Standard Operating Procedure (SOP) 30

Ex-Service Organisation (ESO)
Goverance, Roles and Responsibilities

Purpose

1. This Standard Operating Procedure establishes the governance framework for the Military Brotherhood Military Motorcycle Club (MBMMC) national ESO status and directly **fulfills the mandate under Objective 7(b) of the National Constitution**. To ensure the continued validity of **VITA professional indemnity insurance**, all advocacy and welfare activities must remain strictly aligned with the **VETS Act 2025** and the procedures of the **Administrative Review Tribunal (ART)**.

2. This procedure defines the specific roles and responsibilities of the National Executive and Sub Branch Executives in overseeing welfare and advocacy operations. It outlines the operational framework through which the Club supports current and former members of the Australian Defence Force, and their families.

Definition of an Ex-Service Organisation (ESO)

3. An ESO is a non-government, not-for-profit organisation that provides welfare, wellbeing, advocacy, social connection, or community support to veterans, serving personnel, and their families.

MBMMC ESO Role

4.1 **ESO Recognition Statement** MBMMC operates nationally as an Ex-Service Organisation (ESO) providing welfare support, peer connection, advocacy, and community engagement for veterans, serving ADF members, and their families. All activities, procedures, and welfare interactions are to be conducted in accordance with ESO standards, safeguarding expectations, and recognised referral pathways.

4.2 **Vision Statement** To build a connected, supported, and empowered community where every veteran, serving member, and their family has access to the respect, assistance, and camaraderie they deserve — on the road, at home, and throughout their life of service.

4.3 **Mission Statement** Our mission is to support the wellbeing of veterans, serving ADF members, first responders, and their families by providing practical assistance, peer connection, advocacy, and community engagement. We honour

service through action, ensuring no one who has served is left without support, respect, or connection.

4.4 **Core Services** MBMMC provides the following essential services to the veteran community:

- Peer support and wellbeing outreach, including hospital, home, and aged-care visitation.
- Practical assistance to individuals experiencing hardship and community fundraising for veteran-related causes.
- Social connection and community engagement, and recreational activities that promote wellbeing.
- Remembrance and ceremonial participation in commemorative events.
- Referral to accredited advocates and specialist support services in accordance with DVA standards.
- Collaboration with DVA, Open Arms, other ESOs, and government agencies, and veteran support bodies.
- Support for service-animal programs and veteran families.

4.5 **Sponsoring ESO for Military Advocacy** MBMMC serves as a formal "Sponsoring ESO" for members undertaking the **11019NAT Course in Military Advocacy**. In this capacity, the Club is responsible for vetting candidates against established internal nomination criteria, providing supervised practice through appointed mentors, and facilitating the mandatory professional indemnity insurance (VITA) required for practitioners.

Governance and Compliance

5.1 **Standards and Regulations** MBMMC maintains transparent governance and complies with all national standards, including:

- ACNC requirements and charity concessions.
- Incorporated Associations legislation.
- Obligations associated with Public Benevolent Institution (PBI) and Deductible Gift Recipient (DGR) status.
- National safeguarding and risk-management standards.

5.2 **Legislative Alignment** All Club welfare and advocacy activities are aligned with current Australian veteran legislation, specifically:

- The Veterans' Entitlements, Treatment and Support (Simplification and Harmonisation) Act 2025 (the VETS Act).

- The **Military Rehabilitation and Compensation Act 2004 (MRCA)**.

5.3 **Merits Review and Tribunal Compliance** The Club's advocacy framework supports veteran representation before the **Veterans' Review Board (VRB)** and the **Administrative Review Tribunal (ART)**. All practitioners representing the Club in these environments must hold the appropriate ATDP qualification level as defined in SOP 14.

5.4 **National Coordination and Oversight** To ensure national consistency and register integrity, MBMMC employs a centralised coordination model. The National Executive maintains final authority over all advocacy training nominations and formal register updates to ensure they align with the Club's national service delivery model.

5.5 **National Welfare Contact Point and Regional Reporting Loop** MBMMC National maintains a designated **National Welfare contact point** to manage national referrals, coordinate with DVA Community Support Advisors, and ensure consistent, safe, and effective support pathways across all Sub Branch locations. To support the **constitutional role of State Presidents** as the primary **State Injury/Wellbeing Points of Contact**, the National Executive shall provide **quarterly briefings** to all State Presidents. These briefings will include updates on:

- National advocacy trends and workload data.
- Updates to the National Accredited Advocate Register for their respective regions.
- Key legislative changes or DVA directives impacting state-level welfare operations.

This reporting loop ensures regional oversight is maintained while upholding the integrity of the Club's national service delivery model.

Engagement with DVA and Other ESOs

6. MBMMC will:
   - Maintain centralised communication with DVA Community Support Advisors through the National Welfare contact point
   - Participate in ESO networks and forums
   - Provide updates on welfare activities when requested
   - Ensure all veteran support activities are safe, respectful, and compliant

NATIONAL ESO GOVERNANCE ROLES

7 To maintain national consistency and fulfill mandatory DVA registration requirements, the following roles are assigned within the National Executive (NE):

7.1 **National Welfare Officer (National President)** The National President serves as the primary strategic contact for external agencies (DVA, Open Arms). Responsibilities include the final "National Endorsement" of advocacy trainees to ensure training places meet national geographic and workload needs.

7.2 **ESO Authorised Persons (National Treasurer & Senior Advocate)** The DVA requires a maximum of two "Authorised Persons" to manage the technical administration of the ATDP Advocacy Register on behalf of the Club. These roles are strictly administrative and **do not involve academic assessment, AI integrity detection of course materials, or the clinical review of veteran case files**. Their responsibilities are limited to:

- **Technical Portal Management:** Acting as the authorized technical administrators for the ATDP Advocacy Register to manage trainee nominations and practitioner listings.
- **Qualification Verification:** Before activating any practitioner on the register, Authorised Persons must verify that the partner RTO (Major Training Services) has issued a formal **Statement of Attainment** and that the Sub-Branch President has cleared **Gate 2 (Local Authorisation)**.
- **Administrative Audit:** Performing mandatory **six-monthly data audits** within the portal to confirm that all listed advocates remain active and financial members in good standing.
- **Insurance Integrity:** Maintaining the national register as the primary evidence link required to trigger the validity of **VITA professional indemnity insurance** for the Sub-Branch and the individual practitioner.
- **Operational Visibility:** Ensuring the register remains active to prevent the mandatory **6-month inactivity logout**, which would result in the Sub-Branch's public visibility to veterans being terminated.

7.3 **National Compliance & IT Manager (National Treasurer)** Responsible for maintaining the national website's "Advocacy Pathway," managing ACNC/charity reporting, and ensuring the digital security of advocacy data.

7.4 **Conduct and Membership Validator (National Sergeant Major)** Ensures that all members nominated for advocacy training are financial and in good standing with no outstanding disciplinary matters. This role protects the Club's reputation and ensures vulnerable veterans are supported by suitable practitioners.

7.5 **Responsible Officer for Letters of Authority (National President)** The ATDP requires a "Responsible Officer" to issue an annual **ESO Letter of Authority** to every active advocate. This letter is a legal necessity confirming the advocate is qualified, current in their development (CPD), and covered by MBMMC's VITA insurance.

7.6 **Conflict of Interest and Disclosure** In accordance with **Constitution Paragraph 82/303**, all National Executive members and designated ESO Authorised Persons are mandated to disclose any perceived or actual conflicts of interest when vetting, endorsing, or nominating members for military advocacy training. This disclosure ensures that the selection of advocates remains transparent, objective, and focused solely on the strategic welfare needs of the Club and the veteran community.

7.7 Based on the governance framework established above and **SOP 14**, the following table outlines the **National Executive (NE)** positions and their assigned roles within the Club's advocacy and welfare program.

NE Position	Primary Governance Role	Key Responsibilities
National President	**National Welfare Officer** & **Responsible Officer**	• Primary strategic contact for external agencies (DVA, Open Arms). • Provides final "National Endorsement" for all advocacy training nominations. • Formally issues the annual **ESO Letter of Authority** to active advocates.
National Treasurer	**ESO Authorised Person (Lead)** & **Compliance/IT Manager**	• Technical administrator of the **ATDP Advocacy Register**. • Processes training nominations and performs six-monthly data audits. • Oversees ACNC/charity reporting and ensures digital security of advocacy data.
Senior Advocate	**ESO Authorised Person (Backup)**	• Technical administrator (Secondary) for the ATDP Advocacy Register. • Supports the maintenance of register integrity to ensure the validity of **VITA professional indemnity insurance**.
National Sergeant Major	**Conduct & Membership Validator**	• Verifies that all advocacy nominees are financial members in good standing. • Ensures candidates meet the Club's values and have no outstanding disciplinary matters.

Summary of Oversight

7.8 This distribution of roles creates a professional **"chain of responsibility"** at the national level. It ensures that while Sub-Branches manage local welfare operations, the National Executive provides the necessary **centralised coordination** required by the DVA to maintain the Club's standing as a professional Ex-Service Organisation (ESO).

Review and Amendment

8. This SOP may be amended by resolution of the National Executive Committee.