



ATDP Update! *April 2023*

Message from the ATDP Team

Here we are with the second edition of the ATDP update for 2023.

I've just come back from a trip around the Wide Bay Region in Queensland with Regional Manager Dr Bob Grandin. It was an absolute pleasure to meet with advocates in this area and discuss ATDP. It's great to hear what is working well and to discuss opportunities for improvements.

Audit

We've received consistent feedback regarding the accuracy of the statistics from the advocate register. For this reason we have commenced a national audit. The audit process will be an email to the ESO Authorised Representatives to confirm the audit will be commencing in their jurisdiction. Then a separate email will be sent to Advocates and/or Trainees to confirm:

- * their personal and ESO contact details;
- * whether they are still practicing/training; and (if relevant)
- * their mentor.

We'll be doing the audit a jurisdiction at a time, commencing with the ACT. We thank you all for supporting us to ensure accuracy of the information provided and importantly that veterans can find an advocate by searching the [advocate register](#).

New Course

You'll also find some information in this newsletter (and on the [ATDP Newsroom](#)) from Darryl regarding a proposed new combined Level One course. There are discussion forums happening in early May and we encourage you to be involved to ensure that the new Level One course meets your needs.

CPD Workshop

We're also in the process of supporting a CPD workshop with key stakeholders to ensure material is available that meets the current needs of advocates and VITA.

Advocacy Community News Tab

Our newsrooms have been active for a couple of months now. Our aim is to add a new topic of interest to each newsroom on a weekly basis. If you have a topic that you'd like to know more about please contact us at ATDPEnquiries@dva.gov.au.

Anzac Day continues to be a National day to reflect on the sacrifices that have been made, to remember those who have been lost, those who have struggled and importantly an opportunity for the community to say thank you for your service. We also thank you for the time you invest to ensure the veteran community has the support that it needs. We trust you were also supported on this special day - Lest We Forget.

Michelle Higgins

Assistant Director – ATDP Program Delivery



From the Development Team

Advocacy Handbooks update

The Wellbeing and Compensation Advocacy Handbooks have been reviewed and updated to ensure the information is up-to-date and consistent with the Department's policy, legislation and procedures. The updated handbooks are available at the DVA Website: <https://www.dva.gov.au/civilian-life/support-ex-service-organisations-and-advocates/advocacy-handbooks>

Handbooks for wellbeing and compensation support officers will be reviewed and updated in due course.

Important message – Fee for Service Advocacy

The Advocacy Training and Development Program (ATDP) would like to remind the advocacy community that access to the Course in Military Advocacy (CiMA), is intended to be made available only to those Ex-Service Organisations (ESOs) providing free wellbeing and compensation advocacy services.

A founding principle of DVA's association with ESOs, in relation to advocacy services, was that these services be provided at no charge to veterans and their families. This principle continues to underpin the ATDP.

As per the ATDP ESO Advocate Code of Ethics (section 2g), in all of their actions, advocates must not charge a service fee or solicit donations for services they are providing, other than the permitted fee under Veterans' Indemnity Training Association guidelines for administrative costs relating directly to the handling of a case. The Code of Ethics is available at:

<https://web.atdp.org.au/docs/pdf/ESOACodeofEthics.pdf>

The ATDP will continue to provide nationally consistent training for ESO advocates who provide free services to the veteran community.

To provide feedback in relation to this matter, please email ATDPENQUIRIES@dva.gov.au





Program Support

Here are some statistics (broken down into Region) as of 19 April 2023.

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

Total number of unique trainees = 480

#	Name of Competency	Region 1	Region 2	Region 3	Total
1	Compensation Advocate Level 1	80	111	48	239
2	Compensation Advocate Level 2	42	34	20	96
3	Compensation Advocate Level 3	8	8	8	24
4	Compensation Advocate Level 4	0	0	0	0
5	Wellbeing Advocate Level 1	67	48	28	143
6	Wellbeing Advocate Level 2	11	2	8	21
7	TOTAL NUMBER OF UoCs	208	203	112	523

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

Total number of unique accredited advocates = 697

#	Name of Competency	Region 1	Region 2	Region 3	Total
1	Compensation Advocate Level 1	93	50	45	188
2	Compensation Advocate Level 2	134	120	81	335
3	Compensation Advocate Level 3	38	27	22	87
4	Compensation Advocate Level 4	3	5	5	13
5	Wellbeing Advocate Level 1	51	17	31	99
6	Wellbeing Advocate Level 2	123	90	90	303
7	TOTAL NUMBER OF UoCs	442	309	274	1025

Trainees (Average Age by Region)

#	Name of Competency	Region 1	Region 2	Region 3	Average Age Total
1	Compensation Advocate Level 1	52	55	53	53
2	Compensation Advocate Level 2	54	61	56	57
3	Compensation Advocate Level 3	64	58	52	58
4	Wellbeing Advocate Level 1	56	56	61	57
5	Wellbeing Advocate Level 2	62	47	52	53
6	Average Age Total	57	55	54	55.9

Accredited Advocates (Average Age by Region)

#	Name of Competency	Region 1	Region 2	Region 3	Average Age Total
1	Compensation Advocate Level 1	55	61	59	58
2	Compensation Advocate Level 2	64	69	67	66
3	Compensation Advocate Level 3	67	68	66	67
4	Compensation Advocate Level 4	72	77	73	74
5	Wellbeing Advocate Level 1	62	63	60	61
6	Wellbeing Advocate Level 2	66	67	69	67
7	Average Age Total	64	67	65	65.8



Gender by Training Stream

	Region 1		Region 2		Region 3	
	Male %	Female %	Male %	Female %	Male %	Female %
C1	64	36	74	26	65	35
C2	50	50	74	26	60	40
C3	75	25	50	50	63	38
C4	0	0	0	0	0	0
W1	48	52	65	35	50	50
W2	64	36	50	50	38	63
Total	56	44	70	30	58	42

Gender by Accredited Advocates

	Region 1		Region 2		Region 3	
	Male %	Female %	Male %	Female %	Male %	Female %
C1	56	44	64	36	73	27
C2	75	25	79	21	89	11
C3	65	35	75	25	94	6
C4	0	0	0	0	100	0
W1	67	33	75	25	46	54
W2	63	37	66	34	70	30
Total	66	34	72	28	76	24

Nominations for New Training versus RPL (By Year)

	2016	2017	2018	2019	2020	2021	2022	2023	Total
In Training	101	373	405	386	332	328	306	97	2328
In RPL	99	482	364	227	26	27	61	21	1307
Total	200	855	769	613	358	355	367	118	3635

Note: ATDP commenced in July 2016

Note: In 2017, 2018 and 2019 we had a large percentage of advocates who were trained in the previous program (TIP) and applying for Recognised Prior Learning (RPL) under the CiMA. The number of nominations for ATDP training declined for years 2020, 2021 and 2022 due to COVID.

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

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

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

Region 1	Region 2	Region 3	TOTAL
169	169	122	460

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

Region 1	Region 2	Region 3	TOTAL
77	78	47	202

RTO Update



Recognition of Prior Learning (RPL)

In the Jan 2023 ATDP Update, I outlined the process used for candidates being assessed via the RPL pathway. RPL is designed as an alternative assessment methodology for experienced Advocates who have developed the skills and knowledge required by the Course in Military Advocacy units of competency by means other than through the ATDP. The ATDP RPL process was designed primarily for practicing Advocates trained under the Training and Information Program (TIP) to gain ATDP recognition.

It appears that some ESOs are enrolling candidates on the training pathway, having them complete the eLearning packages associated with a unit of competency, complete several of the workplace experiences required in the WEL so that they can produce the minimum evidence requirements, then requesting a transfer to the RPL pathway.

The result of this practice is a growing number of RPL candidates failing to meet the assessment standards required of the units of competency and being returned to the training pathway. Those who have been successful in their assessment have demonstrated only the bare minimum of skills and knowledge to be assessed as competent.





When a candidate is nominated by their ESO for a specific unit of competency, the ESO is to select either the Training pathway or the RPL pathway. The RPL pathway should only be selected if the candidate already possesses **ALL** of the skills, knowledge and experience required of that unit of competency and is able to produce **ALL** of the required evidence of their Advocacy practice at that level. If the candidate does not meet these requirements, they should be nominated for the Training pathway.

Transfer to the RPL pathway will only be approved under exceptional circumstances.

Advocate/ESO Consultation – Combined Level 1

A Discussion Paper providing background to the proposed combining of Level 1 Compensation and Wellbeing Advocacy training has been distributed to the ESO network. Feedback of the proposal has been sought, to be concluded with several online Discussion Forums to be conducted in early May.

A copy of the Discussion Paper is attached and may be distributed widely to Advocates and ESOs. Written feedback is welcomed – please forward to the ATDP National Training Manager at darryl.proud@majortraining.com.au. Written feedback should be provided by no later than 30 April 23.

Those who wish to participate in the online Discussion Forums, please provide your email address and preferred date/session to the ATDP National Training Manager at darryl.proud@majortraining.com.au by no later than 27 April 23. The Discussion Forms will be conducted on Zoom on 2 and 3 May 23 at the following times:

2 May 23

Session 1 – 10.00 to 11.30 am

Session 2 – 2.00 to 3.30 pm

3 May 23

Session 3 – 10.00 to 11.30 am

Session 4 – 2.00 to 3.30 pm

Darryl Proud
National Training Manager
Major Training Services Pty Ltd



Region 1 Update – QLD, NT

Communications

I wish to start by encouraging all ESO personnel and advocates providing services to veterans to regularly check the ATDP Website as there are several new communication documents that enable one to be updated with DVA news and changes to processes. The Advocacy Newsroom and ATDP Newsroom are produced by DVA to communicate important issues and are prominently displayed on the Home Page. The Advocacy News and ATDP Update are available on the right-hand side of the Home Page under ATDP Communications and provide the most direct communication to advocates as it has articles from Regional Managers, National Training Manager and CPD manager.



ATDP Update Presentations

I have managed to visit Far North Queensland and the Wide Bay Region. After presenting an ATDP Update presentation, the discussions have been around revitalising Communities of Practice and general training issues. I am prepared to visit other locations, especially in the South-East corner and would welcome invitations by any ESO that could provide a venue for their management and advocates to attend, plus invite others from nearby ESOs. Encouraging advocates to work together and support smaller ESOs is the goal, with the need for mentors in several locations.

Mentor training workshops

Only a small number of advocates are putting themselves forward to mentor. I encourage those mentors that did an RPL at Level 2, which included mentor training, to nominate for the one-day online workshop so they are up to date with current processes. The workshop is supported by a Mentor Handbook, which provides ongoing support. There are 3 CPD points allocated to this training. I recognise that it may be necessary in the future to have some BEST funding points available for those ESOs that provide mentors as it takes some time away from processing claims. This has been raised with the BEST Funding Committee. However, mentoring is an essential ingredient of workplace training.

Consolidation and Assessment (C&A) Feedback

It is important that the National Training Manager receives accurate feedback about the effectiveness and value of this C&A process. All sessions are held online at this time and current indications are that candidates feel the process is effective. However, there has been some discussion about other ways to do this finalisation of the Unit. Please participate in the feedback process as you are involved.

ATDP e-learning

Some mentors are encouraging their mentees to do a personal enrolment in DVA Train. This process does not link with ATDP e-learning and is not recognised. It is important that the PSO or Regional Mentor enrolment is followed if the completion of the particular package is to be recorded. Failure to follow the proper pathway causes potential repetition of the package and it causes considerable difficulties within the system.





Statistics

Statistics that are being promulgated about advocacy are very dependent on the accuracy of information provided by ESOs. One of the roles that the nominated person in the ESO has is to maintain an accurate register of those persons who are actively involved in both training and post training advocacy. Archiving is a process that can be used when people take a break from active involvement, which can easily be reversed when they return.

Dr Bob Grandin
Regional Manager
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0409615948

Region 2 Update – NSW, ACT, WA

Regional Support Group 2 Update – WA, ACT and NSW

At the most recent RIG2 (now re-badged to Regional Support Group 2 (RSG2)) Meeting, Lorraine Gray announced her resignation from the position of RM2. I would like to thank Lorraine for her diligence and hard work in supporting Veterans and their Families as an Advocate and as the RM2.

After Lorraine's resignation, an Interim RM2 (myself) was nominated while the Selection process for the next RM2 was enacted. This process will conclude late April this year after the applications for the RM2 position have been considered by the Selection Panel.

My objective as the Interim RM2 is to work on issues such as the statistical validity of data on Advocates' demographics, working with Bob (RM1) and Roger (RM3) to establish structure and standardisation to the RSG organisation and closely collaborating with DVA.

As the Interim RM2, I am deeply concerned by the Advocate statistics available and the variations between those statistics which contradicts what ESOs and Advocates are reporting to me. The following Table (Table 1) has been provided by ATDP and is correct as of 18 Apr 2023:

ESO Advocate ATDP qualifications by ATDP highest level. Data correct: 18 Apr 2023	Level 1 (work under supervision)	Level 2 (Primary claims and reviews)	Level 3 (VRB)	Level 4 (AAT)	Total
Wellbeing (W) Advocates	42	202	N/A	N/A	244
Compensation (C) Advocates	100	185	46	5	336
Advocates with both W and C qualifications	C1/W1	C2/W1	C3/W1	C4/W1	
	11	9	4	0	24
	C1/W2	C2/W2	C3/W2	C4/W2	
	7	54	24	8	93
Totals	160	450	74	13	697

Table 1 – Advocate ATDP qualifications

However, other statistics and data on ESOs, such as those that appear in the [Advocate Register](#), are misleading to vulnerable Veterans and their Families. DVA, ATDP and the RSGs are working together to

define our Advocate statistics and to provide this data through the Advocate Register to assist Veterans find the most appropriate Advocate in a locality close to them.

Correct and accurate statistics on Advocates' demographics is important. A great Industrialist, Peter Druker, once stated, "if you can't measure it, you can't manage it".

In RSG2 there are currently 105 Level 1 Compensation Trainees, however 32 of the Trainees have not recorded any hours in the completion of their Work Experience Logbooks. One Trainee began their training journey in September 2019 and has not yet completed the course. Data such as this raises red flags over Trainee support and Mentor support.

Thank you for your dedication and support to Veterans and their Families. Please feel free to email me with your concerns and thoughts on improvements to the ATDP.

Geoff Harrison
Regional Manager RSG2
rm2@atdp.org.au

Region 3 Update – SA, Tas, Vic

"Tell me and I forget, teach me and I may remember, involve me and I learn."

— Benjamin Franklin



ATDP Governance And Management

The Department's ATDP organisation is supported in the Regions by Regional Support Groups.

And while the Department's policy on the role of Regional Support Groups (RSGs) is still being refined, it is fair to say that it includes supporting the objectives of the ATDP in our Region and providing feedback to the Responsible Director, David Cunningham, in DVA. In Region 3 we (the RSG) perhaps see ourselves as a source of support for ESOs and Communities of Practice wherever possible.

Our RSG presently has six 'members' representing the three States (SA, Tas and Vic) and belonging to a cross section of ESOs including the RSL, VVAA, Legacy and the Submarine Association of Australia. Any of us can be contacted on ATDP related matters and you can be sure relevant suggestions/criticism will be passed on to DVA at the appropriate level. Our six RSG members are also qualified Trainers and Assessors and experienced advocates in either Wellbeing or Compensation (or both). I have included our contact details at the end of this article.

Assessment Status Report

Candidates panelled for Consolidation & Assessment	Candidates ready for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
1x Compensation Level 1	7x Compensation Level 1 1x Wellbeing Level 1 2x Wellbeing Level 2	3x Compensation Level 1 2x Compensation Level 3 2x Wellbeing Level 1 3x Wellbeing Level 2





Mentor Notifications (C&A)	New Enrolments	Archived
4x Compensation Level 1 1x Compensation Level 2 2x Wellbeing Level 1 3x Wellbeing Level 2	9x Compensation Level 1 2x Compensation Level 1 (RPL) 1x Compensation Level 2 1x Compensation Level 3 2x Wellbeing Level 1 1x Wellbeing Level 1 (RPL) 2x Wellbeing Level 2	<u>Training</u> 7x Compensation Level 1 2x Compensation Level 2 2x Wellbeing Level 1 <u>Accredited</u> 1x Compensation Level 3 2x Wellbeing Level 2
SOA Issued	Program Attendance	Workshops Completed
1x Compensation Level 2 2x Wellbeing Level 1 4x Wellbeing Level 2	2x Compensation Level 1 2x Compensation Level 2 x Compensation Level 3 1x Wellbeing Level 1 4x Wellbeing Level 2	3x Mentor Workshop

Qualifications Obtained

Kieran	VIC	Wellbeing Level 1
Paul	SA	Compensation Level 1
Gail	VIC	Wellbeing Level 1
Anthony	VIC	Wellbeing Level 2
Greg	TAS	Wellbeing Level 1
Melissa	SA	Wellbeing Level 2
Lynette	VIC	Wellbeing Level 2

Congratulations to you all on bringing your hard work to fruition.

Continuing Professional Development

While several aspects of ATDP and its management continue to frustrate me, I seldom lose my temper or get visibly angry, because I understand that the Department's corporate memory and understanding of ATDP and TIP has declined considerably due to Staff movements and internal changes of management responsibility. But I do lose my temper and get angry with the thoughtlessness and lack of consideration for their ESOs and fellow veterans, of advocates who don't think they need to engage in CPD.

Why ? Is it not a matter of personal choice ? No !! Advocates who 'practice' with the authorisation of their ESO and do not remain current are certainly in breach of their ESO's Professional Indemnity insurance cover if they are relying on VITA and probably in breach with any other underwriter. I am not a lawyer but I am guessing two of the possible outcomes if an advocate is not current and a veteran or



their family decide they need to take action against the ESO to recover financial loss arising out of the actions of an authorised advocate:

- a. The Underwriter advises that the policy has not been complied with, the ESO denies liability and names the advocate as a co-respondent thereby exposing him/her to financial liability for the loss; or
- b. Or VITA (or the Underwriter) meet the claim, resulting in premium increases for everyone – even though they have been doing the right thing.

Of course that is not to mention that the advocate has failed to meet the obligation to act professionally and provide veterans and their families with a high standard of service.

The CPD Year concludes on 30th June. On that date some ‘advocates’ will accrue a third “**IN ARREARS**” – for a few it will be their fourth !! Being ‘IN ARREARS’ for three successive years renders an advocate ‘NOT CURRENT’. And that opens up the scenario above in relation to insurance.

The system was originally designed so that advocates who were ‘NOT CURRENT’ were automatically removed from the information presented to a person searching for an advocate in the Advocacy Register. Over time, some advocates have ‘slipped through’ and Department is presently undertaking a 100% check to ensure that the Register is up to date and continues to be a reliable source of information for those looking for a qualified advocate.

Not that insurance should be a reason to undertake CPD. We should not be practicing if we do not strive to keep up to date so that we provide the highest standard of advocacy support to our veterans and their families. They deserve no less.

Claims Processing (II And Pi)

At a time when most businesses seem to be having trouble recruiting the Department is to be congratulated for having managed to increase the number of delegates by over 75 percent in the past nine months or so. Of course this comes with increased risk of newly trained or inexperienced delegates making mistakes which may not be picked up by Team Leaders and eventually make their way to the veteran, dependants or the Representative in the Decision.

Notwithstanding, the Department is now making positive inroads into the claims backlog with under 30,000 claims in the queue now, as advocates we all need to be vigilant in checking **ALL** aspects of decisions, including PI calculations under all Acts and incapacity assessments by Medical Advisors.

While much of the claims/decision making process is automated the ‘old’ Garbage-In Garbage-Out principle is still applicable.

It is to be hoped that, in such circumstances, the Department will exercise greater flexibility in considering s.31 (VEA), s.347 (MRCA) or s.62 (DRCA) reviews of decisions with such errors.

In The Region

I had the pleasure of catching up with some of our Adelaide advocates a few weeks ago. Our Director, David Cunningham and I were able to visit the Repat Veterans’ Wellbeing Centre at Daw Park where mainly Plympton RSL members provide wellbeing and compensation advocacy services. Bill Highnet and Tich Tyson have a great facility there in the SA Repat Health Precinct.



We were able to provide ATDP briefings not only at the Repat Veterans' Wellbeing Centre but also the Salisbury RSL and finally at RSL SA headquarters to which all ESOs/advocates were invited. All in all a very worthwhile interaction re-connecting with our advocates and ESOs at the 'sharp end' and some very useful feedback particularly in respect of statistics relating to the uptake of ATDP and the provision of advocacy services to veterans and their families.

Until the next Update,

Stay healthy and keep safe.

Regional Support Group – Region 3

Regional Manager (RM3)	Roger Greene	rm3@atdp.org.au
Regional Mentor (Compensation) SA	Ray Kemp OAM	rr.kemp@icloud.com
Regional Mentor (Wellbeing) SA	Tich Tyson OAM	tich@plymptonvc.org.au
Regional Mentor (Compensation) Tas	Garry Beven	garry_beven@live.com.au
Regional Mentor (Wellbeing) Tas	David Waddle OAM	davnol@bigpond.com
Regional Mentor (Compensation) Vic	John Horan	johnhoran6@bigpond.com
Region 3 Program Support Officer (PSO) SA time, 8.30-4.00, Mon-Fri	Phil Boys	atdp.pso3@dva.gov.au



Roger W Greene OAM JP
Regional Manager
Region 3 (SA, Tas, Vic)
Phone: 0411 431 189



ATDP Newsroom

Have you looked at the Advocacy Community News Tab recently?



We have been looking at ways to keep you informed! So further to our regular ATDP Update and Advocacy Newsletter, there are 2 'Newsrooms' - DVA Advocacy Newsroom and an ATDP Newsroom on the ATDP Website.



The ATDP Newsroom has articles such as important messages from the RTO.

Just scroll down the page to read each new article.

Of course we would also love to hear those wonderful and encouraging advocacy stories of what you are achieving and doing out in your communities. It's easy to get caught up in the 'work', so take time to reflect on the outstanding achievements and feel free to let us – and your colleagues - know what you're up to.

If you have any comments, please email ATDPEnquiries@dva.gov.au



Articles in the Newsroom include:

DVA Train Accounts

When you engage with training at ATDP, you will first receive your login details for the ATDP Online Portal. This is where you will find your Workplace Experience Logbook (WEL). At the beginning of your training journey, the ATDP Program Support Officer (PSO) will create an e-learning DVA Train account for you and you will be sent a separate email with login details. *You do not need to create your own DVA Train account through DVA.*

Please contact your region's PSO for further information.

Mentor "How To" Guide

As a mentor are you a bit rusty on what to do on the ATDP Online Portal for your mentee? We've had some recent Frequently Asked Questions which we have put into a simple and easy to follow Mentor Admin "How To" guide. It outlines the online tasks that are required from the Mentor.

The guide is located on the front page of the ATDP Website within Program Support Box. Click here for the direct link: [ATDP – Mentor Admin](#)

Quick Links

<p>ATDP ENDORSED CPD EVENT APPLICATION FORM</p>  <p>This form is to be used by the event convenor to apply for ATDP recognition of a CPD event.</p> <p>Click here</p>	<p>Program Support</p>  <p>Look here for notes on the operations of ATDP and for 'How to' Guides</p> <p>Click here</p>	<p>Manage Your ESO</p>  <p>Click here</p>
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ATDP Contacts

For all general enquiries: ATDPENQUIRIES@dva.gov.au	
<p>Amanda Williams / Steven Hayter Region 1 Program Support Officer <i>(PSO1)</i> – Qld/NT ATDP.PSO1@dva.gov.au 0472 704 592 SA time, 8.30-4.30, Mon-Fri</p>	<p>Dr Bob Grandin Regional Manager <i>(RM1)</i> - QLD/NT rm1@atdp.org.au 0409 615 948</p>
<p>Samone Mason Region 2 Program Support Officer <i>(PSO2)</i> - NSW/WA/ACT ATDP.PSO2@dva.gov.au 0472 674 665 AEST time, 9.00-5.00, Mon-Fri</p>	<p>Geoff Harrison Interim Regional Manager <i>(RM2)</i> - NSW/WA/ACT rm2@atdp.org.au</p>
<p>Phil Boys Region 3 Program Support Officer <i>(PSO3)</i> – Vic/SA/Tas ATDP.PSO3@dva.gov.au 0472 704 948 SA time, 8.30-4.30, Mon-Fri</p>	<p>Roger Greene OAM, JP Regional Manager <i>(RM3)</i> - VIC/SA/TAS rm3@atdp.org.au 0411 431 189</p>
<p>Elizabeth Owen Program Support Team Leader elizabeth.owen@dva.gov.au 0499 982 381 SA time, 8.30-4.30, Mon-Fri</p>	

