



Australian Government

Department of Veterans' Affairs

Factsheet TIP01 - Training and Information Program

Purpose

This Factsheet explains what the Training and Information Program (TIP) does and how you can undertake TIP training.

What is TIP?

TIP provides training and information for Welfare and Pension Officers and Advocates working within ex-service organisations (ESOs). TIP training enables them to provide the best information to current and former serving members of the Defence Forces in their dealings with the DVA or in accessing appropriate community based welfare services.

How is TIP administered?

TIP is a joint venture between ESOs and DVA. Each State has a consultative group that consists of ESO representatives and DVA staff members. This group monitors the conduct of training and provides advice on matters of course delivery, programming and development. In some States a training committee advises and reports to the consultative group.

What type of training does TIP provide?

TIP offers training for volunteers who are interested in helping the wider current and former ADF community by becoming qualified Welfare or Pension Officers and Advocates. TIP also offers refresher training and advanced level training, including training in representing DVA clients at the Veterans' Review Board (VRB) and the Administrative Appeals Tribunal (AAT).

Pensions Officer training develops skills to assist claims under the *Veterans' Entitlements Act 1986* (VEA), the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) and the *Military Rehabilitation and Compensation Act 2004* (MRCA).

Welfare Officer training provides information about the wide array of community and DVA services that are available for veterans, current and former members of the ADF and their families. Experienced presenters deliver courses that provide skills in interviewing, networking, ethics, privacy and the role and responsibilities of Welfare Officers.

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Who conducts TIP training?

Training is conducted by TIP trainers who are generally former members of the ADF with training and development experience. These ESO presenters are aided by DVA staff who present sessions on their areas of subject expertise. External speakers from community organisations and other State and Federal Government departments are also used in most locations.

eLearning (online training) opportunities are also provided allowing volunteers to undertake training at their own pace and at a time most convenient to them, with access to training resources and a mentor system.

Can I attend TIP training if I have never been in the ADF?

Yes, trainees are welcome from both the ADF community and the wider community, as long as you are endorsed by an ESO.

How do I attend TIP training?

If you are interested in attending TIP training you need to be endorsed by an ESO. Each State has entry pre-requisites for some of their courses. To apply, please visit the [Training & Information Program \(TIP\)](#) page of the DVA website at www.dva.gov.au/consultation-and-grants/grants/training-and-information-program-tip and click on the link for your State or Territory in the box on the left-hand side of the screen to complete the application form.

Each State site provides information about course programs, what the courses cover and contact details for TIP in your State.

Do I receive accreditation for completion of my course?

No, completing a TIP course does not confer any accreditation on the individual. However, Certificates of Attendance are provided in most locations. The authorising ESO or veteran centre is responsible for certifying that the individual has the necessary level of knowledge and experience to provide advice.

It is the responsibility of ESOs to manage the performance of its volunteers and to ensure that they provide high level, quality service to the individuals they assist.

What insurance cover do Welfare and Pension Officers have?

The Veterans' Indemnity and Training Association (VITA) has been established to provide professional indemnity insurance for suitably qualified, trained and authorised ESO volunteers. It applies when they give advice, in good faith, to the ex-service community on matters relating to DVA pension and compensation entitlements and welfare support. VITA also provides an accident insurance policy to cover those people who conduct training under the auspices of TIP, providing their parent ESO is a member of VITA.

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For more information, please see the [Veterans' Indemnity and Training Association \(VITA\)](#) brochure available on the [Training & Information Program \(TIP\)](#) page of the DVA website at www.dva.gov.au/consultation-and-grants/grants/training-and-information-program-tip

How do I find a Welfare or Pension Officer?

To find a Welfare or Pension Officer, or to contact the TIP chairperson or the DVA TIP co-ordinator in your State or Territory, please visit the [Training & Information Program \(TIP\)](#) page of the DVA website at www.dva.gov.au/consultation-and-grants/grants/training-and-information-program-tip

Disclaimer

The information contained in this Factsheet is general in nature and does not take into account individual circumstances. You should not make important decisions, such as those that affect your financial or lifestyle position, e.g. retirement, on the basis of information contained in this Factsheet. Where you are required to lodge a written claim for a benefit, you must take full responsibility for your decisions prior to the written claim being determined. You should seek confirmation in writing of any oral advice you receive from DVA relating to complex or important matters.

Related Factsheets

- [DP01 Overview of Disability Pension and Allowances](#)
- [DVA03 Overview of DVA Benefits and Services](#)
- [MCS01 Overview of the Safety, Rehabilitation and Compensation Act](#)
- [MRC01 Overview of the Military Rehabilitation and Compensation Act](#)

More Information

DVA General Enquiries

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Regional Phone: 1800 555 254 *

[Email](mailto:GeneralEnquiries@dva.gov.au): GeneralEnquiries@dva.gov.au

[DVA Website](http://www.dva.gov.au): www.dva.gov.au

[Factsheet Website](http://factsheets.dva.gov.au): factsheets.dva.gov.au

* Calls from mobile phones and pay phones may incur additional charges.