



RETURNED & SERVICES LEAGUE OF AUSTRALIA

QUEENSLAND BRANCH

11 August 2016

001-16

Veterans Services Newsletter 001-16

The Veteran Services Team within RSL QLD State Branch are a network of employees delivering pensions, welfare and advocacy services to current and former military members and their families. They work alongside the volunteer base in a combined effort to ensure appropriate, high quality service delivery to our members. Diagrams are included as annex A.

Communications Overview

I am excited to release the first issue of the Veterans Services Newsletter. It has been recognised that there are some communications challenges across the breadth of the organisation, and in particular the pensions, advocacy and welfare areas. The aim of this newsletter is to keep everyone updated on the happenings across the RSL QLD Veterans Services team and to erode any communications barriers.

Each newsletter is numbered sequentially, and is in a format that can be e-mailed but also can be printed and placed on noticeboards etc. A newsletter will be released when there is pertinent information that needs to be delivered to those individuals that are involved in service delivery.

Advocacy Training and Development Program (ATDP)

The ATDP is the evolution of the Training and Information Program (TIP) courses which were run by DVA for Ex Service Organisations (ESO's). This evolution has occurred as the TIP courses were not competency based and did not provide an integration component for on the job training and mentoring.

As advised in the email to District Secretaries on the 8th July 2016 and further explained in the email of 13th July 2016, the ATDP is calling for nominations for level 1 and 2 in both pensions and welfare. Further information can be found at <http://www.atdp.org.au/atdpMain.php>. ATDP is in early stages and as such the nomination process may not trigger immediate access to the training package. There are varying components to the ATDP training delivery, with an online component, face to face tuition and on the job practical experience. Accordingly once you are nominated, please be patient as we work with ATDP to understand their processes they are going through to run these courses.

TIP courses are still being run but are transitioning to the ATDP. The remaining TIP courses are online courses (GARP, MRCA) with a welfare refresher in Brisbane in November. More information can be found at <http://www.tip.org.au/main.php?ts=4>.



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Please note that the approval requirements for ATDP courses are as per the 'TIP Policy POL/VA/40-1001' which will remain extant until superseded. A copy can be obtained through district secretaries. As the training packages will require a face to face off site component please treat all of these as a course requiring travel when determining these requirements.

Level 2 Refresher Training (Professional Development Course – Level 2)

A combined pension and welfare level 2 professional development activity run by RSL QLD will take place in Cairns during the period 10-14 Oct 2016. This replaces the refresher training previously planned for September.

Nominations for the course will be requested shortly through an online portal. The proposed travel dates are the 10th Oct and the 14th Oct with training provided in Cairns 11-13th Oct. Whilst this will fulfil the refresher training requirements for VITA coverage, this training has a specific focus being 'The contemporary service person, providing relevant services and a family first approach'. The objective is to build upon current knowledge base and link the course participants to practices that support the emerging needs of the contemporary demographic. The course will have common modules and will separate for pensions and welfare specific sessions.

Whilst this course is aimed at level 2; pending nomination numbers, the course will be opened to level 1 practitioners. As this is a professional development approach as compared to a 'refresher' course, the subjects and approach will be a learning for all levels. Once nominations are received then confirmation of the final nominations will be promulgated. Please note that by nominating you are not automatically enrolled until your position has been confirmed. Once nominations are received we will confirm the need through the districts so I ask that your nomination is endorsed by your sub branch prior to nominating.



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Summary

We see the evolution of the ATDP courses and the focus on professional development as a positive outcome for all of our pensions, welfare and advocacy team. The focus on more streamlined communication and the ensuring that a strong relationship is maintained between the volunteer and employee teams will assist in being able to provide the best services to our clients.

Yours sincerely

Robert Skoda

Veteran Services Manager

Distribution

RSL QLD Veterans Services Officers

District Presidents

District Secretaries

District PAWS Officers

Sub Branch President (Through District Secretaries)

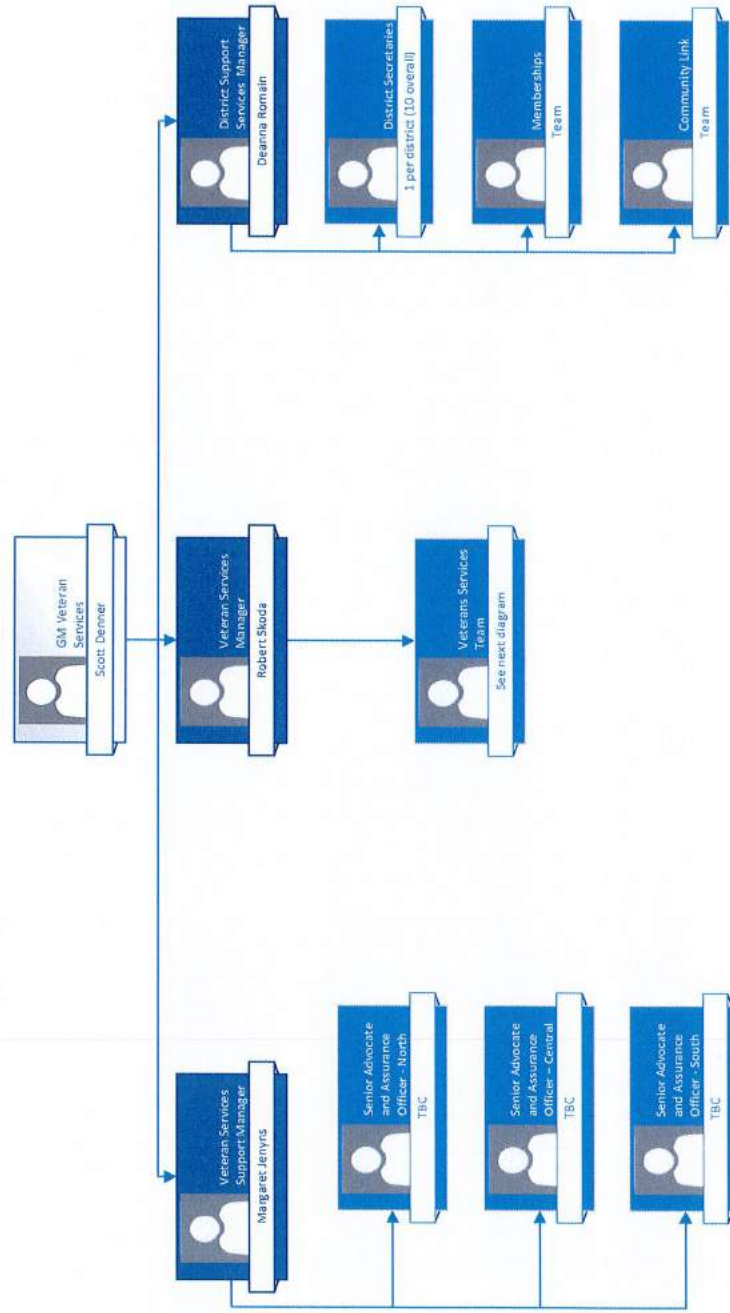
Sub Branch Secretaries (Through District Secretaries)

All PAWS Officers (Through Sub Branch and District PAWS Officers)



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Overall Structure – Veteran Services



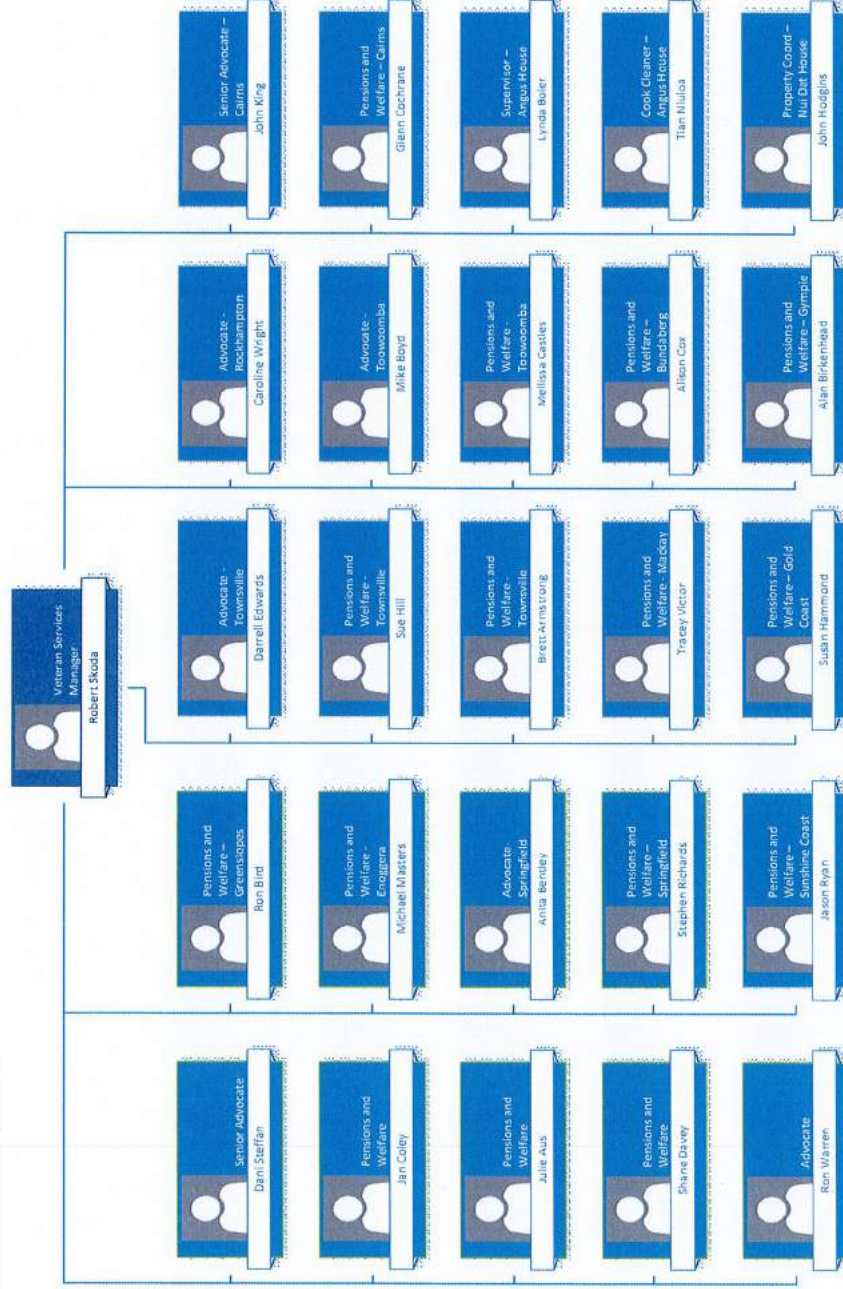
Annex A to
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Veteran Services Team Structure



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