



Military Brotherhood MMC Inc

SOP 14 – 20 June 2010

Standard Operating Procedure (SOP) 14 TIPS (DVA) TRAINING

General

1. Training and Information Program (TIPS) courses are conducted by the Department of Veterans Affairs (DVA). Suitable members within each Sub Branch are required to complete the suite of courses at least to Advocacy level, to provide qualified support to Veterans.
2. Course information is promulgated on the DVA website at:

http://www.dva.gov.au/ex-service_organisations/tip/Pages/index.aspx

What is TIP?

3. The Training and Information Program (TIP) provides training and information for welfare and pensions officers who are volunteers working within ex-service organisations (ESOs). TIP training is delivered to enable them to provide the best possible advice to Veterans and former serving members of the Defence Forces seeking their services.

What type of training does TIP provide?

4. TIP offers training for new welfare and pensions officers, refresher and update training and advanced training for experienced welfare and pensions officers. In many states, seminars on important issues are offered to extend the skills of practising welfare and pensions officers.
5. Welfare Officer training provides information about the wide array of community services that are available and DVA's health and housing services and others services that are available for veterans, their dependants, war widows and former serving members that are not pensions-related. Expert presenters deliver modules that provide skills in interviewing, networking, ethics, privacy and the role and responsibilities of welfare officers.
6. Pensions officer training develops skills to assist claims under the *Veterans' Entitlements Act 1986*. Military compensation courses cover entitlements under the *Safety, Rehabilitation and Compensation Act 1988* and the *Military Rehabilitation and Compensation Act 2004*. Training is also provided to advocates who assist with appeals to the Veterans' Review Board and the Administrative Appeals Tribunal.
7. Each state has a comprehensive suite of courses available. The subject matter taught on courses in each state is mostly very similar and there are common learning outcomes for each module. Variations do exist between states in the way that the courses and modules are delivered and there can be variations in the course content to suit local needs. For descriptions of the courses available and the entry pre-requisites for the courses, please click on the link for your state.



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When and where are the courses run?

8. Each state has a calendar of courses. Click on the link for your state's course calendar and description of the courses that are available.

http://www.dva.gov.au/ex-service_organisations/tip/Pages/index.aspx#howis

9. Courses are run in capital cities and major centres depending on demand.

10. Some DVA-funded financial assistance is available to TIP participants who need to travel more than 50 km each way to attend TIP training. This will assist with travel expenses for accommodation, meals, private car or public transport and in rare cases, air flights. More information is in the travel guidelines, which can be found on your state's TIP page.

What insurance cover do Welfare and Pensions Officers have?

11. The Veterans' Indemnity and Training Association (VITA) has been established for the purpose of providing professional indemnity insurance for suitably qualified, trained and authorised members of ESO's who give advice in good faith to the ex-service community on matters relating to DVA pension and compensation entitlements and welfare support.

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