



ATDP Update! *June 2023*

Message from the ATDP Team

Well, it's been a busy couple of months and hard to believe that we've already reached the half way mark for 2023!

We had the pleasure of meeting with our three Regional Managers on the 25 May to discuss the program and prioritise areas for focus over the next financial year. Some key activities that we have undertaken in the past two months are below:

Audit

We have now sent out emails to all individual advocates, trainees and authorised representatives to confirm their ongoing participation as an advocate or trainee.

As of 26/06/2023, we have had responses from:

96% of all accredited advocates

87% of all trainees

So far we have had 56 advocates confirm that they are no longer practicing and 17 trainees confirm their withdrawal from their allocated training program.

Our PSO's have started to reach out via phone to all non-respondents.

The final stage of the audit will be to contact all Authorised Representatives to confirm ESO contact information.

We thank you for your support and confirm that results will be published at the end of the process.

Multi-Factor Authentication Implementation

We are committed to ensuring the protection of your information that is contained in the Online Management System (OMS) via the ATDP Portal. As advised in our [ATDP Newsroom](#) DVA has introduced multi-factor authentication to ensure that the personal data located via the ATDP Portal remains secure.

Effective 20 June, all users of the ATDP Portal will have noticed a change in the login process.

Every user of the ATDP portal received an email confirming the new process. These instructions are also available on the [ATDP Website](#) within the Program Support "How To" section (located near the bottom of the page). The direct link is here: [MFA Guideline for users.pdf \(atdp.org.au\)](#).

We thank all Regional Managers and Regional Mentors for their support in testing the process!



CPD Workshop

As discussed in our last newsletter, we are working towards confirming dates for a CPD workshop to ensure material is available that meets the current needs of advocates and VITA. Further updates will be provided.

We'd also like to take this opportunity to continue to thank you for the amazing support that you provide our veteran community. We truly appreciate all that you do.

Don't forget that our PSO's are available to support you with any issues. For any queries or support please contact us at ATDPEnquiries@dva.gov.au.

Michelle Higgins

Assistant Director – ATDP Program Delivery

From the Development Team

Review and update of ATDP e-Learning courses in DVA train

ATDP specific e-learning courses in DVAttrain have been updated to ensure the content is current and fit for purpose. Please contact ATDPEnquiries@dva.gov.au if you need support-accessing DVAttrain.

Businessline Newsroom on ATDP website

DVA has established a dedicated newsroom for Businesslines on the ATDP website. This newsroom contains DVA Businesslines, which provide information about changes and updates in DVA legislation, policies and programs that may be of interest to the advocacy community. The Businesslines can be accessed in PDF format here: <https://web.atdp.org.au/businessline>

QUEST Newsroom on ATDP website

DVA has established a dedicated newsroom containing DVA Quarterly Update - Education, Support & Training (QUEST) videos which provide information about changes and updates in DVA legislation, policies and programs which may be of interest to the advocacy community. This is a trial initiative and videos can be accessed here: <https://web.atdp.org.au/quest>

Development and Implementation of C1W1 Program

Following the release of the discussion paper, an online consultation workshop was held on 26 May 2023 between MTS and members of the advocacy community. A number of approaches for delivering the training have been provided to the National Training Manager, alongside multiple pieces of feedback provided from the advocacy community. Further information on the design and structure of the course will be available in due course. Further information from the RTO can be found below under the RTO update and on the [ATDP Newsroom](#).

Changes to the DVA Website – Increased Visibility for Advocacy

ATDP is currently working with DVA web services to increase the visibility of the advocacy community and the ATDP program on the DVA website. ATDP has been added to the ‘quick links’ section at the bottom of all pages, and further work is underway to ensure advocacy services are easier to locate. We hope to have these changes live on the DVA website in the near future.

Program Support

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

Snapshot of Total Number of Advocates broken down by Units of Competency

Stream	Level 4	Level 3	Level 2	Level 1	Total
Compensation (C) advocates	4	44	176	99	323
Wellbeing (W) advocates	0	0	190	39	229
Advocates with both Compensation and Wellbeing qualifications	C4/W1	C3/W1	C2/W1	C1/W1	
	0	1	6	7	14
	C4/W2	C3/W2	C2/W2	C1/W2	
	8	27	51	10	96
Total					662

Trainees currently undertaking Units of Competency (trainees counted more than once if undertaking more than one UoC)					
Total number of unique trainees = 452					
#	Name of Competency	Region 1	Region 2	Region 3	Total
1	Compensation Advocate Level 1	84	94	47	225
2	Compensation Advocate Level 2	37	30	19	86
3	Compensation Advocate Level 3	9	9	8	26
4	Compensation Advocate Level 4	0	0	1	1
5	Wellbeing Advocate Level 1	59	50	25	134
6	Wellbeing Advocate Level 2	12	2	7	21
7	TOTAL NUMBER OF UoCs	201	185	107	493

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

Total number of unique accredited advocates = 663

#	Name of Competency	Region 1	Region 2	Region 3	Total
1	Compensation Advocate Level 1	96	51	43	190
2	Compensation Advocate Level 2	133	107	77	317
3	Compensation Advocate Level 3	37	26	21	84
4	Compensation Advocate Level 4	3	4	5	12
5	Wellbeing Advocate Level 1	48	16	30	94
6	Wellbeing Advocate Level 2	115	85	86	286
7	TOTAL NUMBER OF UoCs	432	289	262	983

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	60	58
2	Compensation Advocate Level 2	63	69	68	66
3	Compensation Advocate Level 3	67	68	67	67
4	Compensation Advocate Level 4	72	77	73	74
5	Wellbeing Advocate Level 1	62	62	60	61
6	Wellbeing Advocate Level 2	66	67	69	67
7	Average Age Total	64	67	66	65.9

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	12

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

Region 1	Region 2	Region 3	TOTAL
160	151	119	430

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

Region 1	Region 2	Region 3	TOTAL
72	69	46	187

RTO Update



Advocate/ESO Consultation – Combined Level 1

The consultation stage with ESOs and Advocates has concluded. Feedback on the Discussion Paper was received from 10 ESOs and 21 individual Advocates, while 6 individual Advocates participated in an online discussion forum. While the feedback spanned the full spectrum of options (from no change to the status quo to a total revamp of Level 1 training), the majority of feedback pointed to a requirement for combining much of the knowledge requirements for Level 1 Advocates, but not the full skills requirements.

In other words, while there are some common skills and knowledge required by both streams, the majority of Wellbeing Advocates wanted to know about compensation but did not want to be involved in lodging claims, while the majority of Compensation Advocates wanted to know about the support Wellbeing Advocates could provide but did not want to be involved in developing and implementing wellbeing support plans. This was backed up by the majority of feedback from ESOs, particularly those who provide separate Compensation and Wellbeing support services.

We have commenced the Design phase, assessing various models for providing flexible training options to satisfy the needs of both ESOs and individual trainee Advocates. More information on the way forward will be provided shortly.

Attendance on C&A Programs

The ATDP PSOs have received a number of requests from ESOs and individuals to allow some flexibility for trainees attending C&A programs. The issues relate to an individual's inability to attend three or four consecutive days of training due to family or work commitments or health problems.

While it is preferable for trainees to attend all days of a C&A consecutively, flexibility can be provided on a case-by-case basis. For example, a single parent unable to commit to 3 three consecutive days could be approved to attend one day on each of three C&A programs. Requests with justification should be directed to the Regional PSO and will be considered on a case-by-case basis.

Portfolio of Evidence Checklists

Portfolio of Evidence Checklists we introduced in response to a number of candidates attending either a C&A Program or RPL Workshop without the evidence required to complete their assessment. The requirements for evidence to be provided at a C&A has now been built in to WELs, either at individual milestones or as the last milestone in the WEL, so a separate Portfolio of Evidence Checklist is no longer necessary.

For candidates completing WELs that include Portfolio of Evidence requirements, the mentor's signoff of the completed WEL will be sufficient assurance that the required evidence has been compiled. For candidates completing older WELs, both the candidate and mentor will be of the reminded of the Portfolio of Evidence requirement when the candidate is invited to attend a C&A program.

ATDP Validation of Assessment

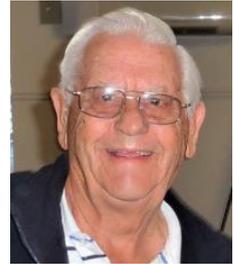
As part of its responsibilities as a Registered Training Organisation, MTS is conducting a Validation of Assessment Workshop during the period 15-16 Jun 23. The purpose of this workshop is to review assessment judgements and tools as a quality review of the units of competencies that form NAT11019 Course in Military Advocacy, to ensure valid assessment judgements are consistently being made by the ATDP assessors.

A valid assessment judgement confirms that an advocate possesses all the knowledge and skills described against the training product they have been assessed against and the assessment tools have produced valid, reliable, sufficient, current and authentic evidence.

The Workshop will involve MTS staff, ATDP assessors and an independent validation expert.

Darryl Proud
National Training Manager
Major Training Services Pty Ltd

Region 1 Update – QLD, NT



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 forms the basis of 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.

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. It is also necessary for VITA purposes to ensure that CPD is being completed at the required rate. DVA is currently checking with everyone on the Advocate Register on their currency of information.

Communications

I wish to again encourage 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 update with DVA news and changes to processes. The ATDP Update is 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.

Training

Forums have been held and it is hoped to run a pilot Level 1 course in the near future. A CPD workshop is planned to update this process.

Bob Grandin

New Regional Manager for Region 2

Lorraine Grey recently resigned as the Regional Manager for Region 2. Lorraine took on the position in October 2021. A big thanks to Lorraine for her contribution and support of the ATDP!

Following a formal selection process, we can now confirm that Geoff Harrison is the new Regional Manager for Region 2. Congratulations and welcome to the team!

Region 2 Update – WA, ACT, NSW

I have been in the Regional Manager's position for one month and it has been hectic learning the personalities and the duties of the positions. Thanks to those people I have recently met and have assisted me in this journey.

Continuous Professional Development (CPD)

During my travels, CPD and the maintenance of the points requirement has been a large part of my discussions. During the recent DVA and RMs meeting it was revealed there are approximately 690+ Advocates on the ATDP Advocates Register (AR) of which 140+ Advocates are classified as 'Not Current'. Not Current means the Advocate has not maintained their CPD points requirement. The 140+ Advocates can potentially, from 01 Jul 2023, be removed from the AR. DVA and the RMs are discussing ways to overcome this.

With the constantly changing Military Veterans sector it is vitally important for Advocates to maintain (and improve) their professional competence through CPD. If an Advocate is not current, then they run the risk of providing incorrect (or out of date) guidance to our Veterans and their Families. This can potentially lead to a Veteran initiating legal actions against the Advocate AND their ESO. The ESO AR Authorised Person(s) are responsible for ensuring their Advocates maintain their CPD currency and if not, the Advocate is removed from the AR.

During the DVA and RMs Meeting it was also agreed that the ATDP CPD system needs reviewing and updating. The review will include: refreshing and adding to the current ATDP online CPD events; and reconsideration of the CPD points allocation process.

Touchpoints

I aim to visit as many Advocates and ESOs as possible to listen, assist and to educate. I have attended:

- The DVA and RMs meeting on 25 May 2023
- The PVA National Conference on 26 May 2023

- RSL NSW Laurieton Sub-branch on 28 May 2023 to provide an ATDP update including discussion on the:
 - Act Harmonisation project.
 - The proposed Combined Level 1 Advocate course.
- The ESO Forum on 30 May 2023 organised by RSL Australia and was attended by a number of prominent ESOs. The foci of the Forum were:
 - Establish the framework for a peak body for the ESO sector to represent and advocate the needs of ESOs, and Australian veterans and their families.
 - Map and categorise the services ESOs deliver, and provides measurements of service quality to assist veterans navigating service needs and providers.

Discussion during the Forum was diverse and lively. The three Royal Commissioners strongly recommended the need for a Peak Body to be established as a strategic level advocate body for the Military Veterans Advocacy sector. The Forum discussion focused on Veterans and ESOs but unfortunately did not mention the ESO Advocates. As one of the few practising ATDP Advocates in attendance, I reminded the Forum of the need to consider Advocates and their representation in the formation of a Peak Body. The results of the Forum are still being developed by RSL Australia, more to follow...

What's coming up:

- I will be visiting Advocates and ESOs in WA during the week 26 to 30 June 2023.
- I will be visiting Advocates and ESOs in ACT and NSW during July 2023.
- CPD Forum – date to be advised.
- Combined Level 1 Advocate Program– date to be advised.

Who is your RM2?

I thought it pertinent to provide a short (and potentially boring) bio for your knowledge. Prior to my military career, I qualified as High School Teacher in New South Wales (NSW) and taught in a number of High Schools in the Sydney Region as an Industrial Arts Teacher.

I served in the Australian Army as an Officer for 30+ years as a Logistician and Training Specialist in the Royal Australian Corps of Transport. Highlights from my military career include deployments to the Middle East and Europe, the first Army Registered Training Organisation (RTO) Manager, and assisting in the development of PMKeyS and the ADF Learning Management System.

After transition from the military, my civilian career has included Learning and Development Specialist, Aviation Security Specialist and RTO Manager for a number of large organisations. I have a Masters in Instructional Systems Design and a couple of Teaching Degrees.

My Veteran Advocacy passion began in 1992 and I am now a Wellbeing and Compensation Advocate and a Mentor qualified and accredited with ATDP. I am also the Coordinator of the Mid North Coast Veterans' Advocates' Community of Practice representing Advocates from Grafton to Bulahdelah in NSW. As you know, I recently assumed the role of Regional Manager for Region Support Group 2 which covers New South Wales, Australian Capital Territory and Western Australia.

I am currently a member of the following Ex-Service Organisations:

- Veterans' Wellbeing Network Mid North Coast (VWNMNC),
- Australian Peacekeepers and Peacemakers Veterans' Association (APPVA), and

- RSL NSW Wingham Sub-branch.

In my spare time, I manage and practice from the Midcoast Wellbeing Centre which is part of the VWNMNC networked Veterans' Wellbeing Centres. The Midcoast Wellbeing Centre is located in Taree NSW.

Quote for this Update

*"The ultimate measure of a man is not where stands in moments of comfort and convenience, but where he stands at times of challenge and controversy. The true neighbor will risk his position, his prestige, and even his life for the welfare of others. **The time is always right to do the right thing.**"*
Martin Luther King Jr.

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
M: 0499 799 351

Region 3 Update – SA, Tas, Vic

"Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young." — Henry Ford



Congratulations

I guess we all know one or more advocate or other volunteer that we quietly wonder how they manage to get so much done helping our veterans and their families. It has continued to amaze me over the years the untiring effort they manage to put into their volunteer work. So, it was very pleasing to see three of our advocates recognised for their support of veterans and their families in the recent King's Birthday Honours List with the award of the Medal of the Order of Australia (OAM):

Lorraine from New South Wales, Wellbeing Advocate - President of the Partners of Veterans Association, NSW branch for 15 years.

Joe from Queensland, Level 3 Compensation Advocate and President of the Tweed Heads – Coolangatta RSL from 2006 – 2019

Raymond from Queensland, Wellbeing Advocate - President of the Naval Association of Australia, Queensland Section 2017 – 2022

Congratulations from all of us involved in Veteran Advocacy and may you continue to serve for many years yet.

Happy Birthday

1st July marks the 7th Birthday of the Advocacy Training and Development Program.



It would be fair to say that the program's success over the 2016 to 2020 period, in the face of strident opposition from self-declared 'experts', was due largely to the efforts of Regional Managers and the unwavering support of the Department through the Project Manager, Wayne Stidston PSM and the three Administrative Support Officers (ASOs) who, initially, directly supported the Regional Managers. Not forgetting the very important role of the National Training Manager, Greg Hoving, the RTO's lead, Darryl Proud and the dozen Trainers and Assessors who embraced the program and, in many cases, responded quickly to the need to obtain additional qualifications such as Certificate IV in Training and Assessment.

That COVID-19 was a significant contributor to the loss of momentum of the program from March 2020 is undeniable. But then COVID has also been responsible for curtains fading, the price of petrol and the housing shortage. However, undeniably, the assumption of governance and management of the Program by the Department on 24th June 2021 has not seen the resurgence that might had been hoped for. The re-building of the program has not been assisted by the continuing changes of management in the Department and the apparent lack of any agreed development plan for ATDP.

The 'slow down' in volunteer participation, coincident with the Department 'taking over' the ATDP rather than 'supporting' it and the resultant 'shortage' of advocates in the field, has seen the emergence and flourishing of several fee-for-service businesses. These businesses continue to 'soak up' qualified advocates from ESOs that would otherwise be providing free support.

Let us all strive to ensure that free, professional, advocacy support remains available for our veterans.

Mentoring and Privacy

Looking back at some old issues of the Update, which are freely available to the public on the homepage of the DVA website, I came across the following report by RM 1, Dr. Bob Grandin in June 2021:

"The pilot of the TAED404 '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.

The list of advocates and their contact details which was included in the June 2021 Update is not included here as the availability of those listed and their contact details has changed but the June 2021 Update is available on the ATDP website.

The above program was delivered over two days and the many different opinions and approaches to mentoring being practiced in the ATDP were vigorously discussed by the attendees highlighting the benefits of such face-to-face opportunities in the learning environment.

Unfortunately, in my view, we are no longer offering TAEDEL404 within the ATDP. Nevertheless, there is a very good one-day online program that has been developed by Dr. Bob and the RTO to provide an advanced understanding of the importance of mentoring. If you are interested in having a deeper understanding of learning types and mentoring techniques I encourage you to enrol in the one-day 'Mentoring Workshop'. Apart from increasing your understanding of learning and mentoring you will also earn a CPD credit of 3 points.

As an aside, the above highlighted to me the apparent change in the Privacy Legislation since DVA assumed management of the Program and which I am advised means we are no longer able to publish advocates full names, ESO and qualification, in the Update.

Regional Managers' Meeting

Our third Regional Managers' meeting took place in Melbourne last month and the main business was assisting DVA in determining the priorities for their work on ATDP in the coming year.

In highlighting the achievements so far this year the we were advised of:

- The RTO 'workaround' for candidates whose ESO has insufficient veteran throughput to complete their WEL.
- DVA and ATDP Newsrooms added to the DVA website (and there is now also a DVA Businessline Newsroom and a DVA QUEST Newsroom which make available to advocates two of the communication modes that are used to deliver information to delegates).
- Tidying up the ATDP website – we were also advised that to do a complete redesign would require shutdown of the current site. (This would be news to website designers – even the ones who do the DVA website)
- The RTO (MTS) Contract has been extended for 12 months and VITA support renewed.
- Control of access to eLearning was tightened (and Regional Mentor ability to add eLearning for candidates removed).
- The Advocacy Handbooks were updated (required because of changes to the DVA website and therefore repair of the hyperlinks).

We were also informed of the current priorities which are:

- Continuing development of combined Level 1 – unfortunately there was been minimal feedback which is very disappointing. This might be symptomatic of the general lethargy that seems to have developed around the Program.
- An ATDP promotional campaign in July/August to reinvigorate interest and participation including a DVA TV promotion.
- Multi-Function Authentication introduction – Regional Mentors first then introduction in June. This has now been implemented and went smoothly as would be expected since it has been operating on the Advocacy Register for ESO access for several years.
- The Advocate Register audit currently being undertaken – email to those on the AR to

confirm their status as an advocate (excluding CPD currency status).

- Work on a common template for Regional Manager Reports.
- Compensation Level 4 UoC development and pilot program.
- Introduction of efficiencies to RPL process – (this is more about mapping the process for inclusion in the tender docs next year when the current MTS contract expires).
- A CPD review workshop (this involves consultation to redesign the CPD approach, if necessary and may lead to a CPD Team Workshop to refresh and update the CPD Portal and incorporate any changes adopted as a result of consultation with stakeholders).
- Validating the potential for the incorporation of the ten or so new Veteran and Family Hubs into the Advocate Register
- Re-validation of the need for Wellbeing Level 3 which was identified in December 2016 at a younger veterans’ forum in Sydney.

The point was raised that easier and more visible access to the ATDP website was required from the main DVA homepage and that will be progressed too.

The National Training Manager, Darryl Proud, reported:

- Feedback on Level 1 combined Wellbeing/Compensation was disappointing. A final online meeting was held on 26th May and the Course will have three modules – a ‘Common’ one and Wellbeing and Compensation modules. (It seems there is resistance from the Wellbeing forum to learning about compensation which I find disappointing as financial wellbeing is an important part of overall wellbeing and is often the initial reason that veterans seek support from an ESO).
- The nomination process for advocates wishing to undertake Level 4 is currently suspended while the need for a ‘screening’ process for candidates is discussed and clarified. (All Level 4 advocates and a number of very experienced Level 2 and 3 advocates have been asked for input but, again disappointingly, the response has been similar to that mentioned above).

[Further on Privacy](#), an ongoing issue since DVA assumed management responsibility for the Program is the very restricted access of volunteers, particularly Regional Managers, to contact details for advocates in their Region. Contact details such as a person’s name, address, sponsoring ESO, email address and telephone number are ‘personal information’ and fall under the protective provisions of the Privacy Act (1988).

It might be difficult to argue that advocates (including those undergoing training) did not provide their details for the ultimate purpose of assisting veterans and their families in the pursuit of, or assistance with, the exercise of a legal claim.

s.16A (1) of the Act in relation to Permitted General Situations, at Item 4, purports to allow the disclosure of personal information by an entity bound under the Act in a situation where ***“The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim”***.

I make no claim to be legally qualified but to a layman it would seem that Regional Managers require such information to effectively assist with the coordination of advocacy resources in their Region for just the purpose described. It is difficult to understand why such access is denied. Of course it might also be reasonable to require volunteers having access to such 'personal information' to sign a Confidentiality Deed and have a mandatory Police check or basic security clearance such as delegates and other Contractors are required to comply with. A contrary argument put forward at the recent RMs' meeting was the 'ESOs might not want the information disclosed'.

You need to be aware that under the present restrictions Regional 'Managers' are prevented from even knowing the names of all the advocates in their Region, let alone which ESO they are associated with so being proactive in ways like contacting advocates who are 'behind' in CPD or assisting in balancing workloads across ESOs is unnecessarily difficult.

Assessment Status Report

Since the last 'Update' the following progress has been achieved in Region 3:

Candidates panelled for Consolidation & Assessment	Candidates ready for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
2x Compensation Level 1 2x Compensation Level 2 2x Wellbeing Level 2	3x Compensation Level 1 2x Wellbeing Level 1	4x Compensation Level 1 2x Compensation Level 2 2x Compensation Level 3 1x Wellbeing Level 1 3x Wellbeing Level 2
Mentor Notifications (C&A)	New Enrolments	Archived
2x Compensation Level 1 2x Compensation Level 2 1x Compensation Level 3 1x Wellbeing Level 1 1x Wellbeing Level 2	4x Compensation Level 1 1x Compensation Level 1 (RPL) 1x Compensation Level 2 1x Compensation Level 2 (RPL) 1x Compensation Level 4 2x Wellbeing Level 2 (RPL)	<u>Training</u> 4x Compensation Level 1 4x Wellbeing Level 1 <u>Accredited</u> 2x Compensation Level 3x Compensation Level 2 1x Compensation Level 3 1x Wellbeing Level 1 6x Wellbeing Level 2

SOA Issued	Program Attendance	Workshops Completed
3x Compensation Level 1 1x Wellbeing Level 1 1x Wellbeing Level 2	3x Compensation Level 1	5x Mentor Workshop

TMAPP – Transition Medical Assessment Pilot Project

Reference: <https://www.ahaconsulting.com.au/projects/tmapp/>

In response to these concerns (*due in part to delays associated with claims being submitted without the medical evidence required by the department*), the department commenced the Transition Medical Assessment Pilot Project (TMAPP) to improve the transition experience and expedite claim determination for medically transitioning ADF members.

The Pilot Project, conducted in the ACT, apparently involved veterans being assisted with claims by VSOs and the medical evidence being prepared by a team of medical officers at RMC-A. The claims were then assessed by a dedicated team of delegates in WA. Advocates (representatives) were not involved in the claims process. In response to questions the Department promptly advised:

‘Those who take part in the TMAPP are assessed by an Occupational and Environmental Physician with training in DVA claims processes, who can ensure that the necessary medical evidence is provided to those responsible for reviewing and determining the outcome of claims. Occupational & Environmental Physicians specialise in identifying occupation risks, understanding scientific principles of causation, and the impact of exposure to environmental risk factors for disease. This expert training allows them to identify, synthesise, and provide medical-scientific evidence which is relevant to the diagnosis and causation of claimed conditions’.

‘The OE Physicians were not expected to provide opinion as to whether a SoP factor was met, nor the contribution of service to the factors, as these are responsibilities of the Delegate. There was therefore no need for training in the application of SoPs nor related eligibility criteria’.

‘During the pilot program, transitioning veterans were excluded if they had already engaged with a claim representative. This decision was made to avoid duplication of effort, and to avoid the potential for conflicting evidence to be provided, which would complicate and potentially delay the determination. Participants were connected with Veteran Support Officers if there was an identified need for assistance with the logistics of the claiming process’.

At this stage there does not appear to be any information on the Project in respect of the purpose or the results on the DVA website.

As advocates, I think that we can learn from this. That a need was seen to conduct this Pilot informs us that claims that are incomplete in respect of evidence – particularly medical evidence – are a significant contributor to the delays in claims investigation/determination. Many advocates have a

policy of not obtaining a diagnosis for a condition when submitting a claim so claims are being submitted for 'sore back', 'painful knee' etc. One explanation given for this by some advocates is that when submitting a diagnosis (by an appropriately qualified medical practitioner) claims have been failing because a Departmental Medical Adviser – Compensation (MA-C) - has amended the diagnosis to a condition not claimed and the delegate rejecting the claimed condition. Clearly, submitting as much medical evidence as possible in support of a claim is in the best interests of the veteran.

Until the next Update . . .

Stay safe,



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ATDP Contacts

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