

# Working with veterans

## Why is it important for staff to be aware of military culture?

There can be significant cultural and structural differences between military and civilian work environments.

Many employers and non-veteran staff may not be aware of military culture and Australian Defence Force (ADF) experience.

Providing awareness to non-veteran staff can foster mutual understanding which can ease veterans' transition into the workplace.

It is important to note that some individuals who have served do not wish to be identified as a veteran and this should be respected.

## How can I raise awareness of employees?

Provide military cultural competence awareness training to non-veteran employees in your organisation. Staff who will be directly managing and supporting veteran employees, those running recruitment processes and human resources staff would particularly benefit from awareness training.

Training may focus on:

- military ranks, roles and structures
- military communication and leadership styles
- military experience, knowledge and skills and how this translates to the workplace
- correct use of language when discussing veteran identity and veteran issues

- cultural and structural differences between military and civilian workplaces
- veteran transition challenges and avenues of support.

Some external providers offer training materials or courses. For example:

- RSL Queensland's Veterans On-board modules
  - Module 1: Dispelling myths and misconceptions about veterans [www.rslqld.org/find-help/employment/veterans-onboard-module-1](http://www.rslqld.org/find-help/employment/veterans-onboard-module-1)
  - Module 2: Military culture and the workplace [www.rslqld.org/find-help/employment/veterans-onboard-module-2](http://www.rslqld.org/find-help/employment/veterans-onboard-module-2)
- DVA's training modules for health professionals [www.dva.gov.au/get-support/providers/training](http://www.dva.gov.au/get-support/providers/training)
- Open Arms' training modules for health professionals [www.openarms.gov.au/health-professionals/professional-development-military-awareness](http://www.openarms.gov.au/health-professionals/professional-development-military-awareness)

Awareness raising may occur informally, as part of on-the-job education. Experienced veteran employers may implement their own awareness training based on:

- consultation with veterans and veteran service providers
- available academic and industry evidence
- insights from their veteran employee workforce.

