Chapter 1. Library Overview

1.1 Introduction - Library No. 3
1.1.1 Library No 3 contains ATDP Operational Procedures. It is the ‘What to do’ level of documentation.

1.2 Purpose
1.1.2 The chapters in this Library detail the operational policy and procedures that will ensure the actions taken by CFMG and RIG Members and CoP Mentors achieve:

- the nationally consistent training and development objectives stipulated in 10621NAT Course in Military Advocacy;
- the delivery of client-focused, high quality, continuously improving advocacy services to DVA clients by accredited welfare and compensation advocates.

This Library applies the responsibilities detailed in Library No 2, Chapter 2, Policy Framework and contains the ‘What to do’ level of documentation ATDP Operational Policy and Procedures.

1.3 Focus
These procedures focus on the ‘what to do’. This is mandated by the Policy Framework and respects to the prevailing culture of volunteerism. Acknowledging the inevitable variability in local environments, within the policy and procedural framework, the ‘how to do’ is open to the initiative of the ATDP participant taking the action.

1.4 Application to CoP/VC/ESO Members
ATDP Policy and Procedures acknowledge that mentoring and advocacy are mostly undertaken by VC/ESO volunteers.

Consistent with volunteerism and the autonomy of VC/ESOs, reasonably, the procedures in this Library can only be guidance to CoP/VC/ESO executives, mentors and advocates. Never-the-less, their observance is critical to the delivery of nationally consistent advocacy services.

CFMG and RIG Members and CoP Mentors will bring these policy and procedures to the attention of CoP/VC/ESO executives, mentors and advocates and encourage them to incorporate the procedures into their workplace documentation and activities. In so doing, CFMG, RIG and CoP leadership will need to avoid being directive but, at same time, emphasise:

- the ‘client-focus’ of DVA’s Veteran-Centric Reform Program (see ‘DVA Towards 2020’);

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1 Information on the rationale for, and the thinking underlying these procedures are posted in Library No 1.
how strongly ATDP and VCR objectives reflect the 100-year old tradition of ‘mates helping mates’, as well as the pervasive care contemporary veterans demonstrate for their mates; and

• ensure CoP/VC/ESO executives, mentors and advocates understand that:
  o while ATDP training and development pathways are governed tightly by VET standards and procedures; and
  o adoption or adaptation of ATDP policies and procedures will ensure that ATDP implementation is, to the maximum extent possible, nationally consistent;
  o they are free to decide whether or ‘how’ they adopt or adapt the policy and procedures in this Manual.

1.5 Companion Libraries

1.5.1 Library No 1 contains the conceptual and explanatory levels of documentation. It is the ‘Why it is the way it is’ document. The constituent documents are references for:
  • the rationale that shaped ATDP beyond the ATDP Blueprint,
  • a deeper level of understanding of ATDP implementation,
  • in-depth responses to VC/ESO executives and advocates’ questions, and
  • the foundations for future development of ATDP to meet emerging needs.

1.5.2 Library No. 2 contains the Strategic-level Policies and the Glossary of Commonly Used ATDP Terms Policy Framework. It:
  • records the boundaries within which the Operational Procedures that guide implementation and day-to-day operation of ATDP are written; and
  • is the ‘Why to do’ level of documentation.

1.5.3 Library No. 4 contains ATDP Management Policy and Procedures. It identifies the actions that are to be taken by the CFMG and RIGs to ensure:
  • good governance, and
  • national consistency managerially.

1.5.4 Library No. 5 contains the forms and administrative guidelines that facilitate interaction between the Department (ATDP Secretariat) and ATDP Members or CoP/VC/ESO Mentors or Advocates whose activities are funded from the ATDP allocation.

1.6 Implementation Guidelines.

It is important that users are aware of the following implementation guidelines:

• within the policy framework and procedures, RIG Members and CoP Mentors are free to decide ‘how’ they will implement the national consistency requirements in this Manual, and
VC/ESO are encouraged to adopt relevant policies and procedures to ensure that ATDP implementation activities are, to the maximum extent possible, nationally consistent.