WELFARE EXPERT GROUP MEETING
SGB ISSUES

Strategic Policy:

- **Influences:**
  - Younger veterans demanding much more than TIP has provided (including NSW-ACT)
  - 3000 women deployed over last 10 years = women issues + family issues
  - Claim rejection exacerbates suicide = mental health triage
  - Understanding the claims and appeals process
    - the players
    - their roles and responsibilities

- **ATDP Imperatives**
  - Selection of Trainees
  - Single Training Pathway
  - Competency Based Training

<table>
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<tr>
<th>Elements of Skills and Knowledge Acquisition</th>
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<td>10%</td>
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<td>Formal</td>
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- Continuous Learning and Development
- National Police and (State-specific Contact) with Children Clearances (include in Work Experience Record)

- **Legislation and policy foundations**
  - Claims: DFRDB, MSBS and Military Superannuation
  - Welfare: List from Del?

- **There will be some knowledge that must be known; however, knowing where to locate and apply will be the major part of the training pathway =**
  - test the must know
  - open book for the complex detail

- **Attitudes and Culture:**
  - Self-awareness module
  - ESO Claims-Welfare Team

- **ESO Team:**
  - Non-Liability Health Care
  - Rehabilitation (Case Management)

- **Additional Legislation:**
  - Offsetting: DFRDB + MSBS
  - Defence Act 1904

- **Highway analogy = use what we have while we build the rest that is needed.**
- BEST weightings recognise complexity and workload of Welfare roles
- Funding for Distance Learning modalities?
Exit points:
- Claims: Claims Officer, Claims Advocate, Appeals Advocate (VRB/AAT)
- Welfare: Welfare Assistant; Welfare Officer, Welfare Advocate

Ratify terminology:
- Welfare Assistant = visits (non-VITA indemnified)
- Officer = L1/Basic (supervised); Advocate = L2/Advanced (autonomous)
- Course, Unit, Module
- Competency based training embedded in Adult Learning Principles

ATDP Policy Framework
- Policy (SGB) + Innovation (CFMG) + Coordination (RAB) + Competency Building (CoP)
- ATDP encompass all issues impinging on practice to provide a one-stop reference document
- ATDP includes all training needed by ESO community to service client base
- Work Experience Record is therefore comprehensive
- ATDP provides resources = Business Plan/Case from

Ratify the Welfare Roles:
- Welfare Officer:
  - Communicate with client to establish need(s)
  - Identify behavioural issues/complex needs and seek assistance
  - Assist Welfare Advocate in researching and availability of services
  - Work within organisational requirements
  - Manage stress and burnout
  - Produce documents and correspondence as requested (require)
  - Identify unusual behaviours and refer to Welfare Advocate
  - Manage client’s case post-acceptance of liability
- Welfare Advocate: TBD.

Formal Training:
- Understanding the Military Experience
- Welfare 2016
- Consolidation

Workplace Experiences
- Selection guidelines met
- Demonstrate knowledge of ATDP training
- Observe 5 primary interviews, and comment on strengths and weaknesses, and outcomes
- Describe organisation’s record keeping
- Describe organisation’s method of adhering to confidentiality requirements
- On at least one occasion identification of behavioural triggers
- Carry out simple research to find information related to training pathway
- Demonstrate capability to use office IT systems
- Describe how to manage workload to avoid stress and burnout.

Considerations
- Workplace Diary (completed through pre-training OJT)
- CoP + ATDP-appointed Mentor (Register)
Concepts and Explanations: Part A

- Report (on-line completion and submission for verification)

- **Welfare Course Implementation**
  - Coordination by RAB
  - Competency development by CoP
  - Convergence of Claims and Welfare Pathways
  - Advocates continuous learning = Moderated Bulletin Board/Facebook page

- **BEST Criteria:**
  - Two-level course = Officer = L1 (supervised); Advocate = L2 (autonomous) = BEST +
  - Visits Officer (non-VITA indemnified) = 0.1 x BEST

- **Mentoring and OJT Course**
  - ATDP access to online VEA Course (Lisa has approved access)
  - No refresher courses = higher level (joint Advocate Case Study) + Continuous Learning

- **Formal Training**
  - DVA Understanding the Military Experience
  - Death Compensation: Claims Officer (accepted condition) + Advocate (condition not accepted)

- **Community of Practice**
  - Collaborative Learning Environment
  - (Over-arching) Wiki-like, moderated, network virtual CoP
  - VC + PWON + DC + ESO + informal groups + Facebook Groups
  - All ATDP enrollees and roll-over all TIP participants
  - Younger Veterans Triage
  - Facebook/Twitter sites; authoritative intervention capability:
    - DVA Claims, Cards & Payments Veterans Information Group
    - Mid North Coast Welfare & Pension Officers Network
    - Central Coast & Hunter Veterans Support Group
    - RSL NSW Welfare and Pensions Forum
    - Overwatch Group
    - Australian Veterans Law Advocacy Network (AVLAN)
    - Veterans Centre Mid North Coast
    - Women’s Veterans Network
    - The Orderly Room
    - Association of Ex-Service Advocates Australia
    - Peer2Peer Program
    - Mates4Mates
    - @BraveryTrust
    - @WarriorsReturn1
    - @YVeteransRSL

- **Mentor CoP**
  - Training and Development Course
  - Access
  - Contact protocols

- **Information lodgement:**
  - VeRBosity
• Benefits of membership:
  – Better informed advocates at all levels
  – Access to authoritative information
  – Overcomes tyranny of distance
  – Minimal cost

• Culture Change: Siloes into Networked Partnership
  – Identify candidate selection criteria
  – Educate ESO Executives
  – Mentor and OJT-provider responsibility
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