

CHARTER

(As at 15th August 2007)

TRAINING & INFORMATION PROGRAM (TIP)

Preamble

1. This Charter identifies the general principles under which the Training & Information Program [TIP] should operate and replaces the original Charter agreed to by participants at the 4th National conference held in Hobart on 30th January 1995.

TIP Guidelines

2. The following guidelines were agreed that;
 - TIP is a partnership between the Department of Veterans' Affairs [DVA] and participating Ex-Service Organisations (ESOs).
 - The TIP Mission is to, **DO THE RIGHT THING, THE RIGHT WAY, THE FIRST TIME, TOGETHER.**

Objectives

3. The objectives of TIP are;
 - a. To provide a uniform high standard training, on a coordinated basis, across all legislations, current practices and procedures administrated by DVA, to ESO authorised practitioners.
 - b. To provide refresher and up-date training to facilitate the continuing education of ESO practitioners and to encourage the maintenance of professional standards of skills and knowledge.
 - c. To provide appropriate resources and information to support ESO practitioners.
 - d. To encourage a working relationship between ESO practitioners, DVA staff and other participants to achieve the TIP Mission.
 - e. To provide, at the request of DVA, training for departmental staff, with the understanding that no funds allocated to TIP be expended on training the departmental staff.
 - f. To promote and encourage professional and ethical behaviour by DVA staff and ESO practitioners, through training.
 - g. Advise ESO practitioners to act in accordance with the requirements of Veterans' Indemnity Training Association [VITA], where their ESO is a participating member, when practicing as a Pension / Welfare Officer

- h. Training and resourcing of TIP programs in each state shall be managed by the State Training Consultative Group, which includes ESO and DVA representatives.
- i. As far as practical each State Training Consultative Group shall conform in its compensation, rules of procedure and eligibility for membership.

Eligibility

4. Eligibility for membership of a State Training Consultative Group shall be limited to **bona fide** ex-service organizations who provide compensation and welfare services.

Representation

5. ESO representation on the State Training Consultative Group, from a bona fide ex-service organization shall be by invitation of the State Training Consultative Group.
6. DVA representation on the State Training Consultative Group, shall be conducive to DVA managerial positions that are relevant to the particular state, invited by the State Training Consultative Group.

Procedure at meetings

7. Procedure at meetings of a Training Consultative group shall be informal but should comply, as much as is practicable, with accepted rules for the conduct of public meetings.
8. Minutes of all meetings shall be taken and circulated to all Training Consultative Group representatives.