



Working with Aboriginal and Torres Strait Islander peoples

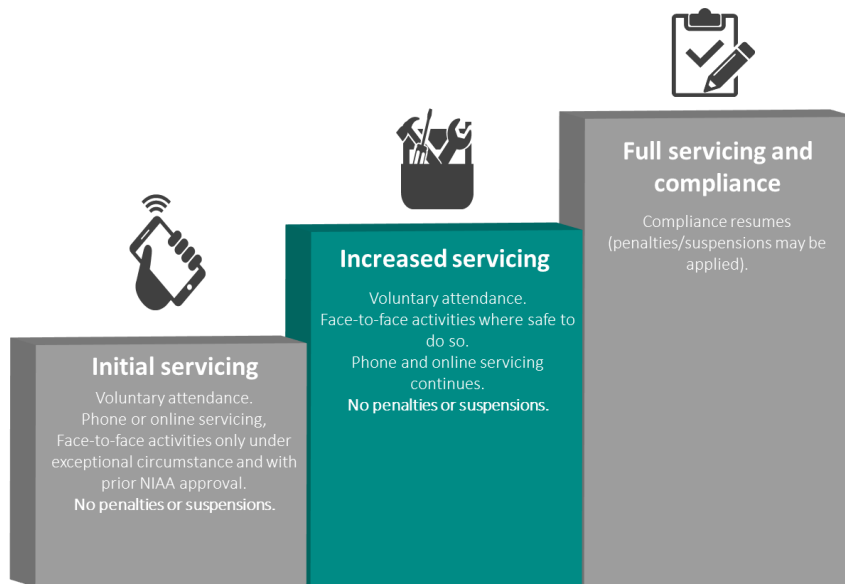
Gradually resuming Community Development Program (CDP) services

Increased servicing

Information for CDP providers

CDP services are gradually resuming. The timing for services to return is different in each state and territory. NIAA will advise providers in writing when service arrangements will change in your region.

During the increased servicing period, you should recommence face-to-face services to job seekers if it is safe to do so. Job seeker attendance at activities and appointments is voluntary during this period.



Increased servicing benefits

This period will help job seekers attend CDP activities on a voluntary basis. You can meet with job seekers to get job plans signed if not already approved. You will have opportunity to meet face to face with new jobseekers to confirm or create their job plans and answer their questions about CDP in person.

Example: New opportunities

Chris is an area manager for a provider in Queensland. He has been in contact with his community over the past few months and has identified new opportunities for CDP job seekers. There are a range of local jobs that are usually filled by seasonal workers, but these jobs are vacant due to travel restrictions. Chris has been working with host organisations on risk assessments and preparing suitable job seekers to start work in these roles.



Things you can do during increased servicing:

- ✓ Re-engage with existing job seekers and engage with new job seekers
- ✓ Offer voluntary face-to-face services and group activities consistent with health directives and risk assessments
- ✓ Continue to offer phone and online appointments
- ✓ Refresh and create new job plans
- ✓ Develop new COVID Safe activities and complete risk assessments
- ✓ Consult with communities and host organisations about local labour markets and community needs

Things you can't do during increased servicing:

- ✗ No compliance action. You cannot apply any suspensions or penalties.
- ✗ Do not develop or offer activities that contravene health or biosecurity directives.

Example: Voluntary attendance

Donna works for a provider in Western Australia. Her team have started delivering face-to-face services. They have let job seekers know they can attend activities if they want to. Donna's team encourage attendance as a way of getting back into a routine now biosecurity restrictions have lifted. When a job seeker attends their activity, Donna's team records their voluntary attendance as a comment in the comments screen in the CDP IT system.

Example: COVID Safe activities

Steve is an activity coordinator for a provider in South Australia. He has recently recommenced delivering face-to-face activities including fixing and assembling children's bicycles. Steve worked with his supervisor to complete a COVID-19 Risk Assessment, so he understands how to deliver the activity safely. Steve ensures job seekers are physically distanced, reminds them about hygiene and disinfects surfaces at the conclusion of each activity.

Keeping safe

You must continue to follow health directions, including practicing good hygiene and physical distancing.

Keep up-to-date and regularly review information from:

- [Australian Government Department of Health](#) and your state or territory health authority on how to protect yourselves and others.
- [Safe Work Australia on the work, health and safety implications for your workforce.](#)

More information

Visit the Provider Portal for the latest advice and guidance. For more details, contact your local NIAA Contract Manager or visit the [Coronavirus \(COVID-19\) support measures for Indigenous Australians](#) page on the NIAA website.