



Advocacy Training and Development Program

ATDP UPDATE

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Roger's view

Hullo again,

Just a quick question: Is everyone wondering where this year has gone ? August already !

I guess that the first thing I have noticed about this month's Update is it is bigger than last month's. Mark (our Update editor) commented that last month's was a bumper issue and this month there is a host of information from the National Training Manager, the Project Support Team, CPD and the Regions. I do hope you find the information interesting and useful. In the months to come Mark will be introducing a 'Letters to the Editor' segment which I hope will allow us to cover topics of interest and answer queries about issues that we may not have covered for a while.



The Capability Framework Management Group met in Melbourne in early July and considered, or were briefed on, several major issues including the development of our Quality Assurance policy, the cutover to the new website and most importantly, programming of

Consolidation and Assessment programs and the achievement of our 'within three months' target for the assessment of those in the learning pathway who have been notified as 'ready' by Regional Mentors. I think these CFMG meetings are of great value bringing together, as they do, Regional Managers, DVA support

staff and Senior Managers and of course CFMG members from across the three Regions. Which prompts me to remind you that if you have an issue that you feel needs to be raised at National level please raise it with your Regional Manager; I can assure you he will raise with the CFMG members.

I was able to attend two Community of Practice programs during the month in Goodna, QLD and Bondi Junction, NSW. I must say that I was very pleased to meet ESO officials and DVA representatives at both. The quality of services we are able to provide to those veterans and their families that are in need of a bit of support will be greatly improved by cooperation between all ESOs and the Department to understand each others problems and work cooperatively for the best outcome for those we are supporting.

During July a team of Level 4 Advocates met to map out the Level 4 training pathway program. No easy task to replace the old TIP TAC (Tribunal Advocacy) Course which was five days at Canberra University. It is a significant leap from Level 3 to Level 4 and I think this is evidenced by the fact that less than 10 percent of the advocates who attended the TAC went on to actually appear before the Tribunal. Our goal for ATDP is to train and accredit advocates at Level 4 who have the knowledge, skills and confidence to competently represent veterans at the Tribunal in the years to come.

Until next month ... take care

Roger



Region 1 Update



Community of Practice Workshops continue to provide a very good opportunity for ATDP Updates and the potential to provide advocates with the most up-to-date information from DVA. The Bundaberg gathering was organised by Legacy and brought together a wide range of ESO representatives who used the day to improve networking and information on support services within the area was provided and enabled closer contacts.

'RSL Queensland have stated that they will provide financial support to their members attending CPD Workshops run by the Communities of Practice if they make a claim through their normal channels'.

Maroochydore was lucky to have 6 representatives from DVA to discuss issues with the new website activity on My Account/My Service, Incapacity Payments, Rehabilitation Programs and Alternative Dispute Resolution (ADR) processes. It was established that DVA welcomes the opportunity to discuss issues with advocates and that advocates benefit from full and frank discussions with DVA. Further CoP workshops are planned.

The new website is providing a good platform for ATDP Updates as procedures are linked to the tabs on the frontpage. Upcoming events provide an opportunity to be abreast of what is happening and has created a benefit from looking at the website on a regular basis.

An important update is the potential/requirement to register for activities listed in an advocate’s CPD profile that provide CPD points directly, which then enables the allocation of points to be completed automatically.

Date	Event Type	Location	State	Number Attended
3 July 19	CFMG	Melbourne	Vic	
11 July 19	ATDP Update	Bundaberg	Qld	22
18 July 19	ATDP Update	Maroochydore	Qld	48
21 July 19	Movie Premier – Danger Close - The Battle of Long Tan	Gold Coast	Qld	

Dr Bob Grandin – Manager RIG 3

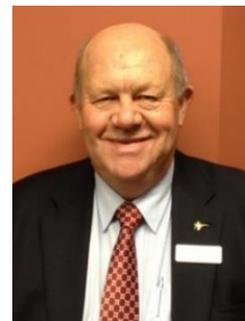
Region 2 Update

Ian is on holiday’s at the moment, so this report is provided on his behalf.

Regional Implementation Group 2 Meeting:

The second RIG2 meeting of the year will be held in Sydney on Wednesday 16th October and will be another opportunity for the RIG members to hear and learn of recent refinements to the way ATDP is administered and run to pass this back to their districts and ESOs.

Region 2 continues to host programs away from capital cities because there are enough trainees living in or near each of these locations – but continues to struggle to get local ESOs to help with suitable rooms to hold the programs in. In some cases even though a program is requested in a particular locality (and there are enough who can attend) the requestor provides no assistance in



helping find a suitable venue. Some ESOs bend-over backwards to help the PSO and this makes it much easier to continue to consider programs away from capital cities.

Region 2 has a few RPL candidates left to accept an invitation to a program including a few who seem unable to find any of the offered programs suitable, but has increasing numbers of trainees completing their training and being ready for Consolidation programs. (Please note the comments in the Program Support update about RPL programs).

RIG 2 Communities of Practice: The following CoP are active in RIG 2:

- AVLAN
- South Coast NSW
- ACT
- Central Coast NSW
- Mid North Coast NSW
- Sydney West
- WA RSL
- Busselton RSL

Absence of Regional Manager and Deputy Regional Manager

RM 2 is absent overseas until 25 August 2019. The Deputy RM has only recently returned from his extended world cruise – and is catching up with emails and meetings - and the PSO in Adelaide has carried the extra responsibilities well and has deserved the praise she has received.

Ian Thompson OAM – Manager RIG 2

Region 3 Update

John is also away at the moment so this update is provided on his behalf.

Upcoming Programs – by ATDP invitation only

06-07 Aug	RPL Melbourne
20 Aug	Consolidation C1 - Adelaide
10 Sep	RPL – Fish Creek
24 Sep	RPL – Devonport & Hobart
18-22 Nov	Special Program - Adelaide
26 Nov	Consolidation W1 - Melbourne



RIG 3 Events: The second RIG3 meeting of the year will be held in Melbourne on Thursday 8th August and will be another opportunity for the RIG members to hear and learn of recent refinements to the way ATDP is administered and run to pass this back to their districts and ESOs.

Region 3 continues to host programs away from capital cities because there are enough trainees living in or near each of these locations – but continues to struggle to get some advocates to be able to attend any program. There are different reasons for these difficulties, and ATDP tries to accommodate needs and difficulties where we can economically and with a small team of assessors – but can't accommodate every request. Region 3 has few RPL candidates left to accept an invitation to a program, but increasing numbers of trainees completing their training and being ready for Consolidation programs. (Please note the comments in the Program Support update about RPL programs).

The Veteran Centres of Region 3 remain active in both delivery of veteran wellbeing services/ support and in having a say in the shape of DVA's ability to help veterans in conjunction with the recent Productivity Commission report.

John Methven OAM – Manager RIG 3

National Training Manager

Myths debunked

Not being a person who has any involvement in social media, I don't get to see some of the comments or "facts" various people leave regarding ATDP. Nonetheless I do get to hear about them when others quote them. Regrettably so many of those "facts" simply are wrong.

One of the most often quoted is that so many advocates are leaving the system and no-one is applying to undertake training to replace them. To de-bunk this myth consider the application data below and particularly the numbers in a younger age group.



Number of advocates enrolled on or after 1 July 2018 in the training pathway by age-group and Unit of Competency enrolled

Age Group	MILADC001	MILADW001	MILADC002	MILADW002	MILADC003	MILADC004
< 30	7	6	0	0	0	0
30 - 39	11	8	0	0	0	0
40 - 49	33	20	1	0	0	0
50 - 59	25	17	1	1	0	0
60 - 69	30	30	2	2	0	0
70 - 79	11	21	1	0	0	0
> 79	2	1	0	0	0	0

The numbers above are only for new nominations in the training pathway since July 1st last year. The numbers for the level 2 candidates are those who enrolled after the above date and have completed level 1 training.

Additionally we have the first of the level 3 advocates ready for the final phase of their training. These are people who started at level 1 with ATDP and have progressed along the training pathway.

Level 4 training

At a workshop held recently in Sydney, the training material for level 4 Compensation was developed by a group of experienced advocates who have undergone RPL at that level. Another factor which was considered at the workshop was the CPD obligations of level 4 advocates and what external development could be undertaken by those with level 4 qualifications.

Trainers and assessors

While speaking of CPD obligations it is worthy of note that all ATDP trainers and assessors not only have an obligation to maintain professional development in their “industry” role (that is advocacy) but they also have a CPD obligation in their training and assessment role. To this end, our partner RTO has offered our presenters and assessors access to an organisation which provides CPD opportunities to people involved in the VET sector. All their CPD activities are recorded and used as evidence when the RTO undergoes an audit.

Program readiness

When ATDP schedules a program it is done on the basis that we know of people either in a particular location who are fully enrolled in the RPL pathway or fully ready for consolidation and assessment in the training pathway. We have evidence of people seeing a program scheduled for a particular location and believing they can simply say they want to come. This is not the case; nor is it the case that people in the training pathway should try to cram workplace experiences and eLearning when they find out a program will be held near them.

The golden rule is – get to the point of readiness and we will schedule the program; not the other way around.

Workplace mentors

We know that mentoring people in the workplace is an onerous task and that apart from mentors undertaking the initial training, they are left somewhat on their own. We are trying to remedy this situation with the introduction of new training material to assist workplace mentors in their role. In the meantime remember that the form of mentoring required in ATDP combines a bit of coaching, teaching and just being of assistance to your mentees. Mentoring is not a bit of rubbish imposed by ATDP. It is a serious way of bringing people to the highest possible skill and knowledge level required to do the job.

One of the important tasks for the mentor is to provide guidance and feedback to the trainee. This interaction is recorded in the workplace experience log (WEL) against each of the milestones. That information is good evidence of the trainee undertaking a formal training program and the progress of the trainee. The more detail of the interaction recorded, the more convincing the evidence.

Many mentors simply chose to write "Completed" or "Done" while some others write the least convincing evidence "Competent". In this last case, only an ATDP assessor can make that judgement at the end of the training process. The workplace mentor's comments should record what they discussed with the trainee after the milestone had been completed. The less that is recorded, the more likely the interaction either did not take place or was of little value from a learning perspective. [Regards](#)



[National Training Manager](#)

New ATDP website

We are pleased to announce that the Advocacy Training and Development Program (ATDP) has a new website (www.web.atdp.org.au). This replaces the previous website developed to support the administration of the Training and Information Program, the forerunner of the ATDP. The new ATDP website has been developed using feedback from advocates and other users and has a range of upgraded features and functionalities. The new website provides an easy means for ex-service organisations, advocates, mentors, trainers and clients to:



- identify and support training and development ;
- undertake continuing professional development;
- nominate and enrol in courses;
- view personal profiles and your enrolment overview;
- view and search for courses and other learning resources;
- access DVATrain to undertake e-learning;
- access the Accredited Advocate Register (AAR) to view, and if authorised, to update records; and
- provide general information on the ATDP.

The old ATDP website will be available until mid-October 2019 to give users enough time to become familiar with the new website – at which point the new website’s address will revert to www.atdp.org.au There is also a link to the new website on the old website and don’t forget to add the new website as a Favourite on your web browser.

If you have any feedback or would like further information please contact ATDP Communications at: ATDP.COMMUNICATIONS@dva.gov.au

Continuing Professional Development

Every month we tell you what's coming up with continuing professional development, but why do we have professional development, what are the advantages to you as advocates?

If you are doing continuing professional development with the ATDP, congratulations. CPD will ensure your capabilities remain up to date and keep pace with changing trends and directions



over time. Even though CPD activities are not 'accredited' as such, they are fully reviewed and vetted by the ATDPs dedicated CPD team to ensure they will provide real value to advocates. In fact, the CPD team puts a lot of effort into searching and reviewing material, it's an ongoing job, and you will notice that all of the material continues to be updated. Currently, we are working on new case studies, each case study takes days to complete and is reviewed by the CPD team and the training team for accuracy, completeness and relevance to advocates.

In addition to the material in the CPD portal, advocates can earn some CPD points from participating in a relevant regional Community of Practice (CoP). To have these CPD points recorded, find the link to an eligible CoP in the CPD Workspace in your profile, look down the list for *Attendance at an ATDP approved seminar or CoP forum* and click on "Access activity" in the right-hand column. Then find the activity and click on register.

CPD also addresses VITA's 'currency of training' requirement.

In the ATDP context, CPD continues throughout an advocate's period of practice. For ATDP, CPD obligations take the form of a points-based program similar to that used by many professions. CPD requires that an Advocate accrues a minimum of 15 points each CPD year and a minimum of 45 points over a three-year rolling period. The CPD year begins on 1 July and ends on 30 June the following year.

CPD also addresses VITA's 'currency of training' requirement for maintaining professional indemnity insurance coverage of advocates. All ATDP accredited advocates that are not continuing their study by progressing along the learning pathway have CPD obligations. The CPD portal can be found here:

<https://www.cpd.atdp.org.au/>

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

IT Projects Update

Blessen is the resident ATDP IT specialist and provides support to the National Training Manager, the CPD team and the Program Manager on multiple IT projects including the ATDP website, AAR, Online Management System and the CPD online portal.



My priorities for this month have been:

- *upgrading the Event Management section in the CPD Administration portal so points allocation to the attendees can be managed quickly and easily.*
- *Updating the CPD system for its 2nd year cycle. I have also made minor updates to Update Module 4 and its questions.*
- *Reviewing several new case studies which are currently being tested and should be available to all users by the end of this week.*
- *Launching the new ATDP website as a Beta version and closely monitoring its performance.*
- *I'm also adding some new management tools in the administration panel.*

Letters to the editor

From next month, we will be including '**Letters to the Editor**'. We will be happy to publish your letters but there are some rules around what we will accept.

Keep it short - up to 200 words, but much shorter if you can.

Keep it simple and concise – make your point but make it clear what you want to say.

Keep it courteous – we reserve the right to include your letter or not.

Keep it relevant – then you have a better chance of having your letter included.

More Rules – Please include your name, address and phone number and if relevant the organisation you work for. We won't publish all of these details, just your name.

Deadline – there is no deadline for your letter, but keep in mind that the *ATDP Update* is published monthly in the first week of the month.

Send your letters to: ATDP.COMMUNICATIONS@dva.gov.au

Program Support Manager Update

Advocate ATDP profiles

Please check that your contact and other details in your ATDP profile are correct by logging on to your ATDP profile - we don't have a means of checking to see if emails bounce or otherwise don't reach their destination. Please be aware that we try to call if emails don't appear to be reaching their destination – but because official phone systems rarely allow a phone number to be displayed to a receiver many people don't answer.



Invitations to programs, reminders about CPD, notices of impending archiving, requests for information, and other notices are sent to the emails in these profiles, and location (postcode) details are used for planning.

We assume that if an email is sent to an email address entered and maintained by a user then it will reach its destination and will be read. Unresponsive advocates are ear-marked for archiving on the basis that their circumstances have changed for the time-being and are not active.

There is also a long-standing expectation that ATDP advocates are computer literate because key elements of ATDP advocacy require computer skills. If you know of an advocate who needs a bit more confidence in using computers the last *ATDP Update* and last edition of *Advocacy News* refer to a government program (*Be Connected*) to help with computer literacy, plus many libraries and community groups run computer skills sessions.

As mentors, and ESO AAR authorised Persons, could you please encourage all of your advocates to login and check their details, and to check their email inboxes and spam folders for emails from ATDP.

Excitingly, the new ATDP website (web.atdp.org.au) is not just a good source of information and links, it is also a new login point for advocates' ATDP profiles. Just go to the "Advocate Login" button on the top right of the page and use your normal credentials to log in. We have worked to make your access to the same information a bit smoother, so if you have any comments or suggestions please feed them back through ATDP.COMMUNICATIONS@dva.gov.au.

Programs

One of the procedures agreed to at the CFMG meeting in Melbourne in early July is to help manage RPL L1 and L2 enrolments that we received after we forwarded VITA's May letter in addition to RPL enrolments from some time ago. If three invitations for an RPL program after 1 July 2019 are declined or ignored then that advocate's Unit of Competency (UoC) will be archived. If an advocate has only this proposed UoC then their profile will be archived. This rule applies to all those who are, or will be, enrolled for RPL L1 and L2.

We know there are a range of reasons for not being able to attend a program, which is why there are three chances to attend a program in addition to the VITA extension to remain covered by professional

indemnity insurance (for those who completed their enrolment before 1 July 2019). ESOs endorse the nomination and so they know what support is needed to help that advocate attend an RPL or C&A program – plus the workplace mentor support available and client workload needed to reinforce the commitment to training an advocate.

Please ask your trainees and mentees to make sure that for both Consolidation and Assessment (training pathway) and RPL programs that they pay careful attention to the joining instructions that are sent – and to gather and bring along sufficient evidence to support the work they have done. For C&A this would be the claims mentioned in their WEL, and for RPL, it is the evidence indicated by the checklist sent with their joining instructions.

If you (or an advocate you know) intend to undertake RPL L3 or 4 please enrol soon so that we can plan our programs and the workload of our volunteer assessors. Yes, TIP-trained advocates could be covered by an ESO's VITA insurance until the end of 2020. The program schedule is full now until December 2019 and we have started scheduling other programs for 2020, and are expecting to fill most of next year's schedule with C&A programs.

Similarly, if you know of anyone who is undertaking Compensation Level 3 on the training pathway, please encourage them to complete as much of their WEL as their ESO's (or CoP's) workload will allow.



'If you (or an advocate you know) intend to undertake RPL L3 or 4 please enrol soon so that we can plan our programs and the workload of our volunteer assessors'

We are looking to schedule a C&A session for these learners – but can't until enough are 'ready' for a C&A session, and will decide in the next month or so if a program before December 2019 is justified.

Workplace Experience Logs (WELs)

If you or your mentees make several entries in a WEL at a time, please include in your text the date to which each entry relates. This makes it easier for assessors to cross-reference entries with evidence.

Archiving inactive WELs

Being mindful of the training and development focus of the ATDP, we are looking at the WELs of advocates in the training pathway to see the level of activity undertaken.

Regional Mentors are already alerted to those trainee advocates who haven't made a WEL entry for more than 90 days. They will contact mentors to see if anything can be done to clear any impediments to workplace learning.

We have focussed first on advocates who have enrolled in a UoC in the training pathway but who have had no WEL entries for more than 12 months.

If a nominating ESO has estimated the workload available to as trainee correctly it should not take longer than 12 months to complete a UoC – just the same as it's unlikely a trainee would finish a training pathway UoC inside of three months.

We know that circumstances change for advocates and ESOs which might cause a lull in activity that could be used for workplace learning – but the program is built on continuing development and if development isn't happening through on-the-job experience then CPD is a better option.

We have already been archiving inactive WELs, and only the inactive UoC is archived. For those advocates who have already earned a Statement of Attainment (SoA) – the inactive UoC is archived but the rest of their profile remains active. If an advocate does not have an SoA other than the inactive UoC then their whole profile is archived. An ESO can contact us about changed circumstances and an advocate or UoC can be unarchived at any time. We don't archive without checking other circumstances first.

'An ESO can contact us about changed circumstances and an advocate or UoC can be unarchived at any time.'

One of the consequences of this is that if an advocate has already earned a Statement of Attainment, but is training for an additional Unit of Competency (they would normally be exempt from CPD) and we have archived that UoC through lack of activity – the advocate would now be open for CPD obligations.

Accredited Advocate Register

Just to clarify for all ESO AAR Authorised Persons and mentors – as of 1 July 2019 if an advocate has been archived or is not attached to an ESO, then they will not have access to their ATDP profile. This includes not being able to manage any mentees they might have, nor any access to CPD. This is to continue the emphasis on ESOs being responsible for their advocates, their progress and workload.

There are still quite a few ESOs that had registered with ATDP for inclusion in the AAR since the beginning of this year, and some which carried over from the Advocate Directory and have not checked their details in the AAR in the last 6 months. This means that their details will not be returned in any search of the AAR by veterans and their families.

An ESO's Authorised Person just needs to log into the AAR at least once every 6 months (more frequently is better) to check that all details are correct and to see quickly and easily the status of their advocates. In the AAR advocate names will be identified by colour into 'have an SoA issued' (Green) 'in training, or waiting for an RPL program' (black), or 'archived' (red). If any of these are not what you expect, please contact your PSO to understand what is happening.

VITA insurance

To clarify the position for advocates and support officers who have sent in queries - please contact your ESO to check that you are meeting their current requirements for Professional Indemnity and other insurances – and are therefore protected by them.

Thank you

Chris May
Team Leader Program Support

ATDP Program Calendar

Upcoming ATDP training events – by ATDP invitation only to eligible candidates linked in the AAR with an ESO.

- a program is only scheduled once there are enough candidates identified as 'ready' by mentors and regional mentors and ratified by the National Training Manager.
- acceptance of invitations closes 28 days before a program runs, if there are not enough acceptances at this point then the program may be cancelled.
- if invitees withdraw from a program and the numbers fall below the minimum the program may be cancelled.

Event	Starts	Days	Location
RPL and mentoring	6/8/2019	2	Melbourne - closed
RPL Compensation L4	7/8/2019	2	Melbourne - closed
RPL and mentoring	13/8/2019	2	Sydney - closed
RPL Compensation L3&4	14/8/2019	2	Sydney - closed
C&A Compensation L1	20/8/2019	3	Adelaide - closed
C&A Wellbeing L2	27/8/2019	3	Sunshine Coast - closed
RPL and mentoring	3/9/2019	2	Sydney
RPL and mentoring	10/9/2019	1	Fish Creek
C&A Compensation L1	17/9/2019	3	Penrith
RPL and mentoring	23/9/2019	2	Devonport
RPL and mentoring	26/9/2019	2	Hobart
RPL and mentoring	2/10/2019	2	Brisbane - full
C&A Wellbeing L1	7/10/2019	3	Perth
C&A Compensation L1	9/10/2019	3	Perth
RPL and mentoring	10/10/2019	1	Perth
RPL and mentoring	15/10/2019	2	Newcastle
RPL and mentoring	10/12/2019	2	Brisbane
C&A Compensation L1	17/12/2019	3	Brisbane
RPL and mentoring	21/1/2020	2	Brisbane



ATDP contacts

ATDP Enquiries		info@atdp.org.au ATDPenquiries@dva.gov.au
ATDP National Training Manager	Greg Hoving	ntm@atdp.org.au
Continuing Professional Development manager	Brett Warner	cpd@atdp.org.au
Regional Manager 1 QLD/NT	Bob Grandin	rm1@atdp.org.au
Regional Manager 2 NSW/WA/ACT	Ian Thompson	rm2@atdp.org.au
Regional Manager 3 VIC/SA/TAS	John Methven	rm3@atdp.org.au
Region1 Program Support Officer SA time, 8.30-4.00 Mon-Fri	Elizabeth Owen	ps01@atdp.org.au 08 8290 0283
Region 2 Program Support Officer SA time, 8.30-4.00 Mon-Fri	Karolyn Traise	ps02@atdp.org.au 08 8290 0279
Region 3 Program Support Officer SA time, 8.30-4.00 Mon-Fri	Phil Boyes	ps03@atdp.org.au 08 8290 0273

Roger's Words of Wisdom



Swedish astronomer [Anders Celsius](#) (1701–1744) created a temperature scale that was the reverse of the scale now known as "Celsius": 0 represented the boiling point of water, while 100 represented the freezing point of water. In his paper *Observations of two persistent degrees on a thermometer*, he recounted his experiments showing that the melting point of ice is essentially unaffected by pressure. He also determined with remarkable precision how the boiling point of water varied as a function of atmospheric pressure.

Although Celsius was only 43 when he died Dutch–German–Polish physicist [Daniel Gabriel Fahrenheit](#) always insisted that he was 109.