Chapter 6. Engagement

Coming together is a beginning; keeping together is progress; working together is success.

Henry Ford

6.1 Introduction
This Chapter details the operational purpose, planning and management of engagement within the CFMG/RIG-VSC/ESO/YVO/CoP system. The Chapter does not address the CFMG Chair and NTM’s reporting on governance to the SGB.

6.2 Purpose of Engagement
The purposes of operational engagement are:

- until transition from TIP to ATDP is complete, to ensure VC/ESO and TIP-trained practitioners understand how ATDP:
  - builds on the strengths of TIP,
  - reinforces the traditions on which ESOs were founded,
  - brings substantive benefits to VC/ESOs and Advocates, and
  - assures a progressive improvement in the quality of advocacy services VC/ESOs provide to the DVA clients and Defence Family more widely;
- facilitate transition from the current to the next generation of ATDP leadership, mentors and advocates; and
- throughout the life of ATDP, to ensure that:
  - members of the ESO-DVA-Defence-ATDP partnership understand each other and collaborate for the benefit of the Defence Family including DVA clients;
  - the flow of information within the CFMG/RIG-VSC/ESO/YVO/CoP system is systematic and comprehensive;
  - activities within VSC/ESO/YVO/CoP contribute to delivery of nationally consistent, high quality advocacy services to Defence Family;
  - feedback across the CFMG/RIG-VSC/ESO/YVO/CoP system facilitate delivery of continually-improving, high-quality advocacy services to DVA clients;
  - VC/ESO executives, mentors and advocates are fully cognisant of their role in ATDP, and engage actively and effectively in implementation; and
  - questions and complaints from the VSC/ESO/YVO/CoP level are resolved quickly and authoritatively.

6.3 Engagement Issues
Issues the engagement system is most likely to confront are (alphabetical order):
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- Business planning, cost attribution and funds management.
- Candidate progress, including readiness for workplace assessment.
- Complaints, including disaffected comparison of the substantive difference between TIP training and the demanding ASQA accredited 10620NAT.
- Military advocacy legislation and related policy, including Federal, State and Local Government legislation and welfare services.
- Dissemination of changes to legislation, policy and procedures relevant to military advocacy.
- Encouraging younger veterans’ participation in military advocacy.
- Informing the Defence family and the public about advocacy services.
- Maintaining face-to-face contact with as many rural and remote centres as practicable.
- Matters arising during implementation.
- Training demand and administration.
- Veteran-specific and dependant-specific welfare and compensation matters.
- Younger veterans.

6.4 Engagement Groups

Engagement on operational matters will include at least the following groups of Veteran Centric Reform (VCR)\(^1\) participants and focuses. Engagement will occur as co-equal participants with the objective of identifying the issues and underlying causes, considering resolution options, reaching consensus on the preferred option, and establishing implementation monitoring:

- Training and Development. Engagement on and between:
  - Candidate Progress: NTM, Regional Mentors, CoP/Workplace Mentors, candidates.
  - Consolidation Unit Scheduling: NTM, Regional-CoP/Workplace Mentors, ASO, Candidate.
  - Assessment: NTM, RTO, Consolidation Unit Learning Facilitators, Workplace Assessors, ASO.
  - Advice of Competency: NTM, ESO Executive, Candidate, ASO.

- National Consistency and QA. Engagement on and between:
  - Oversight: CFMG Chair and Regional Managers.
  - QA Standards and System Operation: Members of Joint (CFMG/RIG) QA Task Groups, NTM, RTO, VITA Chair.

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- Quality of Services Delivered: CFMG Members of QA and Mentoring Task Groups, Regional/CoP/Workplace Mentors, CPD participants, VSC/ESO/YVO Executives.
- Notification of Intractable Weaknesses: CFMG Members of QA and Mentoring Task Group, Regional and relevant CoP Mentor Team, relevant VSC/ESO/YVO Executive, CFMG Chair, Regional Manager, VITA Chair, the Secretariat, Commission Delegates, VRB and AAT Members.

- Younger Veterans: Engagement on and between:
  - Crisis Response: NTM, joint Young Veterans and Engagement Task Groups, Regional Mentors, CFMG Chair, DCO and ADF Transition representatives, Secretariat.
  - Veteran and Dependants Advocacy Support: NTM, joint Young Veterans and Engagement Task Groups, Regional Mentors, CFMG Chair, DCO and ADF representatives, Secretariat.
  - Engagement in ATDP: NTM, joint Young Veterans and Engagement Task Groups, Regional and CoP Mentors, CFMG Chair, Secretariat.

- Planning and Budgeting: Engagement on and between:
  - CFMG Chair, RMs, ASOs, with input on anticipated demand for the ensuing FY from CoP, mediated by Demand Management.
  - Management and Administration: Engagement on and between:
    - CFMG Chair, RMs, ASO, all ATDP participants (as relevant to the activity), Secretariat (where appropriate).

- Register of Accredited Advocates:
  - RTO, Workplace Assessor, NTM, OMS Manager, ASO.

6.5 Engagement Network
Fully effective engagement requires open and unhindered flow of information. ATDP will maximise the flow of information through networked ICT. The network elements, nodes, links and sub-systems that constitute the engagement system follow:

- Sub-System 1: every CFMG and RIG Member, and CoP Mentor.
- Sub-System 2: every VSC/ESO/YVO/CoP Workplace Mentor and Advocate.
- Sub-System 3: all VC/ESO Executives.

The information relevant to each sub-system indicatively is:

- Sub-System 1: SGB and CFMG directions; governance issues; CFMG Policy and Procedures, and issues arising during their operationalisation; demand management; business planning and implementation; course materials;

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2 The term sub-system defines the nature of the information typically exchanged between its constituents and does not infer hierarchy. Each sub-system is fully embedded and linked within the engagement network.
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advocacy practice; legislation/legislative instruments and related policy changes.

- Sub-System 2: matters relating to advocacy knowledge, skills and practice; changes in legislation/legislative instruments and Commissions’ policy (CLIK). Sub-System 3: matters relating to ATDP administration at the VC/ESO level.
- Sub-System 3: matters relating to VITA, BEST Grants and generic changes.
- Engagement System (All Sub-Systems): national consistency and quality assurance; matters arising from ESORT considerations.

6.6 Responsibilities for Engagement

Formal responsibilities for engagement follow:

- with the SGB: CFMG Chair and NTM consistent with their roles.
- within CFMG: each Member consistent with their Position/Task Guide and other advocacy knowledge, experience and expertise
- between CFMG and RIGs: CFMG Chair and RMs
- within RIG: each Member consistent with their Position/Task Guide and other advocacy knowledge, experience and expertise
- between RIGs: the RM on all policy matters, with standing delegations to Members on matters consistent with their Task Group membership
- between RIG and CoP: Regional Mentor Team to CoP Leadership (Mentor Team)
- between RIG and VC/ESO Executives: Regional Manager to Executives within Region.

6.7 Engagement Media

ATDP-specific engagement media include (alphabetical order):

- ATDP Secretariat:
  - Updates: distribution limited and set by SGB.
  - ATDP Newsletter: wide distribution to email address book recipients.
- DC Forums: by invitation, and mandatory attendance by RMs or delegates for each State in their Region*.
  * Ensure DVA advises this need to your Region’s Deputy Commissioner(s).
- Direct Contact: direct contact is authorised in the Engagement Responsibilities section above.
- Email Group Address-book: Each ASO will compile a Region group address book from Applications and other contact with VC/ASO/Advocates. To maximise dissemination of ATDP Newsletter, ASOs will regularly forward the group address book to the Secretariat.
Print and On-line: within national consistency requirements, RMs are responsible for identifying and exploiting opportunities in their Region to canvass ATDP matters. In so doing, RMs should be alert to matters of national significance and will advise the Secretariat, cc the CFMG Chair. Annex A is a list of URLs and Facebook sites that may assist in monitoring trends and the dissemination of information.

Social Media (Facebook):
- Australian Government Department of Veterans Affairs.
- Defence Community Organisation.
- Veterans and Veterans Families Counselling Service.
- Australian Veterans Law Advocacy Network (AVLAN) (members only).
- Association of Ex-Service Advocates Australia (members only).

Register of Advocates: ASOs will confirm independently after a candidate has completed RPL or a Consolidation Unit that the advocate’s name, and stream and level of competency have been entered in the Register. Where an entry has not been made within a reasonable time, the ASO will advise the NTM.

Roadshows: As ATDP roll-out and RPL continue, the need for Roadshows will decrease; however, if an unawareness or resistance to ATDP becomes obvious in an area/location, the RM can seek a funds allocation for a Roadshow.

Training and Assessment: see the Training and Assessment and Mentoring sections of this Part for the relevant engagement responsibilities.

Websites:

6.8 Complaints
For complaints about engagement see Library 4, Chapter 21.
ANNEX A

Indicative List of On-line Sites

**Web Sites:**
Veterans off the Streets (VOTSA): [https://www.votsa.org.au](https://www.votsa.org.au)
Women’s Veterans Network Australia (WVNA) [https://wvna.org.au](https://wvna.org.au)
Soldier On: [https://www.soldieron.org.au/](https://www.soldieron.org.au/)
ASAC Australia: [www.asacaustralia.com/assistance/list-of-advocates](http://www.asacaustralia.com/assistance/list-of-advocates)
State RSL websites relevant to Region

**Facebook Sites:**
Women Veterans Network Australia: [https://www.facebook.com/womensveteransassn/](https://www.facebook.com/womensveteransassn/)
Mates4Mates: [https://www.facebook.com/Mates4Mates/](https://www.facebook.com/Mates4Mates/)
Australian Gulf War Veterans: [https://www.facebook.com/search/top/?q=australian%20gulf%20war%20veterans](https://www.facebook.com/search/top/?q=australian%20gulf%20war%20veterans)
Australian Veterans Suicide Register: [https://www.facebook.com/AustralianVeteransSuicideRegister/](https://www.facebook.com/AustralianVeteransSuicideRegister/)
Young Veterans Australia: [https://www.facebook.com/YoungVeteransRSL/](https://www.facebook.com/YoungVeteransRSL/)
Modern Soldier: [https://www.facebook.com/ModernSoldi3r/](https://www.facebook.com/ModernSoldi3r/)
Veterans 360 Australia: [https://www.facebook.com/Veterans360Australia/](https://www.facebook.com/Veterans360Australia/)
Overwatch Australia: [https://www.facebook.com/groups/OverwatchANZ/](https://www.facebook.com/groups/OverwatchANZ/)
Wounded Heroes Australia: [https://www.facebook.com/WoundedHeroesAustralia/](https://www.facebook.com/WoundedHeroesAustralia/)
Peer2Peer Program: [https://www.facebook.com/Peer2Peer-Program-1486938261594164/](https://www.facebook.com/Peer2Peer-Program-1486938261594164/)
PTSD Support and Awareness: [https://www.facebook.com/PTSDaware/](https://www.facebook.com/PTSDaware/)
DVA Entitlements (comments by DVA clients; an opportunity to correct misinformation):
DVA Claims, Cards, and Payments Veterans Information Group (comments by DVA clients; an opportunity to correct misinformation)
COMSUPER – Military Entitlements (usually, sound research of MSBS)
DFWA – Defence Force Welfare Association & Alliance of Defence Service Organisations
DVA Gold Card Benefits & Concessions (members only)
Australian Defence Force & Veterans Alliance Forum (members only)
ADF & RAAF jet fuels exposure (members only)