



Working with Aboriginal and Torres Strait Islander peoples

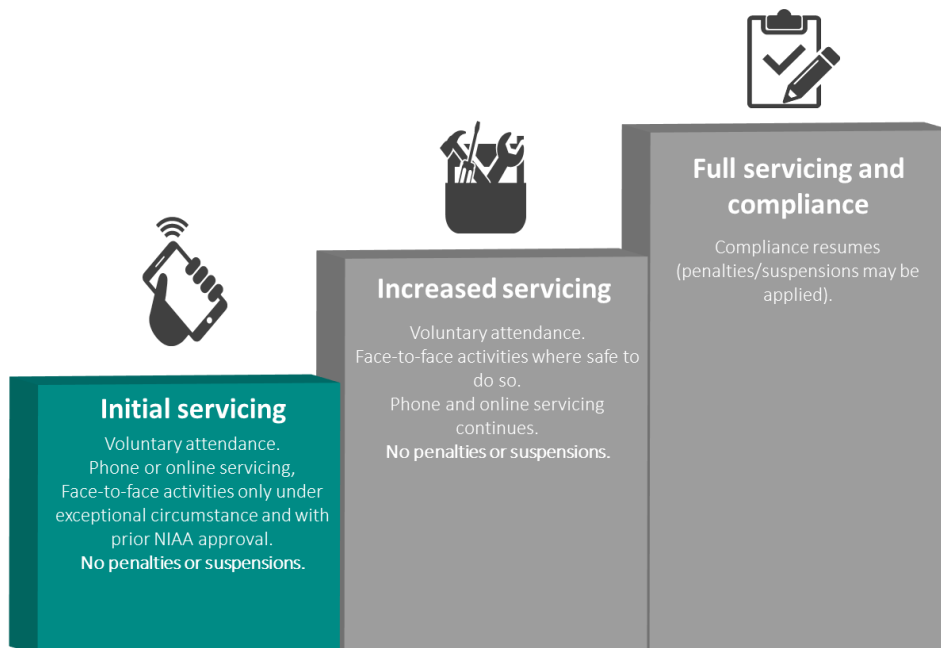
Gradually resuming Community Development Program (CDP) services

Initial servicing

Information for CDP providers

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

During the initial servicing period, you are encouraged to engage with existing and new job seekers. You should be reassessing community and job seeker needs by phone and online.



Initial servicing benefits

This initial period is an important first step to getting job seekers ready to participate in CDP again.

Use this time to re-engage with job seekers and communities. You should be supporting job seekers to access the full range of assistance via phone or online.

Example: Marking appointments in the CDP IT System

Jackie works for a CDP provider in Western Australia. Since March, she has been able to keep appointments with some of her job seekers by phone. She has entered those appointments as 'Attended' as the result in the CDP IT System. For any job seekers who haven't attended appointments, Jackie keeps the field blank and reschedules the appointment.



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Things you can do during initial servicing:

- ✓ Re-engage with existing job seekers and engage with new job seekers
- ✓ Conduct appointments online or via phone
- ✓ Review 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 initial servicing:

- ✗ No compliance action. You cannot apply any suspensions or penalties.
- ✗ Face-to-face activities and services. These should only be conducted in exceptional circumstances and must be approved by your NIAA Regional Manager. Any that do seek approval to run must be consistent with health or biosecurity directives, including travel restrictions.
- ✗ Do not ask a job seeker to sign a job plan in person. Instead, you can make a note in the CDP IT System that their job plan was approved over the phone. Job plans should only be signed in person if the job seeker has requested a face to face appointment; if there is no other option (phone or online); if it is safe for the person to attend; and it does not contravene any health authorities' directives or travel restrictions.

Example: Reviewing details in the CDP IT System and re-engaging online

Greg is a team leader for a provider in Queensland. Now that initial servicing has commenced, he has been working with his team to review details in the CDP IT System to cancel or reschedule appointments. His team are starting to reach out to job seekers again. Instead of face-to-face appointments they are trialing videoconference appointments using Facetime. Greg's team understand appointments are voluntary, so whenever a job seeker can't make an appointment, they reschedule and do not apply any suspensions or penalties.

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 CDP 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.