



## Community Development Program (CDP) Gradual return to full servicing

As at 24 June 2020

The gradual return to full CDP services will commence in each state and territory when remote biosecurity travel restrictions are lifted in that state or territory.

The National Indigenous Australians Agency (NIAA) will update you with further information as the gradual resumption of CDP services progresses.

### In this document

- Current status of resumption of services
- Overview of expected progression to full services
- Detailed information for providers on initial period after biosecurity travel restrictions cease:
  - Jobseeker engagement
  - CDP servicing
  - Community consultation, host organisations and local labour markets

### Current status (as at 17 June 2020)

Remote biosecurity travel restrictions associated with the Australian Government's *Biosecurity (Human Biosecurity Emergency) (Human Coronavirus with Pandemic Potential) (Emergency Requirements for Remote Communities) Determination 2020* are being gradually lifted.

Remote biosecurity travel restrictions ceased in the Northern Territory (NT) and Western Australia (WA) at 12.05 am on 5 June 2020. From 6 June 2020, CDP regions in the NT and WA have begun a gradual return to CDP servicing.

Queensland (QLD) lifted remote biosecurity travel restrictions on 12 June 2020. Qld CDP regions have begun a gradual return to CDP servicing from 13 June 2020.

The NIAA will work separately with the New South Wales CDP provider and relevant authorities about timing.

All other regions are to continue with current arrangements until further advised.

### Overview

The table below provides an overview of the gradual return to full servicing. This information may change if biosecurity measures are reinstated, for example.

Description	Expected duration	Overview
Initial period	<p>This initial period is expected to be approximately four weeks in each jurisdiction.</p> <p>Progression to increased servicing will be informed by the local epidemiological context and latest</p>	<ul style="list-style-type: none"> <li>• <b>Compliance arrangements</b> – no payment suspensions or penalties for not meeting requirements.</li> <li>• CDP providers to re-engage job seekers to refresh job plans and participate in appointments online or via phone.</li> </ul>

Description	Expected duration	Overview
	<p>public health advice relating to COVID-19.</p> <p>The NIAA will write to providers to advise when increased servicing can commence.</p>	<ul style="list-style-type: none"> <li>• Providers to also engage with new job seekers.</li> <li>• Providers should work with communities to assess the suitability of future face-to-face activities and seek to develop new opportunities tailored to local workforce needs.</li> <li>• Face-to-face services should only be delivered in exceptional circumstances with approval from your NIAA Regional Manager.</li> <li>• Activities and services previously approved by your NIAA Regional Manager for face-to-face delivery during COVID-19 contingency arrangements may continue.</li> <li>• Providers should begin developing new activities to allow for social distancing and other health and safety measures and to tailor their services to changes in the local labour market.</li> </ul>
Increased servicing	<p>The timing of these arrangements will be informed by the local epidemiological context and latest public health advice relating to COVID-19.</p> <p>The NIAA will write to providers to advise when full servicing and compliance arrangements will resume.</p>	<ul style="list-style-type: none"> <li>• <b>Compliance arrangements</b> – no payment suspensions or penalties for not meeting requirements.</li> <li>• Providers to offer face-to-face services, including group activities, with participation on a voluntary basis (recommencement may be gradual). NIAA Regional Manager approval is not required. Providers will continue to focus on actively re-engaging job seekers and engaging new job seekers. There will be a focus on re-engaging people in activities and continuing to refresh job plans and create new job plans.</li> <li>• Services conducted must continue to adhere with relevant biosecurity directives, advice from health authorities and travel restrictions, and be informed by documented risk assessments.</li> </ul>
Full servicing and compliance	Indefinite	<ul style="list-style-type: none"> <li>• <b>Compliance arrangements</b> – payment suspensions or penalties to be applied for not meeting requirements.</li> <li>• Individual job seekers will continue to be able to seek a temporary exemption from mutual obligations from Services Australia for relevant circumstances, including health reasons.</li> </ul>

## Initial period: Detailed guidance

### Jobseeker engagement

#### **Should I apply compliance action that would result in a penalty or suspension from payment?**

- No. Providers **must not** apply any compliance action that would result in a financial penalty or income support payment suspensions if job seekers do not meet their requirements. Appointments and activities remain at voluntary attendance.

### ***How should I engage with job seekers?***

- You should re-engage job seekers to refresh all job plans and explain requirements to jobseekers. You should also engage with new job seekers.
- Job seekers will be requested to attend one or more appointments with their CDP provider by phone or online where possible to agree to job plans.
  - Where necessary, face-to-face appointments may occur but must be consistent with advice of health authorities and any local community travel restrictions.
- Activities and services previously approved by the NIAA Regional Manager for face-to-face delivery during COVID-19 contingency arrangements may continue, as well as any online or other services that are not face-to-face (see CDP Servicing below for further details).
- You should develop new activities to allow for social distancing and other health and safety measures and commence tailoring your services to changes in the local labour market.
- You should be clear with job seekers that these requirements are voluntary, but that this engagement is important to ensure job seekers are aware of opportunities available for training, upskilling or employment.

### ***Can I continue to create appointments in the CDP IT System?***

- Yes.
- When a job seeker attends their appointment, enter 'Attended' as the result.
- When a job seeker does not attend the appointment, either leave the result blank or reschedule another appointment. You must **not** trigger compliance action.

### ***How do I create Job Plans?***

- You may develop a job plan over the phone with a job seeker.
- However, job seekers will not need to sign their Job Plans or verify their identity until it is safe to do so. Therefore, you should make a note in the comments section in the CDP IT System to reflect the Job Plan approved over the phone.

### ***How do I conduct the Job Seeker Classification Instrument (JSCI)?***

- You may conduct the Job Seeker Classification Instrument (JSCI) over the phone. You should make a note in the comments section in the CDP IT System to reflect the JSCI was completed over the phone.

## ***CDP Servicing***

### ***How should I prepare to resume servicing?***

- You should develop new activities and adapt pre-existing activities to allow for social distancing and other health and safety measures. These activities should be tailored to respond to changes in the local labor market and the needs of the community post COVID-19.
- You should ensure that risk plans comply with up to date health advice.
- Please also consult over phone or online with communities through your community engagement mechanism, such as community advisory boards. This should include consultation on activity design, and any concerns they may have about face-to-face servicing.

### ***Can I offer any services during this initial period?***

- Activities and services previously approved by your NIAA Regional Manager for face-to-face delivery during COVID-19 contingency arrangements may continue, as well as any online or other services that are not face-to-face.
- If you consider there are exceptional circumstances to deliver face-to-face services you **must** first conduct a risk assessment and then **obtain approval** from your NIAA Regional Manager.
- Any face-to-face servicing or engagement must be conducted in accordance with advice from health authorities and other government authorities, and should comply with any local community travel restrictions in place.

### ***Where can I get more information on risk planning?***

Further information to inform risk planning is available:

- In the CDP Operational Guidance.
- Safe Work Australia's [Key considerations for undertaking a risk assessment – COVID-19](#).
- For information on how to protect your employees and job seekers during COVID-19, please refer to the Department of Health's [Coronavirus \(COVID-19\) Health Alert](#) and Safe Work Australia's [COVID-19 Information for workplaces](#).

## **Community Consultation, Host Organisations and local labour markets**

### **What community consultation should I undertake?**

- You should be actively re-engaging (if you have not already done so) with your community engagement mechanisms to plan CDP activities of benefit to the community post COVID-19.
  - This engagement should be over the phone or online.
  - If face-to-face consultation is necessary it must be consistent with advice of health authorities, social distancing and should comply with any local community travel restrictions in place.
- See further detail about community engagement under 'Supporting Communities'.

### **What engagement should I undertake with Host Organisations?**

- You should be actively re-engaging with existing Host Organisations.
- You may also wish to seek out and assess opportunities for new Host Organisation linkages.
- This is a period to also ensure Host Organisations are compliant with health requirements such as social distancing, WHS measures, COVID-safe plans etc.
  - This engagement should be over the phone or online.
  - If face-to-face consultation is necessary it must be consistent with advice of health authorities, social distancing and should comply with any local community travel restrictions in place.
- You should continue to use your best endeavours to support host organisations to maintain and support them to rebuild their CDP infrastructure and supply chain arrangements.
- You may wish to inform host organisations that they could be eligible for assistance through:
  - The JobKeeper payment: [for employers and employees](#) and for [sole traders and other entities](#); and/ or
  - Assistance for Indigenous organisations as announced by the Minister for Indigenous Australians. See: [\\$123 million boost to Indigenous response to COVID-19](#).

### **How should I be taking changes to local labour markets into account?**

- You should review and assess the local labour market to consider what employment opportunities may be available for job seekers, and what support job seekers may need to access these opportunities.
- Where safe to do so, you should seek out local industries and employers (by phone or online) to understand their needs; and connect any employment opportunities with CDP job seekers.