence to be electronic to allow assessors to view it.

DVA has advised that Regional Managers and Regional Mentors retain important functions within ATDP, and accordingly I will be continuing to support the programme, development of Communities of Practice, and other relevant training matters, as conditions allow.

For Region 2, my Reports reveal a relatively small number of people will be affected by the Assessment slow down.

	Ready for Assessment
MILADC001	6
MILADC002	2
MILADC003/5	0
MILADW001	2
MILADW001	1

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Finally, I remind you that if you have any questions, please do not hesitate to contact me and I will provide you the latest and most accurate information that I have at my disposal.

Keep safe.

Please advise me via email ([rm2@atdp.org.au](mailto: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

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## Region 3 Update – Vic, SA, Tas

There are eleven programs listed on the ATDP Home Page, most are online, and invitees for the others should consider that they might be moved to online if COVID restrictions make face-to-face unviable. All are by invitation. The programs are scheduled through to January 2022, other programs will be listed progressively. Those of you that are waiting for an invitation to attend a program should ensure you have your portfolio evidence available electronically.



For MENTORS I offer a few points that may make yours easier:

- Schedule how often you check WEL entries.
- Establish an agreed method, location and timings for communication.
- Ensure the WEL entries address the milestone requirement.
- Milestone entries should also address what has been learnt and any difficulties encountered.

Candidates panelled for Consolidation & Assessment	Candidates waiting for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
7x Wellbeing Level 1 4x Wellbeing Level 2 3x Compensation Level 3	9x Compensation Level 1 3x Compensation Level 2 4x Wellbeing Level 1 2x Wellbeing Level 2	1x Compensation Level 2 1x Compensation Level 3
Mentor Notifications	New Enrolments	Archived
2x eLearning 7x C&A Ready	4x Compensation Level 1 1x Compensation Level 3	1x Wellbeing Level 1 Training 5x Wellbeing Level 2 Accredited 2x Compensation Level 2 Accredited
SOA Issued	Program Attendance	
1x Wellbeing Level 2 (RPL)	2x Compensation Level 1	

Remain safe and well.

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## RTO Update



As most of you will be aware, Major Training Services Pty Ltd (MTS) has recently been given primary responsibility for the delivery of the *Course in Military Advocacy*. MTS has been intimately involved in the design and delivery of the *Course* since its inception in 2016 when the ATDP was formed.

We have been under contract with DVA as the Registered Training Organization (RTO) with the *Course in Military Advocacy* on our scope of registration, and have been involved in the design, development, accreditation, and delivery of the *Course*, as well as the issue of Statements of Attainment to Advocates who have successfully completed a level of training.

With the recent announcement by DVA of changes to the management structure of ATDP, MTS will be taking a more direct role in the delivery of the course and in the assessment process. We will continue to rely heavily on a pool of volunteer trainers and assessors to provide the necessary subject matter expertise and experience in Military Advocacy. These assessors have many years of advocacy and assessment experience and if any of you are interested in joining them in supporting advocate training please see the details below.

There are a number of issues that need to be resolved to ensure that the high quality of Advocate training the ATDP provides can continue.

### Online C&A and RPL Programs

The first of these is the impact that the continuing COVID pandemic has on the ability to undertake face-to-face training. While some borders remain closed and state-based travel restrictions are in place, face-to-face Consolidation and Assessment (C&A) and Recognition of Prior Learning (RPL) activities are difficult, in some areas impossible, to undertake. For this reason, ATDP will be undertaking the majority of these programs online via the Zoom platform. A Level 1 Compensation C&A was recently conducted online very successfully, with six new Compensation Advocates completing their Level 1 assessment requirements. A new schedule of both C&A and RPL programs has been agreed and published on the OMS. The DVA PSOs will shortly begin contacting Advocates who are ready for assessment to enrol them on a program. The aim is to begin with the Advocates who have been waiting the longest for a program. Face-to-face programs will resume when COVID allows, however it is envisaged that online programs will continue to be offered as a flexible, cost-effective, and time-effective alternative especially for regional and remote ESOs.

### Future of requests for RPL

When ATDP began, the majority of programs conducted were RPL Workshops, designed to allow Pension and Welfare Officers trained under the Training and Information Program (TIP) to be assessed for units of competency available in the *Course in Military Advocacy*. This has progressed to the point where the need for group RPL programs has reduced considerably. RPL for units from the *Course in Military Advocacy* will continue to be offered, however these will in future be conducted one-on-one with a candidate presenting an evidence portfolio to an assessor and completing a knowledge quiz. Candidates do not necessarily have to have completed TIP training, so long as they can provide all the

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evidence required in the Unit of Competency they are seeking. A reminder of RPL assessment requirements will shortly appear on the ATDP website, and being nominated by your ESO for RPL is still done through the ATDP's Advocacy Register (AAR).

### **Volunteer Trainer and Assessors**

The pool of volunteer trainers and assessors was mentioned earlier. To ensure the continued viability of the ATDP and to allow for succession planning, MTS is inviting expressions of interest from experienced volunteer Advocates to become trainers and assessors for the *Course in Military Advocacy*. Suitability criteria include:

- Holds MILADW002 or MILADC002 or higher
- A minimum of two years practical experience as a Military Advocate in either Compensation or Wellbeing stream (or both)
- Preferably with practical experience in competency-based training and assessment
- Preferably holds TAE40116 Certificate IV in Training and Assessment

Suitable candidates without a current Cert IV may be assisted to upgrade from a previous version (if applicable) or to obtain the TAE40116 Enterprise Trainer and Assessor Skill Set. If you are interested, please email [darryl.proud@majortraining.com.au](mailto:darryl.proud@majortraining.com.au) for more details. Note that there may in future be part-time or contracted paid positions available to supplement the volunteer pool.

### **Privacy of Veteran's Information**

Advocates are reminded that, under the Australian Privacy Principles (APP), they and their sponsoring ESOs are responsible for maintaining the privacy of information provided to them by their veteran and dependant clients. The APPs require that information of a private nature that would allow an individual to be identified must not be passed to a third party without the specific consent of the individual.

The issue for Advocates undertaking assessment under the *Course in Military Advocacy* (and their sponsoring ESOs) is that real client case files, interview notes, compensation claims, and wellbeing action plans must be viewed by an assessor as part of the required evidence of competency.

There are two possible solutions to this dilemma:

- **Redaction.** Documents that are to be produced as evidence must have details that would easily allow the document to be identified to an individual obscured or covered. This includes names, addresses, contact details, bank account details, service numbers, DVA file numbers etc. No other information should be redacted (medical conditions etc.) once the identifying details are removed.
- **Consent.** This is the preferred method. The Advocate should obtain the written consent of the veteran or dependant to use their records for the purpose of assessment. ATDP has developed a Consent Form for this purpose, available under the Documents tab on the ATDP website.

Regards,

**Darryl Proud**

Principle Consultant – ATDP

Major Training Services Pty Ltd



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## Program Support Update

The ATDP Program Support staff are always available to answer your questions and to help with any aspect of the Program Support.

We have reviewed the upcoming Program Schedule and have created a range of online programs as well as face-to-face to help clear the backlog of advocates who are now ready for Consolidation and Assessment. Going online will reduce the risk of COVID-related disruptions.

See below for the list of draft programs. We are hoping to schedule in some Compensation Level 2 programs soon:



Type of Program	Location	Date
Level 2 Welfare CandA	Brisbane	7 Sept 21
RIG 2 Meeting	Online	28 Sept 21
Level 1 Welfare CandA	Online	28 Sept 21
RPL Comp and Welfare Level 1-4	Online	6 Oct 21
RPL Comp and Welfare Level 1-4	Online	12 Oct 21
RPL Comp and Welfare Level 1-4	Online	19 Oct 21
Level 1 Compensation CandA	Online	26 Oct 21
Level 1 Welfare CandA	Online	2 Nov 21
Level 1 Compensation CandA	Online	16 Nov 21
Level 2 Welfare CandA	Online	23 Nov 21
Lead Mentor - TAEDEL404	Melbourne	29 Nov 21
Level 1 Welfare CandA	Online	7 Dec 21

Many thanks,

**Elizabeth Owen**

Program Support Team Leader

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## Continuing Professional Development

### *The advantages of continuing professional development*

Firstly, welcome. Spring has arrived already, how quickly the year is going!

Seeing my CPD article last month was fairly technical, explaining how CPD is calculated, this month I'd like to discuss what CPD is and how it can benefit advocates.



Continuing Professional Development (CPD) is a very important component toward affording the best level of service to the customer whilst providing best practice. In our context the customers are current serving military personnel, veterans and their families. The overall intent of the ATDP's CPD is to support qualified Military Advocates to maintain an appropriate level of knowledge for the provision of advocacy services to veterans and their families after gaining their qualification – with the objective of allowing Advocates to further develop their baseline skills and knowledge. The ATDP has designed the current

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CPD system to meet this intent with a well-structured and delivered professional development system providing real time benefits to the individual, and your profession as an Advocate for supporting veterans and their families.

As you know, the accumulation of points is the mechanism whereby Advocates keep track of how their CPD is progressing. However, the accumulation of CPD points is incidental to the objective of maintaining and increasing the knowledge and skills of Advocates. You would be acutely aware of the changing trends and directions in your profession as well as those within today's society. The pace of change is probably faster than it's ever been, and this includes changes to advocacy.

The CPD program complements an ESO's own training and development activities and this collectively allows an Advocate to maximise opportunities for personal and professional growth and hence their ability to assist veterans and their families. The ATDP's CPD program also supports the Veterans' Indemnity and Training Association's (VITA's) requirements for maintaining currency for the purposes of professional indemnity (PI) insurance coverage. Just on VITA, and as a reminder, VITA distributed an Open Letter to its ESO members in 2017 advising that professional indemnity coverage will not be available beyond 31 December 2021 for those Levels 3 and 4 TIP-trained Advocates that have not undertaken RPL through ATDP. If you are in this group please ensure you are nominated by your ESO for RPL, and contact the ATDP Program Support team if you have any questions.

Finally, CPD helps 'You' continue to make a meaningful contribution to the advocacy space and opens 'You' up to new possibilities, and allows a positive transfer of knowledge and a degree of confidence in the advocacy arena.

Further help?

If you have any general questions relating to CPD, or you are looking for help or advice to meet your CPD obligations please contact the CPD Team at [cpd@atdp.org.au](mailto:cpd@atdp.org.au), or the ATDP Program Support Team through [ATDPenquiries@dva.gov.au](mailto:ATDPenquiries@dva.gov.au).

Regards,

**Brett Warner**

CPD Team Leader



## ATDP Contacts

<b>ATDP Website</b>	<i>Website</i>	<a href="https://web.atdp.org.au/">https://web.atdp.org.au/</a>
<b>ATDP Enquiries</b>	<i>Enquiries</i>	<a href="mailto:ATDPenquiries@dva.gov.au">ATDPenquiries@dva.gov.au</a>
<b>ATDP Communications</b>	<i>Communications</i>	<a href="mailto:ATDP.Communications@dva.gov.au">ATDP.Communications@dva.gov.au</a>
<b>ATDP National Training Manager (NTM)</b>	<i>MTS</i>	<a href="mailto:ntm@atdp.org.au">ntm@atdp.org.au</a>
<b>Continuing Professional Development (CPD) - Manager</b>	<i>Brett Warner</i>	<a href="mailto:cpd@atdp.org.au">cpd@atdp.org.au</a>
<b>Regional Manager (RM1) - Qld/NT</b>	<i>Dr Bob Grandin</i>	<a href="mailto:rm1@atdp.org.au">rm1@atdp.org.au</a>
<b>Regional Manager (RM2) - NSW/WA/ACT</b>	<i>Ian Thompson</i>	<a href="mailto:rm2@atdp.org.au">rm2@atdp.org.au</a>
<b>Regional Manager (RM3) - Vic/SA/Tas</b>	<i>Brian Milner</i>	<a href="mailto:rm3@atdp.org.au">rm3@atdp.org.au</a>
<b>Program Support Team Leader</b> SA time, 8.30-4.00, Mon-Fri	<i>Elizabeth Owen</i>	<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 (PSO1)</b> SA time, 8.30-4.00, Mon-Fri	<i>Amanda Williams</i>	<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 (PSO2)</b> EST time, 9.00-5.00, Mon-Fri	<i>Samone Mason</i>	<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 (PSO3)</b> SA time, 8.30-4.00, Mon-Fri	<i>Phil Boys</i>	<a href="mailto:pso3@atdp.org.au">pso3@atdp.org.au</a> 08 8290 0273 or 0484 594 791