



Community Development Program (CDP) Frequently Asked Questions

As at 24 June 2020

For information on the gradual resumption of CDP services please refer to [Gradual return to full servicing document](#)

New Referrals

Why has there been an increase in new job seekers referred to my caseload?

- A new referral process commenced on 14 May 2020 to automatically refer eligible remote job seekers to their CDP provider. This included a one-off single batch transfer of all eligible job seekers.
- For some providers, this may have resulted in a larger than usual number of referrals.
- The CDP Daily Tasker app on Qlik has been updated with additional fields to assist you in identifying new referrals.

How should we handle new referrals?

- It is important to connect with new job seekers over the phone or online if possible. Any face-to-face appointments should be delivered in line with social distancing requirements and advice from relevant health authorities.
- You should not raise any compliance for non-attendance and the result for appointments should be listed as 'Attended' or left blank.

Do new referrals need to attend appointments?

- There are no requirements for new job seekers to attend initial appointments, or complete a job plan to receive income support.
- You can create an initial appointment in the CDP IT System, however at this stage, you are not required to populate the activity diary.
- You should not raise any compliance for non-attendance and the result for appointments should be listed as 'Attended' or left blank.

Notice of Variation

What changes does the Notice of Variation (issued 4 May 2020) introduce?

- The Notice of Variation formalises the adjusted payment arrangements to CDP providers during the COVID-19 pandemic.
- It includes a new monthly reporting requirement to capture details including:
 - Staffing levels;
 - Challenges experienced by CDP providers during the pandemic;
 - Anecdotal feedback from the community;
 - Plans for re-establishment of CDP services as restrictions ease; and
 - Good news stories.
- The new monthly report template was sent to CDP providers on 7 May 2020 and is also available on the CDP Provider Portal.
- Due to the uncertain nature of the COVID-19 pandemic there is no end date on this Variation. It is designed to provide flexibility for the timing of a transition for returning the CDP to its pre-COVID function.

Payments for providers

What measures are in place to support the ongoing viability of CDP providers?

- To support CDP providers, the NIAA is providing a monthly set payment to CDP providers in lieu of activity-based payments. This payment will continue until otherwise notified.
- This payment has been set with reference to previous payment periods. It will support CDP providers to maintain infrastructure, remain financially viable and support the employment of all staff.
- The payment ensures CDP providers continue to play an important role in the day-to-day life of remote communities during this time.
- These arrangements will remain in place until full CDP servicing resumes.

How much funding will my organisation receive?

- The monthly payment amount has been set with reference to previous payment periods and at a level that will enable CDP providers to continue to provide CDP services.
- Information about payments was sent to each CDP provider on 16 April 2020.

When will we receive payments?

- There is no change. Monthly service payments will be processed from the 15th day of the following month.

Will CDP providers receive Employment Outcome Payments whilst receiving the monthly payment?

- Yes. CDP providers will continue to receive Employment Outcome Payments for Employment Outcomes achieved by any eligible job seeker as part of CDP services.
- Details are in your Funding Agreement (Annexure 2-Part B: CDP Monies).

How will this affect my Funding Agreement?

- A Notice of Variation of the Community Development Program 2019-2022 Head Agreement was issued to CDP providers on 4 May 2020 to formalise this payment arrangement. Please refer to the FAQ 'Notice of Variation' for further details.

Travel Restrictions

Is CDP considered an essential activity under biosecurity arrangements?

- CDP activities are considered essential under the *Biosecurity (Human Biosecurity Emergency) (Human Coronavirus with Pandemic Potential) (Emergency Requirements for Remote Communities) Determination 2020* as a Centrelink service, benefit, program or facility that is delivered within a community and does not require travel across communities only where:
 - There is an urgent need to engage in the activity in the area; or
 - The activity is undertaken in a manner that has been agreed with a biosecurity officer to minimise the extent to which other people in the area are exposed to the person carrying out the activity.
- All industries are expected to have plans in place for workers to protect themselves and members of the public from COVID-19 and adhere to social distancing requirements.
- Further information is available on the [NIAA website](#).

How do the remote area travel restrictions affect CDP staff traveling into communities?

- States and Territories have nominated designated areas for travel restrictions to apply. Anyone wishing to enter a designated area must self-isolate for 14 days.
- CDP providers may be able to enter a community without self-isolating if they have a health management plan approved by a human biosecurity officer.
- Further information about travel restrictions is available on the [NIAA website](#). Information on restrictions in each state and territory can be found at the following sites:
 - Northern Territory remote travel hotline: 1800 518 189 and [designated area website](#);
 - Western Australia: Covid19rcr@communities.wa.gov.au and [community restrictions website](#);
 - Queensland: 13 QGOV (13 7468) or [travel restrictions to remote communities](#);

- New South Wales: [COVID-19 information](#) and;
- South Australia: 1800 253 787 or [Restrictions on movement into Aboriginal communities](#).

Is there a template example of a health management plan for entering a community without self-isolating?

- Each health jurisdiction will have requirements, process and protocols including any relevant forms and appropriate decision makers specific to their jurisdiction.
- CDP providers should contact their local health authority to ensure they are following the appropriate process.

Supporting communities

How can I support my community in other ways at this time?

- You should continue to invest in community relationships, through your CDP Community Advisory Boards, and any other community engagement mechanism to support communities consistent with advice from health and other authorities.
- The NIAA recognises you may wish to make your staff or infrastructure available to support broader community priorities, which may include supporting food security efforts. We will work with you through our Regional Contract Managers on how this may be done.
- Efforts to assist your community must be in line with biosecurity measures and health advice. We encourage you to conduct risk assessments and deploy staff, vehicles, resources and time when supporting your community.
- We will endeavor to share examples of ways CDP providers are supporting their communities and delivering services. We welcome you to provide this information to us through your new monthly reporting template for the duration of the COVID-19 pandemic.

1,000 Jobs

Are there any changes to the 1,000 Jobs Package in light of the COVID-19 pandemic?

- The 1,000 Jobs Package is currently open for applications.

Are contract extensions available given the current circumstances?

- Employers should discuss their individual needs with their NIAA Contract Manager.

CDP providers and Centrelink

Job seekers are required to report their income (including nil income) to Centrelink.

How should client interactions be managed where CDP providers are also Centrelink agents?

- CDP providers who also operate as Centrelink Agents should refer to their Services Australia (SA) Contract Manager on matters regarding the operationalisation of their Centrelink services.
- The NIAA will provide updates regarding CDP on the NIAA website; CDP Provider Portal, via email to CDP providers, and through your NIAA Contract Manager.

Employment outcomes

Will the allowable break in employment period of 20 days be extended?

- Where a break in employment is the result of COVID-19 related labour market disruption, NIAA is extending the allowable break period for CDP employment outcomes from four to 12 weeks.

JobKeeper Payment and Corona Virus Supplement

How does the JobKeeper Payment impact on CDP providers?

- Further information on the JobKeeper Payment is available at www.business.gov.au.
- Factsheets for employers and employees about the JobKeeper Payment are also available at www.treasury.gov.au/coronavirus/jobkeeper.

What is the difference between the JobKeeper Payment and the Coronavirus Supplement?

- The Australian Taxation Office administers the JobKeeper payment. It is a \$1,500 fortnightly payment available for employees of businesses impacted by COVID-19. Employers are responsible for applying for the JobKeeper payment and distributing it to their employees.
 - Please see the [Australian Taxation Office](#) website for up to date information.
- Services Australia administers the Coronavirus Supplement. People on different types of income support will automatically receive the fortnightly supplement (up to \$550) on top of their eligible income support, for up to six months from 27 April 2020.
 - Please visit the Services Australia website for up to date information.

Provider performance

How will CDP provider performance assessments be managed for Provider Performance Reviews?

- The PPR9 is not proceeding. We will provide details of the next performance assessment once there are no longer widespread disruptions to service delivery.
- Consideration will be given to the impacts on service delivery when determining the approach for the next assessment (including relevant Regional Employment Targets).

NIAA Insurance

What CDP insurance cover is presently in place?

- The NIAA Insurance (Personal Accident and Product and Public Liability) only covers CDP job seekers engaged in CDP activities and appointments, including the CDP job seeker's travel to and from an activity or appointment to their home.
- CDP providers should review their own insurance policies to ensure their staff and others are covered for community activities they may undertake during the COVID-19 arrangements.
- You must hold additional insurances as set out in your CDP Funding Agreement (section 18.1 refers) and in the CDP Operational Guidance Section: Risk and Insurance (available on the CDP Provider Portal).

Refreshing Risk Assessments

- Where you need to undertake a risk assessment, this should be done consistent with health and other advice and restrictions in place.
- To refer to advice from [Safe Work Australia](#) on the work, health and safety implications for your workforce, and advice issued by the [Department of Health](#).

Information on other Indigenous Advancement Strategy programs

Where can I find information on other Indigenous Advancement Strategy (IAS) programs?

- The NIAA website has up to date information on changes to IAS programs and additional measures to support Indigenous Australians.