



Welcome to the Christmas 2019 edition of *Advocacy News*.

In this last edition for the year we profile two more advocates who received an Order of Australia in this year's Queen's Birthday Honours awards. Jenny Walker talks about the future of advocacy. We see how continuing professional development is tracking and learn about new features on the website and the Accredited Advocate Register. There are also some general interest articles on the Veterans' Covenant, the Kookaburra Kids initiative and the opening of the BEST round next year. We hope you enjoy this issue.

1. A message from the Chair

Once again we come to the end of another year which has seen much achieved by the Advocacy Training and Development Program (ATDP) volunteers with still some uncertainty remaining around the future arrangements for the delivery of advocacy services.

Pleasingly, both the Veterans' Advocacy and Support Services Scoping Study and the Productivity Commission Inquiry Report *A Better Way to Support Veterans* recognise the great work done by the Advocacy Training and Development Program in professionalising the training and development of advocates to date.



However, nothing is more certain than change. Therefore I have no doubt that next year will provide further challenges and opportunities for the ATDP and the Advocacy Community more broadly as the government forms a view on how best to support veterans and their families and ensure the provision of advocacy services into the future.

As you may recall in August 2016, the Recognition of Prior Learning (RPL) process for Level 2 advocates trained under the TIP program was piloted. This process has proven to be a simple way for advocates with the pre-requisite skills and knowledge, to obtain formal advocacy qualifications. To date over 600 former Training and Information Program (TIP) trained advocates have entered the program as either compensation or wellbeing advocates by this means. Around 550 of these advocates have opted to undertake a subsequent day of mentor training in order to more effectively pass on their skills and experience to the next generation of advocates. Over 100 new advocates have entered the program over the past 18 months under the tutelage of these experienced mentors with many hundreds more in the pipeline.

It is also very encouraging that these new entrants are primarily younger in age than the TIP trained cohort and represent a shot in the arm for the delivery of advocacy services into the future. I am also delighted to note that female participation in the program is also very high with women representing 47% of the enrolments for 2019.

In total, since accreditation of the Course on 28 April 2017, 750 individual advocates have been accredited and 997 Units of Competency (individual qualifications) have been issued. This represents an extraordinary effort by the ATDP volunteer Training and Assessment team who expect to reach 1,000 qualifications issued early in the New Year. Demand for ATDP programs also remains strong with RPL and Consolidation and Assessment training activities already scheduled through to June 2020.

I am also pleased to advise that the completion of the final elements of curriculum development for the ATDP Course in Military Advocacy is at hand.

All existing TIP trained advocates have for some time been able to undertake RPL for all six Units of Competency in the Course in Military Advocacy. These are Compensation Levels 1 to 4 and Welfare (to be renamed Wellbeing) Levels 1 & 2.

A Pilot was held in Adelaide from 5-8 November 2019 for the Consolidation and Assessment process for Compensation Level 3. Level 3 advocates can advise on and manage reviews of primary claims and represent clients at the Veterans Review Board (VRB). Participants came from a number of States and all of them successfully completed the program. Successful candidates included two advocates that had done all their training in the ATDP training pathway which represents another significant milestone for the program.

Further workshops were held earlier this year in Sydney to develop the Consolidation and Assessment processes for Compensation Advocate Level 4. That level is a qualification for those representing a client at the Administrative Appeals Tribunal. It is expected this program will be piloted in the New Year when sufficient numbers of candidates have completed the pre-requisite workplace experiences. This will complete the design and implementation of all elements of the curriculum apart from the proposed Wellbeing Advocate Level 3 unit.

The ATDP has also developed a Continuing Professional Development program which was launched on 1 July 2018 and I am pleased to report that it was the subject of very favourable comment by the regulator the Australian Skills Quality Authority (ASQA) during an audit earlier this year. Equally pleasing is the high participation rate of accredited advocates who have CPD obligations. This program provides a simple means by which advocates covered by their ex-service organisations (ESOs) membership of the Veterans' Indemnity and Training Association Inc. (VITA) can maintain their currency for professional indemnity purposes.

The ATDP also released the Accredited Advocate Register (AAR) earlier this year to assist clients to contact ESOs that authorise accredited advocates. The AAR database records are maintained by Authorised Persons within individual ESOs who also now have the responsibility for nominating candidates for RPL or pathway training. To make these arrangements more flexible, ESO presidents can now nominate two people for this important role and can change these nominees as circumstances require.

As in past years I would like to acknowledge the fantastic work of our volunteer Training and Assessment team ably led by our National Training Manager, Mr Greg Hoving. The team have conducted 48 individual programs this year comprising of 27 RPL programs across 6 states, including 7 in regional areas and 21 three day Consolidation & Assessment programs across 6 states, including 2 in regional areas.

I would also like to acknowledge the outstanding efforts of the Capability Framework Management Group (CFMG), the CFMG Chair Mr Roger Greene OAM and our Regional Managers Dr Bob Grandin,

Mr Ian Thompson OAM and Mr John Methven OAM. The Regional Managers provide the all-important conduit between the ATDP and ESOs and Communities of Practice within their respective areas of responsibility. I would like to especially note the contribution of Bob Grandin the Regional Manager for Region 1 who is moving onto other challenges at the end of the year. Bob has done some fantastic work in supporting Communities of Practice in Queensland and the Northern Territory and in facilitating workshops throughout the country and I wish him all the best for the future.

Finally, I would like to wish everyone in the ex-service community and especially those involved with the on-going provision of advocacy services, their families and loved ones a Happy Christmas and all the best for the New Year.

Jenny Walker

Chair, Strategic Governance Board
Advocacy Training and Development Program

2. Queen's Birthday Honours Awards 2019

Eight members of the ATDP family were recognised in this year's Queens Birthday Honours. We have already featured a number of recipients in previous issues and in this one we profile Bill Kaine and Ray Kemp. This series will continue in the March 2020 edition of the Advocacy News.



Mr William (Bill) Ernest Kaine MBE, OAM

Bill was awarded a Medal of the Order of Australia in this year's Queens Birthday Honours for his 'service to veterans and their families'. Bill told Advocacy News he considers that working with the Veteran community to be quite therapeutic. Bill is an active member of the ex-service community and was a founding member of the Tasmanian Ex-Service and Service Support Association (TESSA) which was formed in 2012. There are currently five branches of the association within Tasmania working out of Hobart, St Helens, Launceston, West Ulverstone and Huonville.

"It was a great honour receiving my OAM simply by just doing what we need to do"



Bill served in the Australian Army for over thirty six years, which included twenty six years as a commissioned officer. He enlisted in the Citizen Military Forces on 13 August 1959 and transferred to the Australian Regular Army on 6 May 1960 enlisting as a digger. After a period of service as a Private soldier he attended the Officer Cadet School in Portsea and upon graduation on 15 June 1963 was appointed to the Australian Regular army as a 2nd Lieutenant and allotted to the Royal Australian Infantry Corps.

Bill was promoted Temporary Lieutenant Colonel on 1 December 1980 and Substantive Lieutenant Colonel 22 December 1980. He was appointed a Member of the Order of the British Empire (MBE) for the development and introduction of a new and highly efficient planning and costing system for major training activities within the Field Force Command, and subsequently the Army.

He retired in 1990 and moved initially to Nelson Bay and during 1994 back to his home of Tasmania, and the town of West Ulverstone. The following year (1995) he became a member of West Ulverstone Rotary Club of which he was the President and briefly a Board member. Other achievements within Rotary included being a Paul Harris Fellow and a Public Officer throughout his time at the club. His departure from the Rotary Club was due to the requirements of his 'duties' at the Ulverstone RSL Sub-branch of which he is a Life Member. Bill is passionate about his pension advocate and welfare officer work and we congratulate him on a very well deserved award.



Mr Raymond (Ray) John Kemp OAM

Ray was awarded his OAM in the Queen's Birthday Honours List 2019 for 'service to veterans and their families'. The list of organisations he's been involved with is as extensive as it is varied. They include consultative forums such as the Veterans' Advisory Council and the South Australian Defence Consultative Group.

Ray is currently the president of the Submarines Association Australia, South Australia Branch and is also the association's national Pension and Welfare officer. Ray was a former past president, Port Adelaide sub-section of the Naval Association of Australia and is currently their vice president. He is also the state coordinator of their Military Compensation Officers.



Ray's early career was spent serving on the Oberon class of submarines as an electrical systems officer. In 2011 he started working in veteran's advocacy and is currently an ATDP Military Compensation Advocate Level 3. He is also a member of the ATDP Regional Implementation Group (RIG) 3, which includes Victoria, South Australia and Tasmania. Ray said he started his advocacy work after going through the process to submit his own claims which he recalls was a long and difficult affair. After experiencing first-hand the challenges inherent in doing things on his own, Ray realised that he wanted to help people in a similar situation.

In Ray's time as an advocate he has seen a lot of changes, not in the least the introduction of the ATDP which he said has heralded a "more professional approach to advocacy".

When asked what the award of an OAM meant to him, Ray said,

"It makes me feel humble, I'm just doing something I love, and that's helping people".

Ray's long list of achievements reflect a very caring and altruistic approach to life and we would like to congratulate him on an extremely well deserved award.

3. ATDP Training Update

The Program Support Officers (PSOs) for each of the 3 regions are here to help you. Over the past year, we have seen the ATDP Program develop and mature. We have listened to the feedback from ESOs, advocates and mentors and have adopted improved ways of helping everyone involved, in nominating and supporting advocates under training.

The PSOs have visibility of an advocate's profile from the time of nomination by the Authorised person in the ESO, through to them being issued with the Statement of Attainment for a particular Unit of Competency.

They strive to ensure that the information in our On-Line Management System (OMS) is accurate and up-to-date and coordinate between the Regional Mentors, Regional Managers and the Training team. The PSOs offer Level 1 helpdesk support for the advocates' computer profiles and can help answer any questions related to a broad range of issues around advocacy training.

The PSOs also help answer questions relating to the Continuous Professional Development (CPD) program which is designed to help advocates remain current with their skills and knowledge.

The PSOs look forward to continuing this work with advocates and ESOs during the coming year.

Farewell to Chris May – Program Support Team Leader

Chris who has been the Program Support-Team Leader for the past 12 months has been successful in securing a role in Canberra. We thank Chris for his contribution over the past year and are sad to see him leave the ATDP team and wish him all the best for the future. He has had a range of responsibilities and was always looking to see how he could make things easier for ESOs and advocates involved in ATDP training. Elizabeth Owen, the current Program Support Officer for Region 1, will be stepping into the Team Leader position.

From everyone here at Program Support, we wish you a safe and happy Christmas!

4. Accredited Advocate Register (AAR)

Nomination Form now located inside the ATDP Advocacy Register

The link to the nomination form for ATDP training has now moved from the front page of the website to inside the AAR. Only an Authorised Person for the ESO can now nominate. An Authorised Person needs to log into the AAR and click on the "Nominate a new trainee with ATDP" button next to the relevant ESO name (some people are Authorised Persons for multiple ESOs).

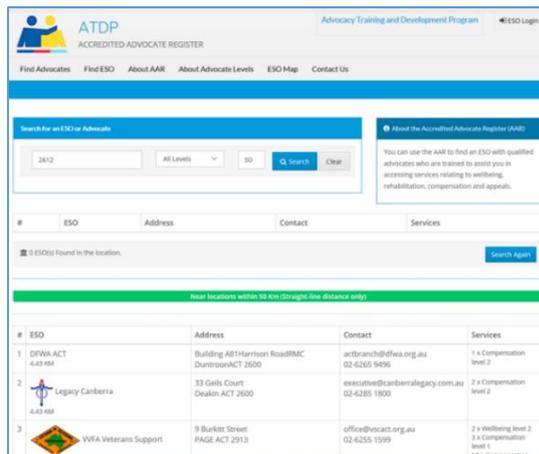
If you are nominating an existing ATDP advocate for further training, you can enter their **Unique Student Identifier** (USI) which will bring up their existing details. If you want to nominate a new candidate, you can click on '**Nominee new to ATDP**'. You will also need to add the USI of the mentor (with their permission). Mentors are required for nominations through both the Training and Recognition of Prior Learning (RPL) pathways.

Please note that you will need to read the declaration and click the declaration box at the bottom of the nomination form.

We have taken our time to implement this change – around 5 months since we first advised stakeholders – because we wanted to make sure that we had identified as many potential problems as we could. If there are any issues with the functionality of the nomination form please contact atdpenquiries@dva.gov.au

For other questions use the contact form on the ATDP website www.web.atdp.org.au/contact.php, or if you need to contact your Program Support Officer please see the list of names at www.web.atdp.org.au/call.php

Access the AAR at least once every six months to remain on the register



ESO Authorised Persons need to update their ESO's AAR profile at least once every six months to maintain a presence in the AAR's search results. This is required to ensure that details are kept up to-date as clients rely on this information to locate accredited advocates in their area. The ATDP will send reminder emails to Authorised Persons in May and November each year as a prompt but it is recommended that they check in about once every three months. Please note that it is not sufficient to just view your ESO's profile – the "Update ESO profile" button must be clicked – even if nothing has been changed.

Please confirm that the contact details for your organisation AND your Authorised Persons are correct – especially email addresses as ATDP only contacts ESOs via the Authorised Persons' email addresses. Also check that the list of advocates linked with your ESO and their status is as you expect. Please also take the time to consider the 'Sharable mentor capacity'.

If you have any queries please contact your Program Support Officer. www.web.atdp.org.au/call.php

Communication with ESOs are via the AAR Authorised Person

ATDP's communications with ESOs are through the ESO's AAR Authorised Person. Emails, the ATDP Update, and other important communications for mentors and advocates are only sent to the Authorised Person's email address.

We do this, confident that Authorised Persons then share this information with relevant people within their organisation – either by forwarding the whole message, or by extracting parts for their own internal communications.

Please note that communication from ESOs to ATDP does NOT have to be channelled through the Authorised Person. Anyone can use the ATDP contact form (www.web.atdp.org.au/contact.php) to contact ATDP with a question or issue.

Department of Veterans' Affairs Articles



While it is the objective of Advocacy News to provide a forum for practicing Military Advocates it also provides an opportunity for DVA policy areas to disseminate current information about their areas of responsibility. The editorial committee are conscious of the fact that not all DVA policies and procedures are directly relevant to all sections of the advocacy or veteran communities. Nevertheless, we feel obliged to make as much relevant policy information available as possible in order to help practicing advocates remain abreast of developments in the veteran wellbeing and compensation space. If you have a constructive comment on any aspect of Military Advocacy please do take the opportunity to contribute to your Advocacy News.

ATDP, CFMG Chair.

5. Advising ADF Abuse Sufferers

Advocates will be aware that some ADF servicemen and women have been the unfortunate sufferers of abuse of varying levels in the course of their military service. Regardless of when the abuse occurred, such personnel may have the right to bring claims for compensation and benefits under a number of different programs, some of which are administered by the Department of Veterans' Affairs (DVA). The possible avenues available for abuse sufferers include:

- DVA benefits (permanent impairment, incapacity payments, medical treatment);
- Mental health care treatment under Non-Liability Health Care;
- Report of Serious Abuse to Defence Ombudsman (possibility of apologies and redress payments);
- National Redress Scheme applications (for sexual abuse of people under the age of 18);
- Common law claim for damages;
- Sexual harassment/discrimination or equal opportunity claims in some circumstances.

Where a veteran has suffered an injury or incapacity as a result of abuse, including a psychological condition such as PTSD, an adjustment disorder or major depression, there may be eligibility for DVA benefits under one or more the relevant pieces of DVA legislation (the Veterans' Entitlements Act 1986, the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988, and the Military Rehabilitation and Compensation Act 2004). They may also have the right to bring a common law claim, depending on when the abuse occurred and when the veteran suffered their injury.

DVA recognises that this is a very complex area. Pursuing benefits under one program or piece of legislation may adversely impact the ability to seek compensation under another scheme, potentially to the detriment of the veteran concerned. Each of the Acts administered by DVA contain different thresholds for liability to be accepted and varying benefits that can ultimately be provided. What could assist one veteran may not be to the advantage of another. Choosing the right Act is one consideration. Depending on the veteran's individual circumstances, common law action may be the appropriate course.

DVA has implemented changes to make things easier for veterans to pursue their proper entitlements in relation to the consequences of military abuse, including through the use of veteran statements in relation to the fact finding process.

However, it is critical that Advocates are aware that abuse sufferers have many different options available to them, only one of which is DVA benefits. DVA wishes to raise awareness of these issues amongst the veteran and ex-service communities, to help ensure that Advocates maintain and develop a strong understanding of how the various options work. This will help veterans make informed decisions about what avenues they may wish to pursue – so that they can achieve the best overall outcome for them, suited to their particular circumstances.

If in doubt, DVA encourages Advocates to seek guidance from colleagues, other members of your ex-service organisations, legal practitioners with expertise in the field or DVA.

For assistance or further inquiries, please contact legal.advice@dva.gov.au.

6.Improving Support for Veterans

Open Arms is always looking for ways to improve the support they offer veterans and their families. In the last few months they have started rolling out of the National Community and Peer Program, integrated the successful AT-Ease initiative into their suite of products, and updated their group programs and educational workshops for 2020.

The National Community and Peer Program

The National Community and Peer Program, piloted in Townsville, connects veterans and family members who may be struggling with their mental health with peers who bring a lived experience of mental health issues and recovery. The pilot program had positive results, with Open Arms peers breaking down barriers to care, improving relationships with key community groups, and reducing the stigma for veterans around mental health and seeking help. The peers, made of up of veterans from all three ADF services and family members, will now operate from 14 sites around the country. To find out more about the program visit www.openarms.gov.au/get-support.

AT-Ease

The integration of the At-Ease initiative into Open Arms has made the Open Arms website the ideal place to go to if your clients have questions about how to improve their health and wellbeing. Clients can now access the four AT-Ease mobile apps (The Right Mix, Op Life, High Res and PTSD Coach), a suite of booklets, brochures, and other resources that can support them to live well.



Group Treatment Programs

Open Arms' Group treatment programs focus on addressing mental health problems commonly experienced within the veteran community using evidence based treatment within a group format. This includes programs such as Doing Anger Differently, Recovery from Trauma, Understanding Anxiety, Managing Pain, Sleeping Better, and Beating the Blues.

Educational workshops focus on suicide prevention or on skill-building to promote resilience. The suicide prevention workshops are for people wanting to learn how to recognise that someone is struggling and how to assist them to seek support. The workshops conducted by Open Arms include

Applied Suicide Intervention Skills Training (ASIST), Suicide Alertness for Everybody (safeTALK) and Mental Health First Aid (MHFA).

The resilience and skill building workshops are particularly useful for veterans and families during transition periods in their lives and include 'Stepping Out', parenting, stress management and mindfulness workshops, as well as half day information sessions on chronic pain, anger, managing anxiety and recovering from trauma.

The Open Arms group program and workshop calendar is planned six months in advance and the most recent version can be found on the website. If there is enough interest in a specific area additional workshops can be organised.

Open Arms – Veterans & Families Counselling is Australia's leading provider of high quality mental health assessment, clinical counselling and support services for Australian veterans and their families. If you or someone you know needs support call Open Arms on 1800 011 046 - 24 hours a day, seven days a week or visit www.openarms.gov.au.

7. Australian Defence Veterans' Covenant / Veteran Recognition

The Australian Defence Veterans' Covenant encourages Australians to recognise and acknowledge the unique nature of military service and to support veterans and their families. The Oath, Veteran Card and Lapel Pin underpin the Covenant and provide further recognition and easier identification of veterans.

The *Australian Veterans' Recognition Bill 2019* supports the Covenant and passed Parliament and received Assent on 30 October 2019. Veterans who have already applied for the Covenant will soon receive their Lapel Pin and Oath in the mail.

The Covenant will provide better outcomes for veterans and their families through integrated and increased community support, employment and healthy living initiatives. Veteran Cards will provide continued access to the existing programs and support provided by the Department of Veterans' Affairs and the community.

How to apply

Eligible veterans and reservists can apply online using the MyService portal at dva.gov.au/myservice. Click the 'Veteran Covenant' tile to apply.

Businesses, organisations and community groups who want to support the Covenant

Businesses, organisations, local community groups and the broader Australian public are able to register their commitment to the Covenant and to supporting veterans and their families at recognition.dva.gov.au.

If veterans need support now



Open Arms – Veterans & Families Counselling provides 24-hour free and confidential counselling and support for current and ex-serving ADF members and their families.

To get support or to find out more, veterans can call [1800 011 046](tel:1800011046) or visit OpenArms.gov.au.

More information about the Covenant

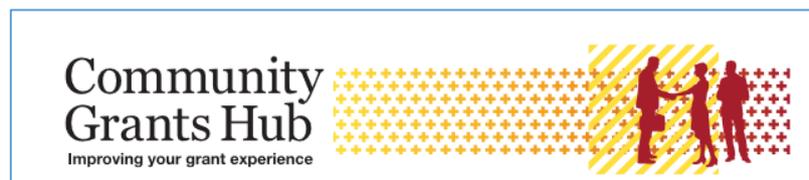
DVA have provided a set of FAQs and Covenant application process to help you help veterans. Visit recognition.dva.gov.au or call 1800 VETERAN ([1800 838 372](tel:1800838372)) for more information.

8. Building Excellence in Support and Training (BEST) Grant round opens

It is anticipated that the 2020-21 Building Excellence in Support and Training (BEST) grant funding round will be open for applications in early January 2020 and will close in mid February 2020.

Opening the grant round in January will ensure that successful recipients receive their grants much earlier than previous years.

The administration of BEST grants, along with other Department of Veterans' Affairs (DVA) grants programs, transitioned to the Australian



Government's shared services arrangement with the online Community Grants Hub in 2017. Since then, the DVA has continued to work on improving and streamlining the processes for applicants and to ensure applicants receive their grants in an appropriate timeframe. DVA grants are managed on-line through the Community Grants Hub (the Hub).

To be notified when grant programs open for applications (eg. BEST), go to the Hub website (www.communitygrants.gov.au), under 'Subscribe' select 'New grant listings' and enter your email address. You will then receive an email when new grant opportunities open.

To get assistance with a grant application, you can telephone the Hub on 1800 020 283 (option 1); email them at support@communitygrants.gov.au or visit the Hub website.

9. Continuing Professional Development

Where has the year gone? The ATDP is continuing to evolve at a rapid rate and for Continuing Professional Development (CPD) we are already at the halfway point of year two (2) of the program. Next financial year is Year Three (3) and as you may know advocates need to complete 45 points over a three year rolling period, which is broken down into 15 points per year to meet requirements for Veterans' Indemnity and Training Association Inc. Professional Indemnity cover



The statistics reveal that whilst most advocates are actively engaging with CPD some are yet to commence or complete activities within the CPD module. But why is this? Some may still be unaware

of the VITA requirements or have cover with other insurers with different requirements. Some Advocates see CPD as an additional burden on top of the advocacy work they are already doing. However it is critical that advocates keep their skills and knowledge current and CPD is a proven means to ensure that advocates continue to be abreast of changes and are keeping pace with community expectations in relation to those providing advice to clients.

However, we realise everyone these days is time poor so maybe, if we could break it down into 'bite size' chunks through the year it may appear less daunting. Let's say that we break it down into three chunks of four months each year. That would mean you could focus on achieving five (5) points within each of those four (4) months giving you 15 points for the year.

For example (if you have already done your compulsory Update Modules, which are worth five (5) points each), you could do an Online Quiz and attend a CoP in the first block of four (4) months. The next block of four (4) months you could do an online PowerPoint tutorial and view a Webinar or do a Case Study. In the third block you could attend a First Aid course' and your CPD requirements will be met. CPD is all about advocates managing their own involvement with CPD as part of 'self-directed learning'. Like everything the hardest part is getting started. Once you do this the points will add up fairly quickly and it probably won't look as overwhelming as you first thought!



Like all challenges it's a question of how you go about taking them on that really makes the difference. If you have any ideas or approaches that advocates have utilised to complete your CPD then we'd love to hear from you.

In the New Year the CPD team is looking to develop some further compensation and wellbeing activities and if you are an experienced advocate and would like to be involved please email ATDP Communications and we will pass your details onto the CPD

coordinator. Please note this is a hands on role and will require a commitment of your time to help develop activities. As subject matter experts are required, contact will be made by the CPD team with those who express interest to become involved in this rewarding work.

This is the final CPD update for this year, I hope you have a great Xmas and a Happy New Year and don't forget '***we are never too young, or too old, to learn new things***'.

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

Brett Warner
Team Leader CPD

10.Kookaburra Kids Supporting ADF Children

Kookaburra Kids is a non-government organisation that supports 8–18 year old children of current and former Australian Defence Force members who may be affected by mental ill-health.

The program delivers evidence-based, age-appropriate prevention and early intervention mental health services using a peer-based social and activity-based format. The children attend camps and other organised activities designed to encourage thought leadership, friendship and camaraderie.

The aim of the program is to empower the children to build resilience and the life-long knowledge, skills and abilities they need to reach their potential.

The Kookaburra Kids Program commenced operations in 2017 and is now expanding across Australia, with camps and other activities being rolled out in South Australia and Western Australia from 2020.

Please visit kookaburrakids.org.au or call 1300 566 525 for more information, including how to enrol in the program.



To read about the experiences of ex-serving families involved in the program, check out the Kookaburra Kids article on page 7 in 'The Family' edition of Men's Health Peer Education Magazine (PDF 11mb), published earlier this year.

11. The ATDP website



The Advocacy Training and Development Program (ATDP) website (www.web.atdp.org.au) has replaced the previous ATDP site that was originally designed to support the Training and Information Program.

What does the new website do?

The new website design is more contemporary in its appearance and user friendly than our earlier web presence. The front page offers a range of new features and functionalities which enables website content to be accessed in a more intuitive and structured way. It provides a convenient means for our main target audiences, ex-service organisations, advocates, mentors, trainers and clients to search for the information they need. This includes the capacity to view their own information, identify and enrol in training and development activities and undertake and monitor continuing professional development of advocates.

Updating the website

We are committed to continually updating the website with new information of interest to advocates and recently have added a dedicated 'Program Support' area with a number of 'How to' guides' to assist website users. We will add other information that we think will be of interest or assistance to ESOs and advocates on an on-going basis.

Early next year we will also release the new *Orderly Room* blog. The existing standalone "Orderly Room" blog has already been in use for many years and we know many advocates have it saved in their favourites. Integrating it into the new website will allow us to provide real time information for advocates and be more responsive to the needs of all users. The current *Orderly Room* which will operate until the new Blog is operational is located at theorderlyroom.blogspot.com/

Do you have any ideas as to how we could improve the website?

The ATDP is keen to continue to improve the website and welcomes ideas and feedback. If you have any thoughts on the website we would like to hear from you, either good or bad. Tell us what you think at web.atdp.org.au/contact.php

If you would like any help with the new website please contact ATDP Communications at: ATDP.Communications@dva.gov.au

12. Do you have an advocacy story you would like to share?



Do you have a story about how you assisted someone with their claim, or with a wellbeing issue which you would like to share with your fellow advocates? Human interest stories are always the most widely read and if they are related to advocacy, then that's what **Advocacy News** is all about.

If you do we would like to hear from you with a view to publishing your story in this newsletter. We don't need long articles, say

up to 400 words, but longer if you want. We will help with the editing and will make sure you are happy with it before we go to print.

The next edition of the Advocacy News will be the March 2020 edition. If you have anything you would like to submit please send it to ATDP.Communications@dva.gov.au by the end of February 2020. Looking forward to receiving your articles. Ed note (*The ATDP reserves the right to publish, or not to publish, individual articles*).

13. Feedback



If you have any questions, comments or suggestions about this newsletter, please send an email to ATDP.communications@dva.gov.au

14. ATDP contact details

| Region 1 (Qld & NT) | Region 2 (NSW, ACT & WA) | Region 3 (Vic, Tas & SA) |
|---|--|---|
| TBA Regional Manager rm1@atdp.org.au | Ian Thompson Regional Manager rm2@atdp.org.au | John Methven Regional Manager rm3@atdp.org.au |
| Elizabeth Owen ATDP Team Leader – Program Support ps01@atdp.org.au (08) 8290 0283 | Karolyn Traise Program Support Officer 2 ps02@atdp.org.au (08) 8290 0279 | Philip Boys Program Support Officer 3 ps03@atdp.org.au (08) 8290 0273 |

General enquiries: ATDPenquiries@dva.gov.au

Websites: Advocacy Training and Development Program – www.web.atdp.org.au
 Department of Veterans’ Affairs – www.dva.gov.au

15. SUBSCRIBE OR UNSUBSCRIBE

Please share this newsletter with anyone you know who may be interested. Let us know if you would like to be added or removed from the distribution list by sending an email to ATDP.communications@dva.gov.au