

## **By Law 6**

### **Code of Ethics**

1. RSL Pensions Officers, Welfare Officers, Case Officers, Advocates and/or any other members of the League are required to:
  - a. Give full, accurate, truthful and relevant information to veterans and their families in relation to claims, appeals and applications for other benefits, including an assessment of the likelihood of success;
  - b. Encourage veterans, their families and others to give full, accurate, truthful and relevant information when applying for benefits;
  - c. Allow the veteran, spouse, or family member to make the decision to apply for benefits or to lodge an appeal;
  - d. Ensure that all contact with members of the veteran community, staff or Government agencies, providers of services and general community is conducted in a professional manner;
  - e. Ensure that all relevant details and documents are submitted with claims and applications for benefits;
  - f. Only undertake work to the level at which they have been trained and for which they have been registered by State Branch;
  - g. Maintain and expand their knowledge through further training and by seeking advice from the Department of Veterans' Affairs, staff of Government agencies or other relevant service provider;
  - h. Abide by the provisions of the Freedom of Information Act when seeking documents from Government or other agencies;
  - i. Keep personal client information secure and not disclose such information to others without the clients consent;
  - j. Promote the interests of the veteran community by communicating openly and honestly with the Department of Veterans' Affairs, staff of Government agencies or other service providers and by complying promptly with proper requests for information; and
  - k. Provide their service without any fee, charge or gratuity.

## **Duty Statement**

### **Pensions Officer**

**Qualification:** TIP Trained and State Branch Registered  
**Responsible To:** Sub Branch

1. Duties of the Pensions Officer include but not necessarily limited to:
  - a. Preparation of new Department of Veterans' Affairs Disability claims.
  - b. Provision of advice and assistance to the claimant in the preparation of claims including completion of associated documentation for submission of the claim.
  - c. Provision of advice and assistance to the claimant on matters of relevant Government benefits and/or other services.
  - d. Review of all Department of Veterans' Affairs decisions resulting from claims or submissions made by the Pensions Officer.
  - e. Review of decisions as requested by the claimant.
  - f. Visiting and preparation of claims for claimants who are unable to obtain local Sub Branch assistance or attend State Branch.
  - g. Provision of advice and assistance to other Sub Branch Pensions Officers.
  - h. Compliance with all regulations and instructions of the State Branch.
  - i. Compliance with all policies and procedures under the Occupational Health and Management Systems.

## **Duty Statement**

### **Welfare Officer**

**Qualification:** TIP Trained and State Branch Registered  
**Responsible To:** Sub Branch

1. RSL Welfare provides practical support to veterans and their families in ensuring that they are familiar with entitlements and services available. Such practical support may include assistance with family matters, accommodation, arranging financial advice, aged care, home help, wills and funerals
2. Duties of the Welfare Officer include but are not necessarily limited to:
  - a. Attending to all requests for assistance on welfare matters.
  - b. Providing assistance in accordance with Branch Policies, Rules and Procedures.
  - c. Providing advice and assistance to other Sub Branch Welfare Officers.
  - d. Compliance with all regulations and instructions of the Branch.
  - e. Compliance with policies and procedures under the Occupational Health and Management System.