



Advocacy Training and
Development Program

ATDP Update October 2021

ATDP Overview

The last month has continued to be busy for the ATDP team and the Registered Training Organisation (RTO) with ESOs continuing to nominate their people for training and Recognition of Prior Learning (RPL), and with online assessment programs (C&A) successfully held. The RTO has conducted workshops on the reaccreditation of the *Course in Military Advocacy* (the *Course*) and for consultation on a Wellbeing level 3 qualification. New mentor training is being delivered – this has been developed by Regional Manager (RM) for Region 1 Bob Grandin for the RTO and is supported by checklists developed by the RM for Region 2 Ian Thompson. Nominations for this training are through RMs who will check need and eligibility.

Advocates who have completed online assessment so far using volunteer assessors through the RTO have welcomed the opportunity to complete their training. Much of the delay for 'Ready' candidates has been related to COVID restrictions, and online assessment will continue for the remainder of 2021 in line with the current health orders that are likely to continue in some form for the next several months.

Some feedback from existing advocates has included a concern about the quality of assessment through online activities leading to a Statement of Attainment – and therefore the service advocates can give to veterans and their families. The RTO that is responsible for the training and assessment standards applied to the delivery of the *Course* considers that online assessment fulfils the basic needs of competency-based training and that the remainder of the on-the-job training of advocates is provided by ESOs.

ESO's are still able to manage the quality of advocacy services provided by their advocates by:

- selecting and nominating trainees through the AAR and declaring such suitability as part of the nomination process. See *Guidelines for the selection of trainee advocates* on the ATDP website for more information <https://web.atdp.org.au/docs/pdf/guidelines.pdf>;
- ensuring that ESO mentors provide training and guidance on how to operate as advocates, how to work within the ESO's procedures and processes, and on how to apply their learning to practical work with veterans and family members seeking help;
- providing access to sufficient workload to meet a trainee's learning requirements and develop new skills;
- indicating to an ESO mentor's Regional Mentor that a trainee is ready for assessment;
- providing a supportive environment for advocates focussed on their wellbeing;

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- encouraging their advocates to maintain and develop skills and knowledge through professional development especially through ATDP's CPD;
 - monitoring the work of their advocates, record-keeping, assessing and managing risks, and supporting their advocates and trainees, and
 - working with Communities of Practice (CoP) and other organisations to develop the best service they can for veterans and their families.

Brian Milner has finished his time as the RM for Region 3 at the end of nearly 27 years working with advocates and advocate training. His work as a mentor and regional mentor along the way has set high standards for others. Roger Greene has agreed to take on the role as RM for Region 3.

Ian Thompson has also informed us that he is retiring from his role as RM for Region 2 from the middle of October and will be replaced by his deputy RM Lorraine Grey. We welcome Lorraine to the role and also thank Ian for his magnificent work on helping set up and get ATDP to where it is now. His management of his region and maintenance of training standards has been exemplary.

DVA, and I am sure all in the advocacy community would like to thank Ian and Brian for their support for ATDP and tireless work for veterans and their families over several decades.

It is important for ESOs to check into the Advocacy Register (AAR) several times a year to confirm, or edit the details of their advocates. If any ESO AAR Authorised Person needs assistance with logging in, to update the contact details of their AAR Authorised Person, or for reminders on how to undertake tasks within the AAR please contact their Program Support Officer in the Program Support Team.

ESOs are encouraged to continue reviewing their processes and risk management to ensure that their advocates and the veterans and families they help are adequately supported.

ATDP governance/ management change

As previously advised, the governance changes for the ATDP relate only to the management of the program. ATDP training and CPD continue to be available to ESO advocates.

One of the concerns raised by the ATDP governance transition working group's ESO representatives was that the changes to the governance arrangements for the program might affect the volunteer status of hours worked by the volunteer trainers and assessors continuing their work through the Registered Training Organisation (RTO).

The President of the Repatriation Commission (RC) and Chair of the Military Rehabilitation and Compensation Commission (MRCC), has added a clarification to the policy in relation to volunteer work and eligibility for payments. The clarified policy confirms that veterans in receipt of the Special or Intermediate Rate under the VEA, Special Rate Disability Pension (SRDP) under the MRCA, or incapacity payments under MRCA or DRCA, who are providing services under the direction of a for-profit organisation (in this case the RTO) are considered to be undertaking voluntary, not paid work.

For those advocates interested in contacting the RTO about being an assessor for ATDP, a copy of the letter explaining this clarification is included with this newsletter.

What has not changed?

ESOs remain responsible for the management and quality of services delivered by their advocates to veterans and their families. ESOs' involvement in Communities of Practice (CoP) and supporting their advocates' professional development continue to be key, and Regional Implementation Groups (RIG) continue to play an active role in the CoPs in their regions.

RIGs, led by RMs continue to provide valuable networking opportunities, facilitation for CoPs, coordination of their Regional Mentors, and act as a conduit for feedback to the managers of the ATDP.

To respect ESO's continuing responsibility for their services, the ATDP has no involvement in or responsibility for in the coordination, management, or quality assurance of ESO advocacy services. The ATDP's contracted RTO is responsible for the quality of training and assessment provided to ESO advocates for the *Course*.

The approach to advocate training and professional development remains the same. As confirmation of this, the reaccreditation workshop participants (32 subject matter experts from the advocacy community over four workshops) agreed that the *Course* should continue, and that the structure and Units of Competency remain as they are with minor improvements. DVA's objective through the ATDP continues to be the delivery of nationally consistent competency-based training for advocates who work in ESO advocacy services.

The *Course* continues to be delivered by the RTO using volunteer assessors, trainers, and facilitators who are experienced advocates with qualifications gained through the ATDP and with CPD for trainers and assessors made available by the RTO. ESO mentors are still responsible for delivering the majority of the training received by ESO advocates, using resources provided by the RTO. Regional Mentors still support ESO mentors.

The current RTO has delivered the *Course* for more than five years using ESO volunteers for training, facilitating, and assessing. ESO advocacy subject matter experts have been key to developing the *Course* curriculum and the advocacy handbooks, and are still invited and welcome to contribute their knowledge and experience for curriculum development, CPD content, and other issues relating to the program.

The RIGs' involvement in delivery of the ATDP continues – DVA values and needs the experience and skills of volunteers. ESO CoPs are still encouraged to continue supporting each other with the sharing of information and resources to support veterans and their families.

ESO advocates, mentors, and AAR authorised persons can still contact DVA with feedback on their experiences with, or suggestions for improvement of the training or CPD through their RIGs that continue to coordinate such feedback, or directly to ATDPEnquiries@dva.gov.au.

Advocates, ESOs, Mentors, Regional Mentors, Regional Managers, and RIG members can continue to contact their Program Support Officer, or the PS Team Leader Elizabeth Owen through the same contact details.

This DVA program for delivering training and continuing professional development for ESO advocates is the responsibility of the Director of the Advocacy Policy Section, Danielle Cunningham, and is managed by Assistant Director, Advocacy Policy/ Manager of the ATDP Chris May. This Section is one of the Branch responsibilities of the Assistant Secretary, Community Policy, Alison Hale. The RMs lead the RIGS and report to Director, Advocacy Policy for regional training Issues and for escalation of concerns, and work with the Manager of the ATDP and PS Team Leader for operational needs.

If you have any further questions or suggestions about the changes to the management of the ATDP please contact the Manager of the ATDP by writing to Christopher.May2@dva.gov.au.

Chris May

Manager, ATDP/ Assistant Director, Advocacy Policy

Region 1 Update – Qld, NT

An online consolidation and assessment for Level 1 Compensation is planned for October. RPL for all levels is also being carried out. All these programs are by invitation through the program support officers. It is anticipated that all programs will be online into the near future. Remember, this requires candidates to be computer ready and to have their portfolio of evidence electronically stored for sharing online. To maintain privacy, it will be necessary to have a veteran sign a form that they are happy for you to use their information, or you will need to redact any identifying information. This form is available on the ATDP website.



BASIC MENTOR WORKSHOPS

One-day workshops are now ready to be delivered. The first is visible on the web page and it is hoped that the others will appear under upcoming programs shortly. The schedule is:

- ✚ Oct 6 - Brisbane West CoP, Lowood
- ✚ Oct 13 - Kedron-Wavell RSL, Chermside
- ✚ Oct 20 - Qld State RSL, Fortitude Valley
- ✚ Oct 27 - Gympie RSL, Gympie
- ✚ Nov 3 - online - Zoom Presentation.

The Basic Mentor workshop is designed as a refresher for current Mentors and training for beginning mentors. This is different from ATDP's TAEDEL404 Mentoring in the Workplace qualification.

Those wishing to participate must provide the following Information:

- ✚ Nominating ESO;
- ✚ Candidate's name;
- ✚ USI number;
- ✚ Date of candidate's Level 2 Statement of Attainment; *and*
- ✚ Candidate's contact email.

It is anticipated that an advocate will have at least 6 months' experience if they are full-time and 12 months if they are part-time, post obtaining their Level 2 SoA. Invitations will be made to nominees, about 6 per workshop, and they will be held at the various locations above with participating Communities of Practice. It is anticipated that further workshops will be held into the future, probably as online Zoom presentations. Three CPD points can be earned for successful participants.

Topics include: Mentoring in the ATDP Context; Reflective Journaling and the WEL; Communication; Understanding Diversity in Learning; Establishing a mentor relationship; Types of mentoring; Monitoring a mentor relationship. **It will become** one of the foundations of being an ESO mentor, along with nomination by their ESO, and sufficient experience as an advocate.

Expressions of interest for the above workshops should be directed to the **Program Support Officer Region 1** (psol@atdp.org.au) or **Manager Region 1** (rm1@atdp.org.au) with the required information. Successful candidates will be informed of their participation with joining instructions.

It is regretted that details were not available earlier. It is anticipated that workshops will be held covering **ALL** regions to cover all current and aspiring mentors. It is expected that it will become necessary to do the workshop to maintain mentor currency.

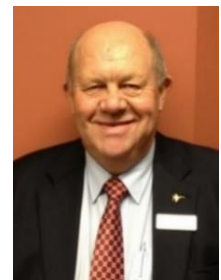
Regards,

Dr Bob Grandin

Manager, Regional Implementation Group 1

Region 2 Update – NSW, ACT, WA

It is now 13 weeks since the Department of Veterans Affairs announced that it was making significant changes to ATDP management, by dissolving the Capability Framework Management Group and the Strategic Governance Board. Very little additional information has been received by the RIGs on progress of background work supporting Advocate training going forward, hence the apparent lack of communication from me. I assure all RIG 2 members that I pass relevant information forward as soon as I receive it.



OMS Facts

	Active Learners	C & A Ready	Zero WEL Entries
MILADC001	96	6	28
MILADC002	23	2	7
MILADC003/5	2	0	0
MILADW001	60	1	22
MILADW002	2	1	1

Table 1 (As of 28 August 2021)

In relation to Table 1, C & A numbers are those candidates who have been deemed ready for a program, but not yet assigned. While some uncertainty exists as to when C & A activities will allow ready candidates to undertake the required assessments, the RTO has scheduled several on-line C & A activities. Accordingly, all Mentors should continue to encourage their Mentees to complete the required Milestones as client opportunities are presented.

I am more than happy to elaborate on any aspect of this Report.

Keep safe.

Regards,

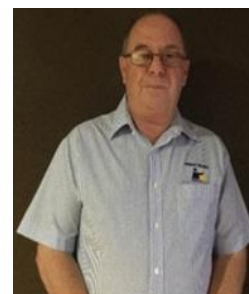
Ian Thompson OAM

Manager, Regional Implementation Group 2

Region 3 Update – Vic, SA, Tas

For Mentees

Ensure that you read the Work Experience Log (WEL) milestone before attempting the task, if you are unsure of the task contact your Mentor for clarification. Ensure that you address the key points of the milestone.



When as a Mentee you have completed an eLearning via DVATrain you should use the option available to print the certificate. If you are unable to print the certificate, it is a good indication that one or more of the modules have not been completed.

COVID-19 Restrictions

If for any reason your progress is restricted by *COVID-19*, consider:

- Arranging a three-way (*mentor, mentee & veteran*) interview by telephone or electronic means. One only is allowed per WEL.
- Request early assignment of DVATrain eLearning units. Each request will be considered on its merit after a review of the existing WEL entries.
- Access the ATDP Homepage, open Documents and access the Handbooks that are appropriate to your learning pathway (those not in your pathway are also worth reading). You will find that the Documents are a very useful reference to your learning and your role as an advocate.

Candidates panelled for Consolidation & Assessment	Candidates waiting for Consolidation & Assessment	Advocates waiting for Recognition of Prior Learning
8x Wellbeing Level 1 5x Wellbeing Level 2 2x Compensation Level 2 4x Compensation Level 3	9x Compensation Level 1 1x Compensation Level 2 3x Wellbeing Level 1 1x Wellbeing Level 2	1x Compensation Level 2 1x Compensation Level 3 1x Compensation Level 4
Mentor Notifications	New Enrolments	Archived
8x eLearning 4x C&A Ready	1x Compensation Level 1 1x Compensation Level 2 1x Wellbeing Level 1 1x Wellbeing Level 2 1x Compensation Level 4 RPL	Nil
SOA Issued	Program Attendance	
3x Compensation Level 2	Nil	

This report will be my last. I have been involved with the Training & Information Program (*TIP*) and the Advocacy Training & Development Program for twenty-seven years. I have enjoyed all aspects of the

journey. To the trainers, assessors, ESOs, ATDP DVA secretariat, Regional Mentors and to those that have become or are training to become advocates thank you for the work you put in, to ensure that veterans and their families obtain what they are entitled to.

Brian Milner

Manager, Regional Implementation Group 3

RTO Update



Major Training
Services

Online Consolidation and Assessment Programs

As indicated in this and the previous *ATDP Update*, ATDP is planning to continue to run Consolidation and Assessment (C&A) programs online until the current COVID situation is resolved. An online Wellbeing Level 1 C&A program was conducted in late September using the Zoom platform, with six candidates successfully completing the program. In the coming months, five Compensation Level 1, two Compensation Level 2, three Wellbeing Level 1 and one Wellbeing Level 2 programs have been scheduled, with the aim of removing the current backlog of trainee Advocates awaiting assessment. In addition, a Level 3 Compensation program is currently scheduled as a face-to-face program in Melbourne in December, but its conduct will be determined by COVID travel/meeting limitations, so may be delayed again or conducted online.

One-on-One RPL Meetings

There are currently 30 Advocates who have applied for assessment through Recognition of Prior Learning (RPL). Again, COVID restrictions have led to the cancellation of all recent RPL programs. Candidates awaiting a RPL assessment have now been allocated to an assessor, who will contact them shortly to commence an online RPL process. The RPL process will consist of:

- Completion and submission of an Underpinning Knowledge Quiz for the level of competency being sought
- A one-on-one interview with an assessor who will ask questions about the candidate's skills and knowledge in providing Advocacy services at the level of competency being sought
- A review of evidence of the candidate providing Advocacy services at the level of competency being sought.

Candidates will be provided with a checklist of evidence that must be shown to their assessor during the RPL interview. As the interviews are being conducted online, the evidence must be in electronic format so that it can be view by the assessor through screen-sharing. Instructions on how to do this will be explained to candidates by their assessor. Candidates who cannot access electronic copies of their evidence may need to wait until COVID travel restrictions are lifted and face-to-face RPL interviews become possible.

Volunteer Trainer and Assessors

Thank you to those Advocates who expressed their interest in becoming a trainer/assessor in the ATDP. I am currently compiling the information received and determining the best way forward in harnessing

the skills and experience of our volunteers. I will be in contact shortly with everyone who expressed interest.

ASQA Accreditation Renewal and Wellbeing Level 3 Workshops

A number of online workshops were conducted throughout September to discuss with as many interested parties as possible two key issues:

- The *Course in Military Advocacy* delivered through the ATDP was accredited by the Australian Skills Quality Authority (ASQA) as an Enterprise Course in 2017 for five years. That accreditation expires on 27 April 2022, and an application to renew the national accreditation must be submitted by the end of October 2021. The workshops sought input with regard to suggestions for improvements to the Course Documents and Units of Competency that form the *Course in Military Advocacy*.
- A number of veteran forums and reviews have indicated a need for a higher level of training in some Veteran Centres, Ex-Service Organisations and Communities of Practice for experienced Wellbeing Advocates. The workshops sought input from these organisations and experienced Wellbeing Advocates about this need, the level of training that would be appropriate and the level and type of qualification that would be appropriate for a Wellbeing Level 3 Advocate.

The results of both workshops are currently being collated and will be forwarded to workshop participants in the near future for further input and concurrence.

Regards,

Darryl Proud

Principle Consultant – ATDP

Major Training Services Pty Ltd

darryl.proud@majortraining.com.au

Program Support Update

We have great news! For every candidate who is currently on the 'Ready list' there is a corresponding program for them. The Program Support Officers (PSOs) are busy sending out the invitations to the relevant candidates and booking them onto the relevant programs.

Remember, for the Consolidation and Assessment (C&A) the candidate will need to present a range of evidence to the assessor electronically. The Portfolio of Evidence (PoE) checklist will be sent to the candidate by the PSO to ensure that the C&A process runs smoothly.



We have an ambitious program schedule for the rest of the year. Please see below for a list of upcoming programs:

Date	Program Type	Online/Face-to-face	PSO
1-30 October 2021	RPL Levels 1-4	Individual Online	Phil Boys
19-21 October 2021	Compensation Level 2 C&A	Online	Samone Mason

26-28 October 2021	Compensation Level 1 C&A	Online	<i>Amanda Williams</i>
2-4 November 2021	Wellbeing Level 1 C&A	Online	<i>Samone Mason</i>
8-10 November 2021	Compensation Level 1 C&A	Online	<i>Amanda Williams</i>
16-18 November 2021	Compensation Level 1 C&A	Online	<i>Amanda Williams</i>
23-25 November 2021	Wellbeing Level 2 C&A	Online	<i>Phil Boys</i>
29-30 November	Mentoring in the Workplace	Online	<i>Phil Boys</i>
7-9 December	Wellbeing Level 1 C&A	Online	<i>Amanda Williams</i>
13-16 December	Compensation Level 3 C&A	To be advised	<i>Phil Boys</i>

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

ATDP Accredited Advocate Register (AAR)

There are many benefits for keeping the Accredited Advocate Register (AAR) up-to-date. The register is a source where veterans (and those seeking help from advocates) can come and search for a local advocate. The individual advocate names are protected and are not displayed in the search results, however, the ESO contact person is listed together with the advocate's level of qualifications.

The AAR is managed by the ESO Authorised Persons who regularly update the contact details. There is a requirement to update the register once every six months to remain current and visible on the register.

If you have any questions about the AAR please contact the Program Support Officer for your region.

Many thanks,

Elizabeth Owen

Program Support Team Leader

Continuing Professional Development

Another welcome to yet another month. How quick the year is going is certainly an understatement!

Continuing Professional Development (CPD) continues to be an important attribute toward affording the best level of service to the Defence veteran community whilst providing best practice within the Advocacy space.



As you would be aware there have been some changes implemented by DVA that are aligned to process and structure. DVA values and continues to seek advice and expert knowledge from ATDP's subject matter experts (SME) relating to CPD. As the working groups progress, we will keep you updated with the outcomes.

As there were a few queries relating to ATDP, I thought I'd reiterate previous comments. ATDP provides a service to ESOs by working with the Advocates and trainees they nominate for training and assessment. The operating environment is aligned to current serving military personnel, veterans, and their families.

The general intent of ATDP's CPD program is to support authorised Military Advocates in maintaining and updating their level of knowledge and understanding toward the provision of advocacy services to veterans and their families after gaining their qualification. This is a vital piece of the puzzle as the veteran's needs are changing, as are the systems and processes utilised to perform our tasks.

ATDP's CPD model has been designed to afford a well-structured, uncomplicated and user-friendly CPD system that provides real time benefits to the individual Advocate and their ESO.

Finally, CPD assists 'You' in making a meaningful contribution to the Advocacy space and allows 'You' to increase your knowledge and understanding allowing a positive transfer of knowledge and a degree of confidence in the Advocacy arena.

Finally, I should draw your attention to the series of Basic Mentoring programs that are about to commence in Region 1. They are mentioned in the RM1's Report and will attract Three (3) CPD points for those eligible. The program is aimed at maximising the efficient use of the time you are able to devote to helping others become better advocates.

I thank you for your assistance, patience and adherence to attaining your CPD points.

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

Regards,

Brett Warner

CPD Team Leader

ATDP Contacts

ATDP Website	<i>Website</i>	https://web.atdp.org.au/
ATDP Enquiries	<i>Enquiries</i>	ATDPenquiries@dva.gov.au
ATDP Communications	<i>Communications</i>	ATDP.Communications@dva.gov.au
Continuing Professional Development (CPD) - Manager	<i>Brett Warner</i>	cpd@atdp.org.au
Regional Manager (RM1) - Qld/NT	<i>Dr Bob Grandin</i>	rm1@atdp.org.au
Regional Manager (RM2) - NSW/WA/ACT	<i>Ian Thompson</i>	rm2@atdp.org.au 0438 374 443
Regional Manager (RM3) - Vic/SA/Tas	<i>Roger Greene</i>	rm3@atdp.org.au 0411 431 189
Program Support Team Leader SA time, 8.30-4.30, Mon-Fri	<i>Elizabeth Owen</i>	Elizabeth.Owen@dva.gov.au 08 8290 0499 or 0484 093 016
Region 1 Program Support Officer (PSO1) SA time, 8.30-4.30, Mon-Fri	<i>Amanda Williams</i>	ps01@atdp.org.au 08 8290 0283 or 0484 820 620
Region 2 Program Support Officer (PSO2) EST time, 9.00-5.00, Mon-Fri	<i>Samone Mason</i>	ps02@atdp.org.au 02 6276 4828 or 0484 076 849
Region 3 Program Support Officer (PSO3) SA time, 8.30-4.30, Mon-Fri	<i>Phil Boys</i>	ps03@atdp.org.au 08 8290 0273 or 0484 594 791