

Community Development Programme

OFFICIAL

Document 9.09



CDP GUIDELINES

PROVIDER COMPLIANCE

Provider Compliance

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Provider Compliance

Introduction

This chapter details how we will manage our approach to your compliance obligations and assess risk in delivering CDP services.

We will use the following four risk-based strategies:

- prevention and deterrence;
- monitoring, assessment and detection;
- response and correction; and
- evaluation and reporting.



Strategies to manage compliance and risk

Prevention and deterrence

We will:

- communicate responsibilities and expectations clearly (through the Funding Agreement and these Guidelines);
- provide support materials and training; and
- support you to share best practice, lessons learned and success stories that may lead to improved performance and compliance.

Monitoring, assessment and detection

We will adjust our monitoring activities according to the level of risk you present. Our monitoring includes site visits / spot checks, analysing data from the CDP IT system, reviewing records of service delivery and information from third parties (such as complaints).

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Strategies to manage compliance and risk

We do this in order to:

- ensure you receive support and guidance to enable you to effectively deliver the programme;
- ensure that individuals are actively participating, contributing to their community, and/or being placed into paid work;
- reduce the likelihood of underperformance or non-compliance with the Funding Agreement; and
- ensure the objectives of the programme are achieved.

All providers are subject to monitoring and assessment. Further information can be found later in this chapter in the *Compliance and assurance reviews* section.

Response and correction

We take compliance matters such as fraud, intentional wrongdoing, ineligible claims, discrimination and other potential breaches very seriously. If issues are identified, we will assess the severity of these matters and determine the appropriate corrective action to be applied, having regard to any extenuating circumstances.

Corrective actions can include helping you to improve through feedback, requiring you to rectify non-compliant behaviour, imposing additional performance obligations, recovery of funds, issuing of a formal breach Notice or termination of the Funding Agreement.

Further information about corrective actions can be found later in this chapter in the *Corrective actions* section.

Evaluation and reporting

We continuously monitor, evaluate and refine what we do to improve our approach to compliance and risk. Lessons learned from your performance and delivery of CDP services are used to help us understand what changes or improvements we may need to make to the management of the programme.

If you have feedback about our guidance, tools, or ideas to assist other providers in delivering CDP, please share these with your Account or Contract Manager.

Roles and responsibilities

We will monitor your compliance and assess your risk in the delivery of CDP services on a regular basis through a combination of:

- site visits / spot checks;
- analysing data from the CDP IT system and assessing other evidence supplied;
- reviewing records of service delivery;
- information from third parties (such as complaints);
- reviewing evidence from the formal PPR assessments;

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Roles and responsibilities

- liaison with job seekers, local employers and community leaders and/or elders where appropriate;
- targeted assurance reviews;
- financial viability checks;
- six monthly risk reviews; and
- other appropriate means.

Your roles and responsibilities are detailed in the Funding Agreement and these Guidelines. In relation to performance and compliance they include:

- delivering Basic Services – integrated case management and support for job seekers;
- delivering Remote Employment Services for eligible job seekers to participate in;
- developing quality Work for the Dole (WfD) activities;
- ensuring activities reflect local employment opportunities and are relevant to community aspirations / meet community needs;
- operating to the principles and standards of the CDP provider Code of Practice and Service Guarantee;
- working to achieve at least a rating of ‘Delivery meets minimum requirement’ for each KPI and Performance Measure;
- communicating regularly and appropriately with your Account and Contract Manager;
- ensuring accurate records of CDP service delivery are maintained and recorded in the IT system; and
- operating compliantly with the Funding Agreement and these Guidelines, as well as other reference material issued by us.

Generally, you will have employees undertaking different roles in order to deliver the range of CDP services. It is your responsibility to ensure that your employees are trained and qualified relevant to their role in order to ensure they understand performance expectations, including the CDP provider Code of Practice and Service Guarantee and contractual or legislative requirements such as the Discrimination Act, Work Health and Safety Act or Social Security Law.

Risk management in CDP

Consistent with international standards and the provisions of the Public Governance, Performance and Accountability Act 2013 our approach to CDP risk management adheres to the following principles:

- integration with organisational practices – we may share information relevant to compliance and risk with other departmental staff and Commonwealth departments in order to ensure an integrated and comprehensive approach to risk management;
- dynamic, iterative and responsive to change – we will engage in a process of ongoing risk assessment to ensure that actions to eliminate or reduce risk are taken as soon as possible and that management strategies continue to be adequately tailored to need; and

Provider Compliance

Risk management in CDP

- targeted, tailored and part of decision-making processes – we will use risk assessments as a basis for determining the frequency, intensity and emphasis of performance and compliance monitoring.

We will assess provider risk as part of the Indigenous Advancement Strategy (IAS) through the Grant Applicant Risk Profile (GARP) completed for all CDP providers, and updated where significant organisational risks are identified.

We also assess the risk of poor performance and/or non-compliance in the delivery of CDP in each relevant CDP region through CDP activity risk assessments. These assessments are conducted at least every six months in response to the results of the PPR, compliance reviews, and any reported issues or concerns.

In regards to CDP, the Department looks at the following risk categories:

- fraud;
- financial viability;
- service delivery and performance;
- governance and compliance; and
- relationships.

When assessing risk, the Department considers:

- previous risk assessments;
- results of PPRs and compliance reviews;
- your past record of compliance with the Funding Agreement and related guidelines;
- results of previous audits;
- your assessed financial viability;
- any issues or concerns relating to your internal governance structure or internal risk controls;
- your ability to deliver services effectively;
- levels of staff or management turnover;
- additional programs you deliver;
- your other government contracts or funding agreements;
- other related data held by the Department; and
- other relevant factors.

Compliance and assurance

CDP activity risk assessments are used as the basis for determining what performance and compliance monitoring activities will be conducted in order to mitigate risk. Other data held by the Department may also be used to assess and mitigate risks. Risk will be monitored on an ongoing basis and appropriate action taken in response to emerging issues.

Our approach to compliance and assurance in CDP sits under the broader Provider Compliance Framework for the Indigenous Advancement Strategy (IAS) incorporating the Department's legal, policy and other compliance obligations.

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Compliance and assurance

Provider compliance is defined as the obligation on you and third party providers to conform with the:

- Funding Agreement;
- industry regulations, standards and codes; and
- Commonwealth, State and Territory laws, regulations, standards and codes.

You are responsible for your compliance with these obligations and must have in place governance and control systems which support the delivery of quality services and accuracy of payments consistent with the Funding Agreement and related Guidelines.

Note – under section 137.1 of the Criminal Code Act 1995 (Cth), giving false or misleading information is a serious offence punishable by penalties including up to 12 months imprisonment.

Compliance and assurance reviews

While placing a strong focus on the prevention and deterrence of non-compliance, the Department will respond appropriately to issues as they arise. Responses may include issuing breach notices, which identify corrective actions to be addressed within a specific timeframe.

We may undertake compliance and assurance reviews from time to time to examine your adherence with the requirements outlined in the Funding Agreement and related Guidelines.

Serious non-compliance and/or suspected fraud will be referred to the responsible area within the Department for action.

Reviews may consist of:

- desktop monitoring to facilitate early detection of performance and compliance issues;
- liaising with you in order to monitor specific areas of compliance;
- spot checks of your CDP service delivery including activities, attendance and all other requirements of the Funding Agreement and related Guidelines to ensure compliance with the Funding Agreement;
- site visits where we may require access to records including, but not limited to:
 - job seeker records / records of support provided;
 - activity details including supervisor arrangements;
 - attendance records / evidence of reasonable excuses or reasons for valid non-attendance;
 - financial management records;
 - sub-contracting arrangements;
 - evidence of employer / community engagement;
 - evidence of employment outcomes / post-placement support;
 - evidence that corrective actions have been undertaken / met; and
 - other relevant records.

Provider Compliance

Prior notice for investigation of breaches and fraud

If a matter is being investigated that, in our opinion, may involve:

- an actual or apprehended breach of the law;
- a breach of the Funding Agreement; or
- fraud;

then Clause 32.2 of the General Terms and Conditions (limitations on access rights) does not apply. Departmental employees and persons authorised by us, may remove and retain material and original records that are relevant to the investigation, including items stored on an electronic medium, provided that they return a copy of all relevant records to you, or the relevant material and original records, within a reasonable period of time.

Targeted assurance reviews

We may undertake targeted assurance reviews at any time to monitor compliance with the Funding Agreement. Targeted assurance reviews will be in response to identified or suspected compliance and/or fraud risks.

These targeted reviews may involve:

- one provider;
- a small group of providers;
- a specific CDP region(s); and/or
- a specific element of the programme.

Self-reporting

You are expected to take responsibility for ensuring that you comply with all programme requirements. You must self-report any instances of non-compliance to the Department.

Where you self-report non-compliance, we may or may not elect to apply corrective actions. Where we find your organisation has continued to operate in a knowingly non-compliant manner, we may apply all available actions to address the matter and may trigger our rights under Parts F and H of the General Terms and Conditions of the Funding Agreement (GT&C).

Changes in Management

Notification of changes to the membership of your board of directors or executive must be provided to us within five business days of such change. A Credentials Information form must be completed and submitted to your Account or Contract Manager for the registration of amended details as detailed in the Funding Agreement (GT&C clause 57.8).

Changes to Composition

Governance changes in the composition of the partnership or Application Group must be notified to us within five business days as per the Funding Agreement (GT&C clause 57.9).

Provider Compliance

Compliance and assurance reviews

Financial statements

Financial statements must be provided to us according to the terms of the Funding Agreement (GT&C clause 26.7). Where you have audited financial statements, these too must be provided to the Department and may be analysed.

Customer feedback and tip-offs

In accordance with the Funding Agreement and related Guidelines, customers of CDP providers (including job seekers, community representatives and employers) should be supported to:

- make enquiries and ask questions about services; and
- give feedback, including lodging compliments or complaints about the service they receive from their provider.

Such feedback, whether received and handled by you, the Department or a third-party such as the Commonwealth Ombudsman, will be used to monitor and assess compliance, for establishing whether a breach has occurred, and for determining appropriate corrective action.

Where feedback refers to activity that could be a breach or suspected breach, we may investigate in a manner consistent with the Funding Agreement and related Guidelines.

Surveys

The Department may conduct questionnaires of community leaders, elders, local employers and job seekers at any time. Any survey will be organised and conducted by the Department, or at the Department's expense.

Low-level and incidental non-compliance

You must ensure you comply with all requirements of the Funding Agreement and related Guidelines. Low-level compliance issues identified by us will be addressed through the corrective actions set out in any breach notices issued and regular engagement with you. We will apply the appropriate level of corrective action to rectify non-compliance.

Opportunistic and serious non-compliance

Where you voluntarily disclose non-compliance, we may elect not to apply additional actions (other than applying action for the recovery of relevant payments made and other related costs if applicable). Additional actions may apply if there is repeated or significant non-compliance, or where there is evidence of criminal behaviour.

Where activities are not consistent with the Funding Agreement or related Guidelines, we may undertake preventative strategies, such as working with you to improve your practices for future compliance, or provide additional guidance and other material to ensure the Funding Agreement requirements are clearly understood.

Provider Compliance

Opportunistic and serious non-compliance

Where we identify you have not complied with the Funding Agreement or related Guidelines, we may initiate reviews and audits into breaches of the Funding Agreement.

In the course of reviewing these matters, we may make direct contact with employers, job seekers or other relevant parties to test or verify information or evidence provided by you.

The nature and level of non-compliance, and your level of cooperation with any investigation into the matter will determine the type and severity of actions applied.

Where service fees and/or performance data have been wilfully manipulated, more severe actions may be initiated including the recovery of money, termination of the Funding Agreement and/or referral for possible criminal investigation by the Department's Fraud Control and Investigation Section.

We will consider what, if any, corrective strategies should be applied, which may include one or more of the following actions:

- recovering payments which you were not entitled to claim consistent with the Department's obligations under the Public Governance, Performance and Accountability Act 2013 (Cth) (PGPA Act);
- exercising other corrective actions detailed in the Funding Agreement; and/or
- imposing additional conditions on payment of outcome payments, or imposing additional reporting requirements.

These more serious compliance matters may also trigger an increase to compliance monitoring of activities. Opportunistic and serious non-compliance is likely to be categorised as a significant or major breach.

Fraud

The Commonwealth Fraud Control Framework requires the Department to investigate any instances of fraud or suspected fraud against its programs. The framework describes fraud as dishonestly obtaining a benefit, or causing a loss, by deception or other means.

This definition includes, but is not limited to:

- theft;
- accounting fraud (e.g. false invoices, misappropriation);
- unlawful use of/obtaining of, property, equipment, material or services;
- causing a loss, or avoiding and/or creating a liability;
- providing false or misleading information to the Commonwealth, or failing to provide information when there is an obligation to do so;
- misuse of Commonwealth assets, equipment or facilities;
- making, or using, false, forged or falsified documents; and/or
- wrongfully using Commonwealth information or intellectual property.

If Departmental staff or you become aware of serious non-compliance or potential fraud, they must report it to the Department's Governance, Audit and Reporting Branch at fraud@pmc.gov.au for assessment to determine whether further action (including potential criminal investigation) is warranted.

Provider Compliance

Categorisations of a breach

We will classify breaches as Minor, Significant or Major.

Minor

Examples of Minor non-compliance include:

- the provider is failing to achieve a 'Delivery meets minimum' or better rating against a Performance Measure;
- the provider is unintentionally non-compliant / non-compliance has caused a minor negative impact on CDP service delivery; and/or
- the provider has self-identified and reported performance or compliance issues / the provider can demonstrate strong efforts to improve that are likely to address the identified performance and/or compliance issues.

Significant

Examples of Significant non-compliance include:

- the provider is delivering poor performance outcomes / is repeatedly not achieving a 'Delivery meets minimum' or better rating against at least one Performance Measure;
- poor performance or non-compliance has caused a significant negative impact on CDP service delivery;
- poor performance or non-compliance has caused moderate risk or harm to eventuate;
- the provider has not self-identified or reported the performance or compliance issue; and/or
- the provider's efforts to improve are inadequate and unlikely to make a positive impact against compliance issues and/or poor performance outcomes.

Major

Serious and systemic non-compliance, with potential criminal intent. Some examples of Major non-compliance include:

- the provider is delivering extensively poor performance outcomes / is repeatedly not achieving at least a 'Delivery meets minimum' rating against at least one KPI;
- the provider is intentionally non-compliance;
- poor performance or non-compliance has caused a major negative impact on CDP service delivery;
- poor performance or non-compliance has caused high risk or harm to eventuate; and/or
- the provider has not self-identified or reported the performance or compliance issues and attempted to conceal the issue.

Once a breach has been categorised we may issue a notice outlining the breach and any relevant corrective actions in respect of the breach.

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Corrective actions

We will ensure corrective actions:

- are proportionate to the severity of the breach and are taken in good faith;
- take into account the capacity and motivation of the provider to return to compliance or satisfactory performance;
- signal the seriousness with which we view the performance or issue; and
- allow for enough time for you to adequately address our concerns.
- In determining both the category of the breach and the appropriate corrective actions, we will consider extenuating circumstances such as:
 - the length of time you have been operating;
 - whether you are facing short-term governance/staffing issues that are in the process of remediation;
 - whether the breach was self-reported (note – repeated and ongoing breaches identified through self-audit are still of concern);
 - whether there any factors in the review that need to be considered, such as the reliability of the data or sample size relied upon;
 - whether you are in the process of implementing a robust process improvement plan, which should be recognised in the final breach assessment;
 - whether there was any policy ambiguity through changes to the relevant guidelines, information technology system errors or other actions of the Department;
 - your attitude to performance and compliance in this particular instance and overall; and/or
 - whether there are any other issues that should be considered, e.g. natural disasters, community unrest or violence.

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CDP GUIDELINES

PROVIDER PERFORMANCE

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Provider Performance

Overview

This chapter outlines how the Department of the Prime Minister and Cabinet (PM&C) will assess your performance against the requirements of the CDP Funding Agreement.

This chapter may be updated at the start of a Provider Performance Review (PPR) period to reflect changes for the upcoming assessment. This chapter has been updated for the PPR7 assessment period beginning October 2018.

PM&C will assess your performance every six months against Key Performance Indicators (KPIs) in the funding agreement:

KPI 1: Delivery of services in accordance with the Funding Agreement (20% weighting).

KPI 2: Availability, attendance and appropriateness of Activities (45% weighting).

KPI 3: Achievement of the employment outcomes (35% weighting).

These KPIs are comprised of performance measures detailed in this chapter. For each PPR you will receive an overall result determined by a weighted average of each performance measure as detailed in this chapter.

Summary of changes (October 2018)

Some wording in this chapter has been refined, including in the assessment matrixes and rating scales, to make it clearer and easier to read. Apart from the changes below, the substances of the assessment matrixes have not changed.

Measure 1 (Case management and support) – changes

To reduce duplication, PM&C will not assess the extent to which activities align with the local labour market and/or community goals in Measure 1. These will be considered as part of Measures 3 and 4 only. As Measure 1 focuses on the tailored support provided to individual job seekers, we will continue to consider referrals to employment under this measure.

PM&C will assess your efforts in re-engaging chronically disengaged job seekers to recognise providers which develop innovative strategies to connect with job seekers.

Measure 4 (High-quality activities) – changes

In PPR6, PM&C assessed whether activities support community goals and needs as part of Measures 3 and 4. To reduce duplication, PM&C will assess this in Measure 3 only.

In assessing your performance against Measure 4, PM&C will assess whether activities uphold cultural practices, traditions and customs where relevant.

Provider Performance

Structure of this chapter

This chapter provides you with information on how you will be assessed for each performance measure.

The Department will use the assessment matrixes in this chapter to assist in assessing your performance. Each assessment matrix contains behaviours typical of different levels of performance. As it is unlikely that your performance will fit neatly into one category, the assessment matrixes should be used as a guide only.

Please refer to other guidelines chapters for more in depth guidance on quality performance, particularly the following chapters:

- Servicing Job Seekers
- Job Seeker Assessments
- Job Plans
- Employment
- Setting up and Managing Activities
- Mutual Obligation Requirements
- Job Seekers with Disability

KPIs and Performance Measures

KPI 1: Delivery of services in accordance with the funding agreement (20%)	
Measure 1 – Case management and support <i>Delivering quality integrated case management and support, including identifying clear goals and pathways, supporting job seekers into employment or education and assisting job seekers to overcome identified barriers.</i>	20%
KPI 2: Availability, attendance and appropriateness of activities (45%)	
Measure 2 – WfD attendance (and valid non-attendance) <i>Total hours attended and not attended with a valid reason, compared to the total required hours for a caseload.</i>	10%
Measure 3 – Consultation with communities <i>Incorporating meaningful community engagement in the development and ongoing delivery of activities.</i>	15%
Measure 4 – High-quality activities <i>Inclusive, engaging and culturally appropriate activities, tailored to the local labour market and community goals.</i>	20%
KPI 3: Achievement of employment outcomes (35%)	
Measure 5 – Post-placement support <i>Supporting job seekers to maintain employment, taking into account individual job seeker needs and employment circumstances.</i>	10%
Measure 6 – 26 week employment outcomes <i>Achieving the Regional Employment Target.</i>	25%

Provider Performance

Overall rating scale

Score %	Rating
90+	Delivery meets all requirements
75 – 89	Delivery meets minimum requirements
50 – 74	Delivery is below requirements
25 – 49	Delivery is substantially below requirements
0 – 24	Non-compliance / serious underperformance

A rating of 'Delivery meets all requirements' against each performance measure and KPI will demonstrate optimum performance in accordance with the General Terms and Conditions, clause 39.1.

PM&C may take action in relation to less than satisfactory performance, in accordance with the General Terms and Conditions, clause 40, if your rating for any measure is:

- Delivery is below requirements;
- Delivery is substantially below requirements; or
- Non-compliant/serious underperformance

Evidence for assessments

PM&C will use site visits / spot checks, data from the CDP IT system, stakeholder feedback, documentary evidence supplied by you and other methods considered relevant to your performance to complete PPR assessments.

Documentary evidence must be legible, dated and relevant to the performance measure and sample under assessment. PM&C may refuse to accept evidence:

- not relevant to the performance measure and / or sample under assessment;
- where the authenticity of the document is suspect.

On the next page is a table summarising the evidence requirements for you to refer to throughout the PPR period.

Provider Performance

Evidence for assessments

Measure	What do you need to do?
1 – Case Management and Support	<p>In the CDP IT system you should:</p> <ul style="list-style-type: none"> • record the job seeker’s goals, aspirations and pathways (Goals section of the Job Plan and Comments); • record details of the case management and support you are providing in Comments and the Intervention Management Tool; • update the JSCI whenever the job seeker’s circumstances changes; • record updates from appointments or other contact with the job seeker in Comments. <p>You can supply supporting evidence demonstrating the support you are providing to, or the job seeker’s progress towards their goals (e.g. training certificates, referrals, email exchanges etc.) stored outside the CDP IT system as part of the PPR process.</p>
2 – WfD Attendance (and valid non-attendance)	<p>No supporting evidence is required for the assessment of Measure 2. A result for this measure will be determined using results from your monthly services payments calculation.</p> <p>Note – under clause 20.9 of the CDP Funding Agreement, General Terms and Conditions, you must keep sufficient documentary evidence to prove that you have delivered the relevant service in accordance with the funding agreement.</p>
3 – Community consultation	<p>You should document every time you consult with communities in your CDP region including meetings you have organised or attended, or ad hoc feedback you receive.</p> <p>A community consultation template in this chapter will help you record all of the information required (including dates, attendees, discussions and outcomes) in relation to the design of activities throughout the period.</p>
4 – High-quality activities	<p>PM&C will predominantly use observations from site visits to assess your performance against Measure 4. You may supply supporting evidence which demonstrates the quality of activities (e.g. activity descriptions, reports, media articles, receipts, photographs etc.) as a part of the PPR process.</p>

Provider Performance

Evidence for assessments

Measure	What do you need to do?
<p>5 – Post-placement support</p>	<p>You should document post-placement support interactions with job seekers using the Comments section (post-placement support topic) in the CDP IT system.</p> <p>Alternatively, you can supply a database, file notes or log of contacts throughout the period detailing post-placement support you have provided to individual job seekers.</p> <p>You should also maintain receipts of equipment, training or other services that you provide for post-placement support.</p>
<p>6 – 26 week employment outcomes</p>	<p>Ensure all 26 week outcome claims are created in the CDP IT system by the last day of the performance period (including Special Claims).</p> <p>For further details on lodging a claim, refer to the Payments chapter of these guidelines. Note - you are required to retain documentary evidence in relation to these outcome payments.</p>

Compliance considerations

PM&C may adjust your overall PPR rating to a rating not greater than 'Delivery is below requirements' in instances where you receive a 'Significant' or 'Major' breach notice (refer to the CDP Guidelines - Compliance and Risk Framework chapter) during the performance period.

In addition, PM&C may adjust your rating for an individual measure to a rating not greater than 'Delivery is below requirements' if you receive a breach notice relevant to an individual performance measure ('Minor', 'Significant' or 'Major').

PM&C will document any adjusted ratings resulting from a breach notice in your formal results letter.

PM&C may also revisit and amend previous PPR ratings (including ratings against individual measures) where you have been issued a breach notice which would have otherwise impacted your result at the time of the breach. PM&C will advise you in writing if a previous PPR rating is to be amended.

Provider Performance

Measure 1 – Case management and support

Delivering quality integrated case management and support, including identifying clear goals and pathways, supporting job seekers into employment or education and assisting job seekers to overcome barriers.

The case management and support you provide should look different for each job seeker depending on the individual's interests, needs, and circumstances, and services available in your region. Through these services, job seekers should progress in their skills and employability.

Refer to the Servicing Job Seekers, Job Seeker Assessments, Job Plans, Job Seekers with Disability, and Mutual Obligations chapters for more information on case management and support.

Assessment and evidence

PM&C will select a sample of job seekers to assess your performance against this measure. The Department will review the CDP IT system and supporting evidence from you to determine whether you have:

- discussed mid to long-term goals with the job seeker;
- placed the job seeker into activities which align with their goals and interests;
- referred the job seeker to suitable employment opportunities;
- an extensive understanding of the job seeker's circumstances and barriers;
- supported the job seeker to overcome their barriers to employment and participation.

You should regularly update and record information for each job seeker in the CDP IT system (specifically, but not limited to, the Job Plan, Intervention Management Tool and Comments sections). You should use the system to record the job seekers' goals, aspirations and pathways, assistance delivered, interventions and developments in the job seeker's circumstances, including progress towards their goals. PM&C will also check that the JSCI has been updated when there has been a change of circumstances.

You may provide supporting evidence to demonstrate assistance provided and progress relevant to job seekers in the assessment sample. The types of evidence you may submit includes (but is not limited to):

- a spreadsheet or database capturing training and assistance provided;
- file notes;
- email exchanges;
- training certificates / course attendance records;
- letters from centres / organisations (e.g. drug and alcohol centres, training institutions, host organisations etc.);
- feedback or records of conversations with job seekers.

Provider Performance

Measure 1 – Case management and support

PM&C will monitor whether job seekers have contact appointments scheduled at least monthly and have a compliant Job Plan¹. PM&C may reduce your rating for Measure 1 if the percentage of monthly contacts or compliant Job Plans for the caseload falls below 90% for the performance period.

Ratings for Measure 1 are defined below.

Rating scale

Rating	Result
<p>Delivery meets all requirements</p> <p>(90%+)</p>	<p>On average, the provider has delivered high-quality integrated case management and support.</p> <p>The provider has worked with job seekers to develop mid to long-term goals supported by pathways to achieve these goals.</p> <p>The provider has actively assisted job seekers to secure employment and has delivered extensive and sometimes innovative support to assist job seekers to overcome vocational and non-vocational barriers.</p>
<p>Delivery meets minimum requirements</p> <p>(75% - 89%)</p>	<p>On average, the provider has delivered sound case management and support.</p> <p>The provider has worked with job seekers to develop mid to long-term goals.</p> <p>The provider has notified job seekers about suitable employment opportunities and has delivered sound support to assist job seekers to overcome vocational and non-vocational barriers.</p>
<p>Delivery is below requirements</p> <p>(50% - 74%)</p>	<p>On average, the provider has delivered limited case management and support.</p> <p>The provider has worked with job seekers to develop short-term goals.</p> <p>The provider has missed opportunities to refer job seekers to suitable employment opportunities and has delivered some support to assist job seekers to overcome vocational and non-vocational barriers.</p>

¹Job Plans are considered compliant when they meet all of the requirements of the Funding Agreement and Social Security Law resulting in a Job Plan Compliant flag value of 'Y' found in the SUB216 - CDP Job Plan Activity Monitoring Report.

Provider Performance

Measure 1 – Case management and support

Rating	Result
<p>Delivery is substantially below requirements (25% - 49%)</p>	<p>On average, the provider has delivered poor case management and support.</p> <p>Goals were inappropriate for job seekers and / or, they were placed in activities / training unrelated to their interests or identified areas for skill development.</p> <p>The provider did not refer job seekers to suitable employment opportunities.</p> <p>The provider has demonstrated a limited understanding of job seekers’ barriers and did not deliver appropriate assistance to overcome identified vocational and non-vocational barriers.</p>
<p>Non-compliance / serious underperformance (less than 25%)</p>	<p>On average, the provider did not deliver case management and support.</p> <p>There were no goals identified. The provider did not refer job seekers to suitable employment.</p> <p>The provider did not demonstrate an understanding of the job seekers’ barriers and did not assist job seekers to overcome their barriers to employment and participation.</p>

Provider Performance

Assessment matrix

PM&C will assess a sample of job seekers using the assessment matrix below. Your rating for Measure 1 will be determined based on these individual assessments.

Rating	Foundations	Employment and Education	Support to overcome barriers
<p>Delivery meets all requirements</p>	<p>The provider has:</p> <ul style="list-style-type: none"> discussed and recorded mid to long-term goals for the job seeker supported by clear strategies / pathways to achieve those goals; placed the job seeker in activities which aligns with their goals and interests; fully incorporated the TWES transition plan (where applicable and reasonable); demonstrated extensive efforts to re-engage chronically disengaged job seekers. 	<p>The provider has:</p> <ul style="list-style-type: none"> referred the job seeker to suitable employment opportunities* and has supported the job seeker to apply for the job or connect with the employer (e.g. assisted the job seeker with their application, interview preparation etc); provided extensive support to early school leavers to re-engage with education (where applicable). 	<p>The provider has:</p> <ul style="list-style-type: none"> demonstrated an extensive understanding of the job seeker’s circumstances and barriers; supported the job seeker to overcome barriers by referring them to relevant support services (or utilising an innovative approach) and monitoring their progress; implemented (or reasonably justified not implementing) all recommendations in IMT, ESA or CCA (where applicable)**.

Provider Performance

Rating	Foundations	Employment and Education	Support to overcome barriers
<p>Delivery meets minimum requirements</p>	<p>The provider has:</p> <ul style="list-style-type: none"> discussed and recorded realistic mid to long-term goals for the job seeker; placed the job seeker in activities which align with their goals and interests; mostly incorporated elements of the TWES transition plan (where applicable and reasonable); demonstrated sound efforts to re-engage chronically disengaged job seekers through a variety of methods. 	<p>The provider has:</p> <ul style="list-style-type: none"> referred the job seeker to suitable employment opportunities*; provided sound support for early school leavers to re-engage in school or other education (where applicable). 	<p>The provider has:</p> <ul style="list-style-type: none"> demonstrated a sound understanding of the job seeker’s circumstances and barriers; supported the job seeker to overcome barriers by referring them to relevant support services; implemented (or reasonably justified not implementing) most recommendations in IMT, ESAt or CCA (where applicable)**.
<p>Delivery is below requirements</p>	<p>The provider has:</p> <ul style="list-style-type: none"> discussed and recorded short-term goals for the job seeker; placed the job seeker in activities somewhat relevant to their goals, interests or requirements for skill development; partly incorporated elements of the TWES transition plan (where applicable and reasonable); demonstrated some efforts to re-engage chronically disengaged job seekers. 	<p>The provider has:</p> <ul style="list-style-type: none"> not referred the job seeker to suitable employment opportunities*; provided limited support for early school leavers to re-engage in school or other education (where applicable). 	<p>The provider has:</p> <ul style="list-style-type: none"> demonstrated a limited understanding of the job seeker’s circumstances and barriers; made some efforts to assist the job seeker to overcome their barriers; failed to implement (or reasonably justify not implementing) most recommendations in IMT, ESAt or CCA (where applicable)**.

Provider Performance

Rating	Foundations	Employment and Education	Support to overcome barriers
Delivery is substantially below requirements	<p>The provider has:</p> <ul style="list-style-type: none"> discussed inappropriate or completely unrealistic goals for the job seeker; placed the job seeker in activities not relevant to their goals, interests or requirements for skill development; barely incorporated elements of the TWES transition plan (where applicable); demonstrated very limited efforts to re-engage chronically disengaged job seekers. 	<p>The provider has:</p> <ul style="list-style-type: none"> referred the job seeker to unsuitable employment opportunities*; provided limited support for early school leavers to re-engage in school or other education (where applicable). 	<p>The provider has:</p> <ul style="list-style-type: none"> demonstrated a poor understanding of the job seeker’s circumstances and barriers; made minimal efforts to assist the job seeker to overcome their barriers or placed them in inappropriate activities.
Non-compliance/serious under performance	<p>The provider has:</p> <ul style="list-style-type: none"> not discussed or recorded goals for the job seeker; not incorporated elements of the TWES transition plan (where applicable); not demonstrated efforts to re-engage chronically disengaged job seekers. 	<p>The provider has:</p> <ul style="list-style-type: none"> provided no support for early school leavers to re-engage in school or other education (where applicable). 	<p>The provider has:</p> <ul style="list-style-type: none"> not demonstrated an no understanding of the job seeker’s circumstances or barriers; completely failed to assist the job seeker to overcome their barriers or has placed them in activities which may exacerbate existing conditions; failed to implement (or reasonably justify not implementing) any recommendations from the IMT, ESAt or CCA (where applicable)**.

* Suitable employment opportunities include jobs available in the area that align with the job seeker’s skills and/or aspirations.

** See the Servicing Job Seeker’s and Assessments chapters for more information on job seeker assessments (including the JSCI, ESAt and CCA) and your corresponding responsibilities.

Provider Performance

Example – Delivery meets all requirements

<p>Foundations</p>	<p>John's goal is to gain employment working with his hands and potentially learn a trade.</p> <p>There is a clear strategy to help him achieve his goal:</p> <ul style="list-style-type: none"> • gain experience in furniture making and welding in the men's shed activity; • improve literacy and numeracy - placed in Visiting Adult Education Centre (VAEC); • obtain a white card; • develop a resume; • participate in work experience.
<p>Tailored to the local labour market</p>	<p>The case coordinator recommends John to a construction company that has been awarded a contract to complete housing upgrades in the community. The case coordinator helps John prepare a resume and accompanies him to his first meeting with the construction company. The company agrees to give him a two week trial.</p>
<p>Support to overcome barriers</p>	<p>The case coordinator updates John's JSCI every time there is a change in John's circumstances.</p> <p>John's attendance was initially poor. The case coordinator discuss this with John and they decided that the men's shed activity would better suit his needs.</p> <p>The provider enrolls John in an adult education course for two hours a week with the VAEC (this aligns with the recommendation in the IMT).</p> <p>As John's literacy improves, the provider works with the VAEC to help John obtain white card.</p>

Goal

Description
 LONG TERM GOAL: John would like to get a job that involves working with his hands and potentially learn a trade

ACTIONS / PATHWAY:
 Participate in men's shed activity
 Work on L&N through training with Visiting Adult Education Centre
 Obtain white card
 Develop resume
 Participate in work experience

Comment Text

Initial Appointment - John has commenced on caseload moving from JobActive
 John is reserved and didn't talk too much.
 Obligations and expectations explained. Referred to Garden Maintain WfD activity ID (4307981)
 JSCI conducted. Will investigate Literacy assistance

Comment Text

John's attendance at activity has been poor - he says he doesn't like it. Discussed Goals, and pathways to achieve these. Updated Goal in Job Plan to reflect discussion, changed activity to Men's Shed Activity to be more in line with his goals, also placed in L&N activity for 2 hours a week to address JSCI identified barrier.

Comment Text

Monthly contact. Spoke to John about his improved activity attendance and mentioned that a construction company is coming to do a housing upgrade, which will have job opportunities. John said he was keen to work towards getting this job. The construction work will require a white card, discussed this with John and explained that the L&N trainer is happy to help him through the course as part of his L&N training. Updated Job Plan to reflect this.

Provider Performance

Example – Delivery is below requirements

Foundations	There is a short-term goal in Shona's Job Plan to participate in work experience. It is not clear what type of work experience or how it will connect with a longer term goal (e.g. gaining employment in a particular industry).
Tailored to the local labour market	Shona is an early school leaver but there is no evidence of attempts to re-engage her with education. The provider encouraged her to apply for a casual job at the health centre.
Support to overcome barriers	Shona was having health problems and the provider referred her to complete an ESAt. The provider enrolled her in a new e-learning nutrition course (the IMT recommended that she improve her nutrition) but did not encourage her to attend appointments with the fly-in fly-out nutritionist. The provider did not remove her from the outdoor, landscaping activity, even though the IMT recommended light activities.

Goal

Description

Gain work experience

Comment Text

Shona attended her monthly contact today. She looked very unwell. She mentioned that she hasn't been attending her activities because she has been sick. I have referred her to attend an ESAt.

Provider Performance

Measure 2 – WfD attendance (and valid non-attendance)

Total hours attended and not attended with a valid reason, compared to the total required hours for a caseload.

Ensuring job seekers attend activities is a fundamental part of your role. It underpins the policy intent of CDP to increase employment for people in remote regions. This occurs when job seekers engage in the program, and receive the skills and support needed. Attendance at activities is also an important way for job seekers to fulfil their Mutual Obligation requirements and contribute to community goals.

Assessment and evidence

To determine a rating for this measure, PM&C will assess the number of hours:

- attended; and
- not attended with a valid reason (DNAV)

and compare this to the total required hours of attendance for the caseload during the assessment period. You can use your monthly payment letter to see how you are tracking during the performance period for this measure.

You will receive a rating as per the rating scale below.

Rating scale

Rating	Attended and DNAV / total required hours	Actual attendance / total required hours
Delivery meets all requirements	Equal to or greater than 90%	Equal to or greater than 60%
Delivery meets minimum requirements	Between 75% and 89%	
Delivery is below requirements	Between 50% and 74%	
Delivery is substantially below requirements	Between 25% and 49%	
Non-compliance / serious underperformance	Less than 25%	

To achieve the highest rating, actual attendance needs to be equal to or greater than 90% over the performance period.

Provider Performance

Measure 3 – Consultation with communities

Incorporating meaningful community engagement in the development and ongoing delivery of activities.

You must establish and conduct activities in consultation with the job seekers and communities in your region. Communities include towns, outstations, villages, camps, discreet groups within a place etc.

Quality consultation is inclusive and accessible to all people. It fosters partnerships and positive relationships between the provider, the community and other organisations.

Quality consultation is genuine. It identifies reasonable community goals (i.e. practical and achievable goals that have substantial support from a cross-section of community stakeholders, promote positive change, and align with CDP objectives and the needs of job seekers) and embeds them in the design and operation of activities.

See the Setting Up and Managing Activities chapter for further guidance.

Assessment and evidence

In assessing your performance against this measure, PM&C will look at the extent to which you are consulting with communities and applying what you learn about the community.

To demonstrate your performance against this measure, you should provide evidence of consultation with job seekers, communities and employers (e.g. a database or log containing information on dates, communities, venue, attendees, discussions and outcomes). PM&C may also seek feedback from job seekers, communities, employers or other relevant stakeholders.

You should document every time you consult with communities in your CDP region including meetings you have organised or attended or ad hoc feedback. The community consultation template in this section is an example of the information you should record. Rather than compile evidence at the end of each PPR period, it is recommended that you document this information as it occurs. You may also send it to your Contract Manager on a regular basis, or after the outcomes of each consultation are known.

PM&C will review the evidence available and use the assessment matrix in this section to determine a rating as per the rating scale on the next page.

Provider Performance

Measure 3 – Consultation with communities

Rating scale

Rating	Result
<p>Delivery meets all requirements (90%+)</p>	<p>On average, the provider has undertaken high-quality community consultation.</p> <p>The provider has demonstrated leadership by conducting extensive, inclusive and accessible consultation with all communities.</p> <p>Consultation fostered positive relationships and partnerships. It was ongoing and genuine.</p> <p>Reasonable community needs were instrumental in both the development and ongoing operation of activities.</p>
<p>Delivery meets minimum requirements (75% - 89%)</p>	<p>On average, the provider has undertaken sound community consultation.</p> <p>The provider conducted inclusive and accessible consultation with most communities.</p> <p>Consultation fostered positive relationships and partnerships. It was genuine and the provider incorporated reasonable community needs and interests in the development of activities.</p>
<p>Delivery is below requirements (50% - 74%)</p>	<p>On average, the provider has undertaken limited community consultation.</p> <p>The provider consulted with most communities, though did not include a variety of stakeholders.</p> <p>Consultation was either one-off or culturally inappropriate and did not support positive relationships.</p> <p>The provider sometimes incorporated reasonable community goals in the development of activities.</p>
<p>Delivery is substantially below requirements (25% - 49%)</p>	<p>On average, the provider has undertaken poor community consultation.</p> <p>The provider consulted with some communities but it was not inclusive or accessible to the community.</p> <p>Consultation was one-off and culturally inappropriate and did not support positive relationships.</p> <p>The provider rarely incorporated community goals into activities.</p>

Provider Performance

Measure 3 – Consultation with communities

Rating	Result
<p>Non-compliance/ serious underperformance (less than 25%)</p>	<p>On average, the provider has undertaken extremely limited or no consultation.</p> <p>Any consultation was potentially damaging for participants and the provider’s relationship with the community.</p> <p>The provider did not incorporate reasonable community goals into activities.</p>

Provider Performance

Assessment matrix

Rating	Inclusive and accessible	Fosters positive relationships and partnerships	Genuine
Delivery meets all requirements	<p>The provider has:</p> <ul style="list-style-type: none"> consulted with all communities* in the region; consulted with a range of people, including influential stakeholders and hard to reach groups (e.g. young people, people on outstations or people with significant barriers); consulted at venues, times and through means consistently suitable to the community. 	<p>The provider has:</p> <ul style="list-style-type: none"> engaged in ongoing consultation; engaged in culturally appropriate consultation; partnered with a range of organisations to add value to activities. 	<p>The provider has:</p> <ul style="list-style-type: none"> always incorporated reasonable community and job seeker needs, aspirations and priorities** in the development and delivery of activities.
Delivery meets minimum requirements	<p>The provider has:</p> <ul style="list-style-type: none"> consulted with more than half of communities* in the region; consulted with a range of people representing a cross-section of the community; consulted at venues, times and through means generally suitable to the community. 	<p>The provider has:</p> <ul style="list-style-type: none"> engaged in ongoing consultation; engaged in culturally appropriate consultation; partnered with some of organisations to add value to activities. 	<p>The provider has:</p> <ul style="list-style-type: none"> mostly incorporated reasonable community and job seeker needs, aspirations and priorities** in the development and delivery of activities.

Provider Performance

Rating	Inclusive and accessible	Fosters positive relationships and partnerships	Genuine
Delivery is below requirements	<p>The provider has:</p> <ul style="list-style-type: none"> consulted with approximately half of communities* in the region; consulted with only the most influential / visible stakeholders; consulted at venues, times and through means only convenient for the provider. 	<p>The provider has:</p> <ul style="list-style-type: none"> engaged in one-off or culturally inappropriate consultation; not established any partnerships. 	<p>The provider has:</p> <ul style="list-style-type: none"> sometimes incorporated reasonable community and job seeker needs, aspirations and priorities** in the development and delivery of activities.
Delivery is substantially below requirements	<p>The provider has:</p> <ul style="list-style-type: none"> consulted with less than half of communities* in the region; consulted at venues, times and through means inconvenient for the community. 	<p>The provider has:</p> <ul style="list-style-type: none"> engaged in one-off or culturally inappropriate consultation; not established any partnerships. 	<p>The provider:</p> <ul style="list-style-type: none"> rarely incorporated reasonable community and job seeker needs, aspirations and priorities** in the development and delivery of activities.
Non-compliance/ serious under-performance	<p>Provider has:</p> <ul style="list-style-type: none"> undertaken extremely limited or no consultation. 	<p>Provider has:</p> <ul style="list-style-type: none"> not engaged in consultation or damaging consultation; not established any partnerships. 	<p>The provider:</p> <ul style="list-style-type: none"> never incorporated reasonable community and job seeker needs, aspirations and priorities into the development of activities.

*All communities includes outstations, towns, camps, villages etc.

**Community needs, aspirations and goals are reasonable if they are practical and achievable, they have substantial support from a cross-section of community stakeholders, promote positive change, and align with CDP objectives and the needs of job seekers.

Provider Performance

Example – Delivery meets minimum requirements

<p>Inclusive and accessible</p>	<p>There are two communities and four outstations in the region.</p> <p>The provider attended a community meeting with the school principal, local shop, land Council and police in one community.</p> <p>The provider held feedback sessions with jobseekers after activities in both communities and all outstations.</p> <p>Attendance was low at the outstations as most jobseekers were away visiting family.</p>
<p>Fosters positive relationships and partnerships</p>	<p>The provider partnered with the state government and police to run alcohol and drug awareness courses.</p>
<p>Genuine</p>	<p>The community meeting raised concerns about increasing driver license suspensions due to drug and alcohol related offences. In response, the provider incorporated drug and alcohol awareness courses into CDP activities.</p> <p>The feedback sessions highlighted new interests and priorities for job seekers. In response, the provider developed a new furniture building activity and is exploring opportunities to adjust existing activities to incorporate emerging job seeker interests.</p>

Example – Delivery is substantially below requirements

<p>Inclusive and accessible</p>	<p>There are three communities in the region.</p> <p>The provider attended two meetings with the land council and mayor in one community.</p>
<p>Fosters positive relationships and partnerships</p>	<p>The provider consulted with an elder from another community to deliver a bush tucker activity. The activity has started, despite ongoing tension between the two communities.</p>
<p>Genuine</p>	<p>At the first meeting, the provider promised to deliver a number of cultural activities in partnerships with local elders. Aside from the bush tucker activity delivered by an elder from another community, the provider has not established any of these activities.</p>

Provider Performance

Community consultation template

Date and time	
Community/ies	
Venue	
Attendees (stakeholders, young people, parents, government?)	
Reason for selecting the venue, time and people to consult with	
Main points of discussion	
CDP actions required	
Changes as a result	
Partnerships	

Provider Performance

Measure 4 – High-quality activities

Inclusive, engaging and culturally appropriate activities, tailored to the local labour market and community goals

High-quality activities are tailored to the local labour market, successfully engage all job seekers and demonstrate progress.

See the Setting Up and Managing Activities chapter for more information on quality activities.

Assessment and Evidence

To assess your performance, PM&C may:

- observe activities;
- seek feedback from job seekers, communities, employers or other relevant stakeholders.

To support this assessment you may supply:

- evidence of discussions with employers identifying upcoming employment opportunities in order to align activities to the local labour market needs;
- records relating to the operation of an activity (e.g. activity descriptions, reports, media articles, receipts, photographs etc.).

PM&C will assess a sample of individual activities and activities collectively (including hosted activities), using the assessment matrixes in this section as a guide. Your final rating against this measure will reflect your average performance across activities. You will receive a rating as per the rating scale below.

Failing to comply with the funding agreement or guidelines regarding the operation of activities, may affect your rating. For example, we may reduce your rating if you fail to conduct risk assessments or adhere to relevant work health and safety requirements.

Rating scale

Rating	Result
<p>Delivery meets all requirements (90%+)</p>	<p>On average, the provider has delivered high-quality activities.</p> <p>There was an appropriate variety of very inclusive and well-resourced activities. Activities comprehensively prepared job seekers for specific employment opportunities, by creating a clear pipeline into employment.</p> <p>High-quality and appropriately qualified supervisors led activities and supported, mentored and motivated all job seekers to participate.</p>

Provider Performance

Measure 4 – High-quality activities

Rating	Result
<p>Delivery meets minimum requirements (75% - 89%)</p>	<p>On average, the quality of activities was sound. There was an appropriate variety of generally inclusive and adequately-resourced activities. Activities adequately prepared job seekers for specific employment opportunities. Sound supervisors lead activities and supported job seekers to participate.</p>
<p>Delivery is below requirements (50% - 74%)</p>	<p>On average, the quality of activities was limited. The provider delivered some variety of somewhat inclusive activities. Activities had limited resourcing. The focus of activities was limited to building general work ready skills rather than tailoring to specific employment opportunities. Supervisors require improvement to adequately support all job seekers to build skills and participate.</p>
<p>Delivery is substantially below requirements (25% - 49%)</p>	<p>On average, the quality of activities was poor. The provider delivered a limited variety of activities with limited resourcing. Activities lacked inclusiveness and scarcely prepared job seekers for employment. Supervisors require significant improvement to adequately support all job seekers to build skills and participate.</p>
<p>Non-compliance / serious underperformance (less than 25%)</p>	<p>On average, the provider did not deliver a variety of activities. Activities were severely under-resourced, excluded some job seekers from meaningful participation and failed to prepare job seekers for employment. Supervision was mostly non-existent or problematic.</p>

Provider Performance

Assessment matrix 4.a (collective assessment of activities)

PM&C will use the following assessment matrix to assess how the combination of your activities work together to address the unique characteristics of your caseload and region.

Rating	Tailored to the caseload and local opportunities
Delivery meets all requirements	<ul style="list-style-type: none"> • There is an appropriate variety of activities in all communities • Activities comprehensively prepare job seekers for specific employment opportunities • Activities frequently cater for different work readiness levels and interests • Activities are very inclusive by catering for diversity within a caseload, to ensure that all people, men and women of all ages, people who identify as LGBTQI, people with disability and relevant minority groups are able to participate meaningfully • Activities always uphold cultural practices, traditions and customs (where applicable and appropriate)
Delivery meets minimum requirements	<ul style="list-style-type: none"> • There is an appropriate variety of activities in most communities • Activities adequately prepare job seekers for specific employment opportunities • Activities regularly cater for different work readiness levels and interests • Activities are generally inclusive, ensuring that activities cater for diversity within a caseload, to ensure that all people, men and women of all ages, people who identify as LGBTQI, people with disability and relevant minority groups are able to participate meaningfully • Activities mostly uphold cultural practices, traditions and customs (where applicable and appropriate)
Delivery is below requirements	<ul style="list-style-type: none"> • There is an appropriate variety of activities in some communities • Activities somewhat prepare job seekers for employment through general work readiness skills* • Activities sometimes cater for different work readiness levels and interests • Activities are generally inclusive, ensuring that activities cater for diversity within a caseload, to ensure that all people, men and women of all ages, people who identify as LGBTQI, people with disability and relevant minority groups are able to participate meaningfully • Activities sometimes uphold cultural practices, traditions and customs (where applicable and appropriate)

Provider Performance

Rating	Tailored to the caseload and local opportunities
<p>Delivery is substantially below requirements</p>	<ul style="list-style-type: none"> • There is a limited variety of activities for the caseload • Activities scarcely prepare job seekers for employment • Activities rarely cater for different work readiness levels and interests • Activities are scarcely inclusive, ensuring that activities cater for diversity within a caseload, to ensure that all people, men and women of all ages, people who identify as LGBTQI, people with disability and relevant minority groups are able to participate meaningfully • Activities rarely uphold cultural practices, traditions and customs (where applicable and appropriate)
<p>Non-compliance/serious underperformance</p>	<ul style="list-style-type: none"> • There is no variety of activities for the caseload • Activities do not prepare job seekers for employment or develop general work readiness skills* • Activities never cater for different work readiness levels and interests • Activities are never inclusive, ensuring that activities cater for diversity within a caseload, to ensure that all people, men and women of all ages, people who identify as LGBTQI, people with disability and relevant minority groups are able to participate meaningfully • Activities never uphold cultural practices, traditions and customs (where applicable and appropriate)

*General work readiness skills in this context, means basic skills that are necessary in most occupations (e.g. basic numeracy, literacy and teamwork skills, arriving at work on time etc.) and not tailored to a specific type of employment (unless specifically requested by employers).

Provider Performance

Assessment matrix 4.b (individual assessment of select activities)

PM&C will assess a sample of activities using the assessment matrix below.

Rating	Engaging
Delivery meets all requirements	<p>The activity:</p> <ul style="list-style-type: none"> • is led by a supervisor with all of the following characteristics – is appropriately qualified, gives clear instructions, treats participants with respect, supports, mentors and motivates all participants and always attends activities*; • is well resourced; • fosters extensive skill development and progress.
Delivery meets minimum requirements	<p>The activity:</p> <ul style="list-style-type: none"> • is led by a supervisor with most of the following characteristics – is appropriately qualified, gives clear instructions, treats participants with respect, supports, mentors and motivates all participants and always attends activities*; • is adequately resourced; • fosters sound skill development and progress.
Delivery is below requirements	<p>The activity:</p> <ul style="list-style-type: none"> • is led by a supervisor with some of the following characteristics – is appropriately qualified, gives clear instructions, treats participants with respect, supports, mentors and motivates all participants and always attends activities*; • has limited resourcing; • fosters some skill development and progress.

Provider Performance

Rating	Engaging
Delivery is substantially below requirements	The activity: <ul style="list-style-type: none"> • is led by a supervisor with barely any of the following characteristics – is appropriately qualified, gives clear instructions, treats participants with respect, supports, mentors and motivates all participants and always attends activities*; • has limited resourcing and this restricts some job seekers from participating; • fosters very limited skill development and progress.
Non-compliance/serious underperformance	The activity: <ul style="list-style-type: none"> • is led by a supervisor with none of the following characteristics – is appropriately qualified, gives clear instructions, treats participants with respect, supports, mentors and motivates all participants and always attends activities*; • is severely under-resourced; • does not foster skill development and progress.

*In communities with 10 or less job seekers, regular supervision may not be required. Instead, PM&C will assess how regularly you visit the community (the minimum is once per month) and how effectively you use alternative methods/arrangements to ensure that job seekers understand what they need to do, record attendance and progressively build skills and achieve goals. See 'Activities in small communities with ten people or less' in the Setting up and Managing Activities chapter for further information.

Provider Performance

Example – Delivery meets all requirements

<p>Matrix 4a</p>	<p>Tailored to the caseload and local opportunities</p>	<p>There is a range of activities that create a pipeline into employment in the main local – health and community services, forestry and fishing. Activities progressively build skills for these industries. Activities vary in difficulty and cater to different work readiness levels. Literacy and numeracy training is embedded in some activities.</p> <p>Due to distance and the small number of job seekers, it is only realistic to run one activity on an outstation at a time. The provider ensures that people on outstations have access to a variety of learning opportunities, by changing the activity every four weeks.</p> <p>The provider supports job seekers to uphold cultural traditions, by holding men and women's activities in different locations.</p> <p>There is an equal balance of men and women's activities. Both men and women were interested in the wood work activity, so the provider alternated every two months between a men's wood work activity and a women's wood work activity.</p> <p>The provider has supplied assistive equipment to help people with physical disabilities participate in the cooking and art activities.</p>
<p>Matrix 4b – (<i>n.b.</i> there will be more activities sampled in your assessment)</p>	<p>Engaging</p>	<p>A local artist leads and supervises an activity to paint murals at the school.</p> <p>There is also an assistant supervisor to ensure adequate supervision because there are vulnerable persons in the activity (school students). The supervisor's job description includes mentoring, facilitating artistic and general work ready skill development and empowering job seekers to reach their goals. Her passion for art and her community comes across during the activity and inspires participants. She works closely with each job seeker to teach them about different colours, tools and the cultural significance of different strokes.</p> <p>The activity is well resourced with many different shades of paint, painting utensils and other art materials.</p> <p>The participants completed three murals during the performance period.</p>

Provider Performance

Example – Delivery is substantially below requirements

<p>Matrix 4a</p>	<p>Tailored to the caseload and local opportunities</p>	<p>There are four types of activities in the whole region - a lawn mowing activity, a vegetable garden activity, a cooking activity and painting activity.</p> <p>There are a few upcoming employment opportunities - a new childcare centre is opening and there is a construction project employing labourers. The provider has not contacted the organisations to see what skills they require. While the activities develop general work ready skills (e.g. establishing a routine, literacy and numeracy, teamwork), they do not prepare job seekers for specific upcoming employment opportunities.</p>
<p>Matrix 4b – (<i>n.b.</i> there will be more activities sampled in your assessment)</p>	<p>Engaging</p>	<p>The provider set up a native vegetation rejuvenation project on an outstation. The three participants had low literacy levels. The provider gave the job seekers the seedlings with written instructions on how to grow and care for the plants. The provider erected posts for a small greenhouse but did not cover it. The job seekers could not commence their activity because they did not have any gardening equipment and the seedlings required significant shade to grow. The seedlings began to rot after a few weeks because they were not planted in time.</p>

Measure 5 – Post-placement support

Supporting job seekers to maintain employment, taking into account individual job seeker needs and employment circumstances.

Once a job seeker commences employment, they may need a variety of support and assistance to remain in employment.

Assessment and evidence

To assess your performance, PM&C will request evidence in relation to a sample of job seekers which demonstrates that you have:

- offered support to job seekers in employment;
- maintained an ongoing dialogue with job seekers and employers about their employment, to address concerns and offer support;
- worked with employers to ensure you have an ongoing understanding of their training and on-the-job requirements;
- provided regular post-placement support which is tailored to the needs of the job seeker;
- file notes or comments in the CDP IT system recording the steps taken to offer post-placement support in circumstances where a job seeker has declined post-placement support.

Provider Performance

Measure 5 – Post-placement support

PM&C recommends that you document your conversations with job seekers and employers by keeping relevant emails, file notes, a database or a contact log.

PM&C will assess the quality of post-placement support delivered to the sample of job seekers placed in employment, using the assessment matrix in this section as a guide. If you can demonstrate that you offered post placement support and the job seeker declined, depending on the circumstances, we will either:

- exclude the job seeker from the sample, or
- if there are a number of job seekers that refuse post-placement support, we will assess how effectively you approached the job seeker and / or employer to offer support and the quality of the support you offered (even though it was declined).

Your final rating against this measure will reflect your average quality of post-placement support. You will receive a rating as per the rating scale below.

Rating scale

Rating	Result
<p>Delivery meets all requirements (90%+)</p>	<p>On average, the provider delivered high-quality post-placement support.</p> <p>The provider delivered a large range of support and early engagement with both employers and job seekers.</p> <p>The provider extensively tailored support to the unique circumstances of individual job seekers.</p>
<p>Delivery meets minimum requirements (75% - 89%)</p>	<p>On average, the provider delivered sound post-placement support.</p> <p>The provider delivered an appropriate range of support and early engagement with either employers or job seekers.</p> <p>The provider appropriately tailored support to the unique circumstances of individual job seekers.</p>
<p>Delivery is below requirements (50% - 74%)</p>	<p>On average, the provider delivered limited post-placement support.</p> <p>The provider delivered a limited range of support for either job seekers or employers.</p> <p>Support was only sometimes tailored to individual job seekers.</p>

Provider Performance

Measure 5 – Post-placement support

Rating	Result
<p>Delivery is substantially below requirements (25% - 49%)</p>	<p>On average, the provider delivered poor post-placement support.</p> <p>The provider did not deliver a range of support.</p> <p>Support was generic and did not respond to the unique circumstances of individual jobseekers.</p>
<p>Non-compliance / serious underperformance (less than 25%)</p>	<p>On average, the provider did not deliver post-placement support or delivered negligent support that could have negatively impacted job seekers and/ or jeopardised their employment.</p>

Provider Performance

Assessment matrix

Rating	Quality of support
Delivery meets all requirements	The provider: <ul style="list-style-type: none"> engaged with both the job seeker <i>and</i> the employer to deliver support* established early and ongoing dialogue with the job seeker and employer extensively tailored support to the job seeker (including delivering holistic and innovative support where required)**.
Delivery meets minimum requirements	The provider: <ul style="list-style-type: none"> engaged with either the job seeker and the employer to deliver support established early and ongoing dialogue with either the job seeker or employer appropriately tailored support to the job seeker
Delivery is below requirements	The provider: <ul style="list-style-type: none"> engaged with either the job seeker or the employer to deliver support somewhat tailored support to the job seeker but mostly delivered generic support.
Delivery is substantially below requirements	The provider: <ul style="list-style-type: none"> engaged with the job seeker and/or the employer, but did not follow through with any support did not tailor support to the job seeker and only delivered generic support.
Non-compliance / serious underperformance	The provider: <ul style="list-style-type: none"> did not engage with either the job seeker or the employer to deliver support delivered careless and/or negligent support that could have undermined the job seeker in their employment or otherwise negatively affected the job seeker.

*If you can demonstrate that the job seeker refused to give you permission to contact the employer, you may still be able to 'Delivery meets all requirements', so long as you provide the relevant level of support to the job seeker.

**Factors to take into account when considering tailoring includes, but is not limited to, whether the frequency of contact / support is appropriate for the job seeker and employer's needs, the job seeker's barriers, and personal circumstances which may impact their work and skill development required for the role.

Provider Performance

Measure 5 example – Delivery meets all requirements

<p>Matrix 5a</p>	<p>Variety of support</p>	<p>The provider delivered a large range of support, including providing PPE gear, helping job seekers access transport, complete paperwork, access additional training and developing novel solutions to help job seekers overcome unique challenges.</p>
<p>Matrix 5b – (<i>n.b.</i> there will be more job seekers sampled in your assessment)</p>	<p>Engagement</p>	<p>The provider met with Gerard to discuss preparations for his first day at the store and explain his obligation to report earnings to Centrelink. The provider also helped Gerard apply for a tax file number.</p> <p>With Gerard’s permission, the provider contacted the employer and arranged for Sam, another employee, to give Gerard a lift to work as Sam lives close to Gerard.</p> <p>After a few weeks of working, Gerard found it hard to manage family and friends who came into the store and pressured him for discounts. The provider, employer and Gerard met to discuss the situation. They decided that Gerard could do some work at the back of the store when people who regularly ask for discounts and enter the store.</p> <p>The provider dropped in once a fortnight to touch base and offer support where needed.</p>

Provider Performance

Measure 5 example – Delivery is below requirements

Matrix 5a	Variety of support	The provider’s support was limited to mostly personal protective equipment which includes boots, glasses and gloves. While this is useful for some types of employment, stakeholders suggest that the boots are not appropriate for job seekers who gain work in the shop and aged care centre. A lighter shoe would be more suitable.
Matrix 5b – (n.b. there will be more job seekers sampled in your assessment)	Engagement	<p>Jasmine gained part-time employment as a ranger. The provider gave her protective boots and helped her to organise with a relative to take her children to school on days when she left early for work.</p> <p>The provider contact her two weeks into her employment to see if she needed any more support. Jasmine said everything was going fine. The provider did not contact Jasmine again.</p> <p>After two months, Jasmine started regularly missing work. PM&C later discovered that the rangers were staying out bush to go fishing, after they finished work. This prevented Jasmine from getting home in time to collect her children after school. The Provider was not aware of this because they did not contact Jasmine or her employer.</p>

Measure 6 – 26 week employment outcomes

Achieving the Regional Employment Target.

PM&C will advise providers of their Regional Employment Target, a reasonable time before the performance period commences.

PM&C sets the Regional Employment Target individually for each CDP region. To ensure the Regional Employment Targets are appropriate, targets will vary for each performance period and between regions according to demographics, labour markets, economic circumstance, past performance and performance in comparable CDP regions.

Your result will be determined by the number of 26 week outcome claims approved in the CDP IT system.

A 26 week outcome claim must be created in the CDP IT system by the last day of the performance period (including Special Claims), to be included in the performance assessment.

In each performance period, PM&C provides an opportunity to request a review of your Regional Employment Target if there have been significant changes in the local labour market such as the closure of local employers, availability of only short-term work, substantial changes to the caseload or changes to the local economy as evidenced by ABS statistics.

Provider Performance

Measure 6 – 26 week employment outcomes

You will receive a rating as per the rating scale below.

Rating scale

Rating	Description
Delivery meets all requirements	Equal to or greater than 90% of the Regional Employment Target met or exceeded
Delivery meets minimum requirements	Equal to, or greater than 75% of the Regional Employment Target achieved
Delivery is below requirements	Equal to, or greater than 50% of the Regional Employment Target achieved
Delivery is substantially below requirements	Equal to, or greater than 25% of the Regional Employment Target achieved
Non-compliance / serious underperformance	Less than 25% of the Regional Employment Target achieved

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CDP GUIDELINES

RISK AND INSURANCE

Risk and Insurance

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Risk and Insurance

Introduction

This chapter will assist you to understand how you need to manage risks and insurance in the delivery of the CDP.

Everyone involved in the CDP, including you the provider; job seekers; activity hosts; employers; sub-contractors and PM&C have responsibilities in managing risk and the delivery of safe and lawful activities. You must never assume that someone else is taking care of a health and safety matter.

Under the CDP funding agreement there are a number of clauses that deal with risk management. It is important for you to be aware of these requirements so that you can mitigate risk wherever possible, reduce the likelihood of harmful or unfavourable events occurring, and minimise the impact of any risks on yourself, on job seekers and on PM&C.

The funding agreement also identifies areas of insurance that you are required to take out, and outlines the obligations you have in regards to reporting accidents and other matters.

Responsibility for managing risk

Risk takes many forms and you are responsible for managing the risks unique to your organisation. PM&C is able to provide general advice on the subject of risk management. You should consider whether you should seek external legal or other professional advice to assist in the delivery of CDP.

PART 1 – RISK

What is risk?

You are responsible for assessing risks and implementing actions to manage these risks, in your role of delivering CDP services and activities.

Risk is the chance of an event occurring that impacts on the job seeker, you as the provider, or PM&C, and that can be avoided or minimised by planning ahead (or through pre-emptive action). It is important that all parties involved in the delivery of CDP have strategies in place to manage risks.

There are many types of risk you need to manage, for example workplace health and safety, financial management, weather events, privacy breaches, fraud, or failing to comply with the Programme Management Framework.

Consequences of not managing risk

If you do not manage risk adequately, there are consequences which might impact job seekers (e.g. being injured during an activity), impact you as provider (e.g. legal action being taken for not complying with legislation), or to the reputation of PM&C.

Risk and Insurance

PART 1 – RISK

Diagram
Example
consequence
of not
managing
risk



Definitions

Risk: “The effect of uncertainty”¹ on your goals or activities. Uncertainty could include events which may happen, but equally things that may not happen. It also includes uncertainties caused by lack of information. It can also include both negative and positive impacts.

Events: These can be a single occurrence, several occurrences, or even something which doesn’t happen (but was supposed to). It could also be a change in circumstances. Events always have causes, and usually have consequences. Events that do not have consequences are often referred to as “near-misses.”

Controls: A process, policy, device, practice or other action that changes the likelihood, or consequences of, a risk.

Treatments: Any process, policy, device, practice or other actions within your organisation to modify a risk. Once a treatment has been implemented, it becomes a control, or it modifies existing controls.

You can avoid the risk, you can reduce the risk, you can remove the source of the risk, you can modify the consequences or the likelihood of the risk, or you can simply retain the risk.

¹ According to the International Standard for Risk Management (ISO 31000:2009).

Risk and Insurance

PART 1 – RISK

What is risk management?

Everyone encounters risk in their day-to-day life. The term “risk management” simply refers to a set of principles that can inform decisions which are made. Risk management involves reaching an appropriate balance between carrying out activities while minimising the impact of negative events.

Risk management is not a standalone activity; instead it is integrated with all aspects of CDP and is an important part of good service delivery.

Who is risk management for?

Managing risk is for you as the provider, the job seeker, host organisations, sub-contractors, and PM&C. It is to reduce injuries and negative impacts to all of these groups. Accordingly, each activity that is offered to job seekers must have a risk assessment undertaken.

Risks may arise as a result of:

- the nature and type of tasks performed;
- the individuals involved;
- the location of the work;
- the time of the work;
- poor planning;
- materials, chemicals or equipment used;
- lack of maintenance of equipment;
- lack of adequate supervision;
- proximity to the public or workers; or
- the work environment.

This list is not exhaustive and you should consider any other risks relevant to any activity you are organising.

How to do a risk assessment

Activity risk assessments

In your day-to-day delivery of CDP, you will need to identify and respond to risks by using various management and monitoring methods. This includes such things as the requirement to undertake a risk assessment of all activities. This makes it easier for you to identify and manage any risk to job seekers and/or yourself. It is in the interest of all parties that risks are effectively managed.

Activity risk assessments need to be done on a regular basis, including:

- before commencing an activity;
- before placing a job seeker in an activity; and/or
- at regular intervals, as a periodic review of risk.

An assessment can be done by you, a sub-contractor or an activity host.

Risk and Insurance

How to do a risk assessment

It is your responsibility to make sure that activities are safe and comply with relevant laws, including the *Work Health and Safety Act 2011* and any relevant State/Territory legislation.

Risk assessments should be reviewed and updated regularly (every 6-12 months) and more often if circumstances change. You should evaluate a risk assessment in certain situations, such as a near miss, an accident, when there is a change in business operations, or a new activity is being considered.

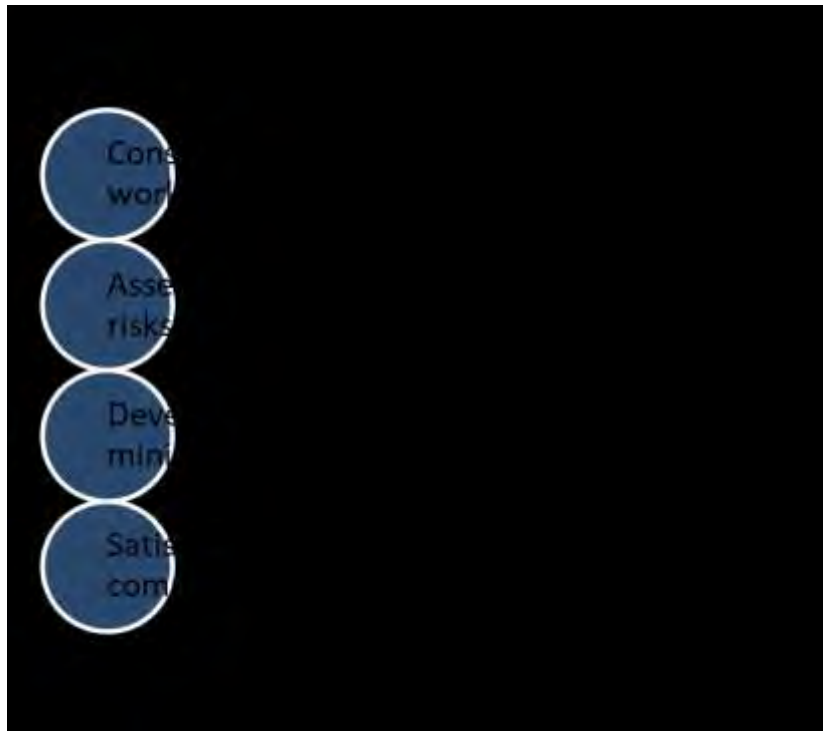


Compliance reminder:

Evidence of completed risk assessments must be provided to PM&C as requested, using the CDP Risk Assessment template or a similar document

Must-haves for Risk Assessments

A risk assessment template is available on the Provider Portal (see *CDP Risk Assessment (Activity)* template) as well as at **Attachment A** of this module. You can use your own template for conducting a risk assessment, but regardless of the form you use, your risk assessment process **must:**

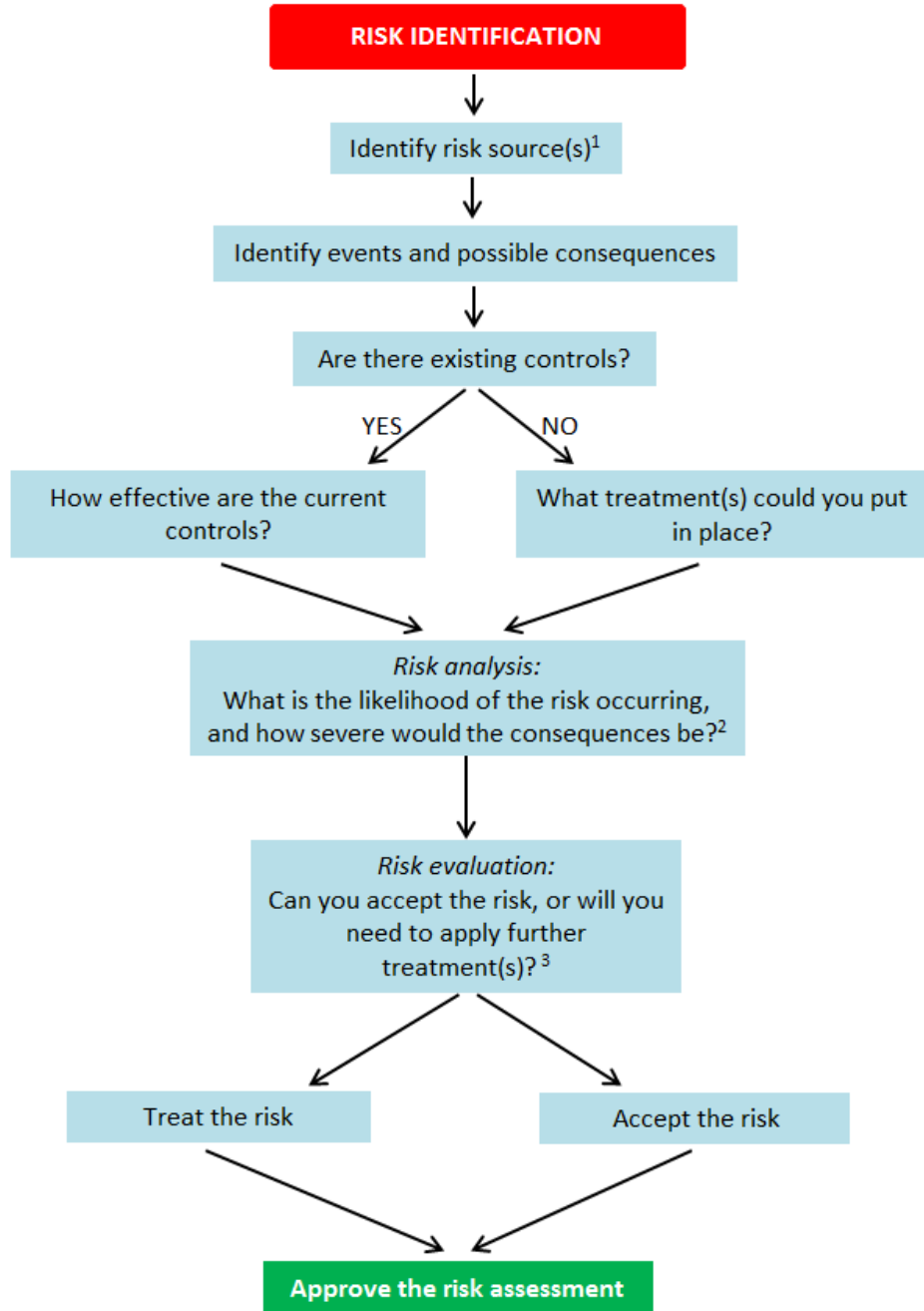


Please refer to Part 2 of this chapter - Insurance that CDP providers must hold.

Risk and Insurance

How to do a risk assessment

How to conduct a risk assessment



¹ Note the difference between a risk and a “risk source”. The risk source is something which can cause a risk to eventuate. If your identification uses words like, “lack of,” “poor,” or “inadequate,” it is likely to be a risk source, not a risk.

² This information can be worked out on a risk matrix. A template is included as part of **Attachment A** of this chapter.

³ If the risks of an activity or project are too high, you should consider abandoning the activity, rather than accepting/approving the risk(s).

Risk and Insurance

How to do a risk assessment

Monitoring activities and reviewing risk assessments

You must review risks on a regular basis. As tasks change, existing risks may change or disappear, and new risks can emerge. Changes in the internal and external working environment, in job seeker circumstances, or in stakeholder expectations may also alter risks.

It is good practice to undertake regular visits of an activity to monitor the site and the situation. You should review the risk assessment and update relevant documentation after such a visit or after you are advised of any new information that might affect the risk assessment. The nature of the activity will help determine how often you need to visit to monitor risks.

The more severe the risks identified in an assessment, the more frequently it will need to be reassessed.

Questions that you may consider when reviewing risks include:

- Have new risks been addressed and incorporated into the risk assessment?
- How effective are the control measures in mitigating risks?
- What steps have been taken to avoid risk events occurring in the future?
- Has a job seeker raised any concerns?

If the risk assessment indicates that the activity be modified or that the activity should not go ahead or continue, you must ensure appropriate action is taken. Such action could include:

- ensuring the activity is modified;
- implementing extra preventative measures; and/or a decision not to go ahead with, or to cease, the activity.

Diagram: Ongoing review of risk assessments



Risk and Insurance

Workplace health and safety

Ensuring the safety and wellbeing of job seekers who take part in CDP is one of your key responsibilities. Under the CDP Funding Agreement, you are required to ensure all activities are conducted within Commonwealth, State, Territory and local government laws and by-laws regarding workplace health and safety.



Compliance Reminder: WHS general principles for activities

Workplace health and safety requirements apply to all work-like activities, and:

- a risk assessment which includes any and all workplace health and safety issues must be carried out before commencement of the activity;
- activities must be adequately supervised by suitably trained and qualified staff; and
- activity participants must be briefed on emergency procedures and workplace health and safety requirements.

For some job seekers, English may be their second or third language. You must consider the needs of job seekers whose first language is not English. Please refer to the Servicing Job Seekers chapter for further information on the use of interpreters.

Risk requirements under legislation

Under national uniform Work Health and Safety legislation, you must eliminate risks to health and safety, as far as “reasonably practicable,” and, if elimination of risks is not possible, to *minimise* risks as far as is “reasonably practicable”.

The relevant legislation defines “reasonably practicable” as action which can be (or could have been) “reasonably” done to ensure health and safety.

SafeWork Australia has advice explaining this term [available on their website](#)



State/territory variation to work health and safety legislation

- The *Work Health and Safety Act 2011 (Cth.)* does not apply in Western Australia or Victoria. Providers in Western Australia may wish to seek external legal advice on any differences between the Commonwealth legislation and the relevant legislation in their home state, which is the *Occupational Safety and Health Act 1984 (WA)*.
- Additional provisions on *minimising risk* may impact providers in South Australia, under the *Work Health and Safety Act 2012 (SA)*.

In the Northern Territory, the uniform legislation is called the *Work Health and Safety (National Uniform Legislation) Act*.

Comcare guidance

Comcare is the Commonwealth agency responsible for reducing injury and harm in the workplace.

You can find their series of fact sheets and further information on managing risk on their website (www.comcare.gov.au) by using the [following link](#).

WHS requirements for sub-contractors and host employers

Sub-contractors may be engaged with prior, written approval from PM&C. If you enter into a subcontract arrangement, the terms of your subcontracts must bind sub-

Risk and Insurance

Workplace health and safety

contractors to comply with the CDP Funding Agreement and relevant workplace health and safety provisions.

You are responsible for ensuring that sub-contractors and host employers provide a safe working environment for job seekers, and that they comply with all legislative and regulatory obligations.

You must put in place arrangements with sub-contractors and host employers to require that they:

- ensure that there is a safe system of work in place at all times during the activity;
- immediately advise you of any proposed changes to the circumstances or tasks being undertaken by the job seeker(s);
- provide training to the job seeker, including work health and safety training, so that the job seeker can participate in the activities safely;
- ensure that appropriate facilities (such as toilets and access to drinking water) are available to the job seeker(s) for the duration of the activity; and
- ensure that the job seeker is equipped with any clothing or materials that are required by the job seeker(s) to participate safely in the activity.

Sub-contractors and host employers must notify you as soon as possible (and within 24 hours) of any incident involving the activity for you the provider to action, including:

- any accident, injury or death occurring during, or as a result of, the activity, including in relation to the job seeker or a member of the public;
- any incident that relates to a work health and safety issue; or
- any incident that may negatively affect the Australian Government or bring CDP into disrepute.

Personal Protective Equipment (PPE)

Job seekers must be provided with personal protective equipment appropriate to the activity they are undertaking. This may include such things as:

- work shirts and trousers;
- high visibility clothing;
- steel capped boots;
- protective hearing devices (earplugs and earmuffs);
- safety glasses or sunglasses;
- hard hats, sun hats and sunscreen;
- gloves;
- respirators; and
- sun hats and sunscreen.

Supervision

Activities must be adequately supervised by suitably trained and qualified staff.

You should ensure that appropriate training is available for nominated supervisors, and that appropriate checks of the qualifications and suitability of supervisors have been

Risk and Insurance

Workplace health and safety

done in accordance with the CDP Funding Agreement (including police checks and, where relevant, working with children or vulnerable people checks).

Where vulnerable people are involved, you must ensure that supervision is continuous. That is, the job seeker must be in the line of sight of the supervisor at all times.

You must consider the individual needs of job seekers, such as Cultural requirements of Aboriginal or Torres Strait Islander persons (e.g. care), principal carers, persons with a disability, or people from a cultural or linguistically diverse background.

You must also consider individual job seeker needs when inducting job seekers in activities. Please refer to Attachment B for a job seeker induction template. You can also refer to the Servicing Job Seekers chapter for information on special considerations for job seekers, including the use of interpreters.

Privacy and security

IT security

You are granted access to PM&C's Shared Services systems (managed by Department of Jobs and Small Business) to record personal data of job seekers and other information that determines payments. It is important that data and personal information in the PM&C system is secure. To ensure this information is secure, you are required to have security controls in place to protect the data and personal information on IT systems from any unauthorised use including by your staff, sub-contractors and customers.

To do this you need to ensure that firewall security and virus protection software is installed and maintained. You should also prevent the sharing of user identifications and passwords, as well as the unauthorised access by any of your staff or sub-contractors to IT systems.

Where you give access to PM&C systems to third party hosts or outsourced IT service providers, you **must** ensure a non-disclosure deed is signed by each relevant party. A copy of this deed is at **Attachment B** of the CDP Funding Agreement.

Ensuring privacy of information

In addition to keeping IT records and information secure, you must also maintain privacy of hard copy records of job seeker information. Under the Australian Privacy Principles, you must take reasonable steps to protect any personal information that you collect.

Further information about the Australian Privacy Principles can be found at the Office of the Australian Information Commissioner: www.oaic.gov.au.

Risk and Insurance

Safety

Police checks and working with vulnerable people

You may be required to conduct police checks for job seekers or other participants (such as supervisors) engaging in some activities, particularly activities involving vulnerable people.

Activities that require police checks include those where:

- Legislation requires police checks to be conducted;
- The activity is specified by PM&C as requiring police checks;
- The activity is subject to industry accreditation requirements, industry standards or a legal requirement so that the activity can only be carried out by people who have not been convicted of particular crimes; or
- It is an activity in which the job seeker, supervisor or mentor will have regular or unsupervised contact with children, the elderly or other classes of vulnerable people, and for which it would be considered wise by a reasonable person that a police check be conducted.

When a police check is required it is to be completed:

- Prior to involving a supervisor or mentor in work that involves any contact with a vulnerable person, and once every two calendar years during the period that the person is engaged in work with vulnerable people; and
- Prior to involving a job seeker or other participant in activities that involves any contact with a vulnerable person.

Depending on the nature of the activity, it may be necessary for you to organise a Working with Children check, as well as a criminal records check, as only certain information will be provided in each process.

You should also have activities available that do not require a police check to be undertaken. These activities can be used to meet the needs of a job seeker who does not consent to a police check or for whom police check results indicate an issue of concern or unacceptable risk.

For further information on conducting police checks you should refer to the *Police Checks User Guide* (available on the Provider Portal).

Vulnerable person

A Vulnerable Person is a person who is unable to fully take care of themselves or is unable to protect themselves against harm. This could be because of age, illness, trauma, disability or any other reason.

Drug and alcohol testing

Given the broad nature of activities and providers' responsibility around the establishment and conduct of activities, PM&C can only provide general guidance on this issue.

Risk and Insurance

Safety

It is recommended that you obtain your own, independent legal advice for specific questions relating to your legal obligations and their application to your business.

After completing an activity risk assessment you may request that a job seeker undertake a drug and/or alcohol test in relation to their participation in a particular activity. You should consider if it is appropriate and lawful to do so, and whether the activity is conducted in accordance with the CDP Funding Agreement and Guidelines.

In deciding if a drug and/or alcohol test should be undertaken, you should consider the following:

- the needs and capacity of the job seekers;
- the nature of the proposed activity;
- your legal obligations, which could include legal obligations under the CDP Funding Agreement or more general obligations, such as under legislation related to privacy or work health and safety;
- whether participation by intoxicated individuals could result in exclusion from PM&C's insurance coverage (and take appropriate action if this is the case).

Firearms

You must not involve job seekers in any form of high risk activity. CDP activities must not involve the use of firearms or weapons.

You should direct enquiries on the suitability of activities to your regional network officer.

Under no circumstances will PM&C approve the use of firearms by CDP job seekers. Activities involving the use of firearms are excluded under PM&Cs insurance coverage.

Managing job seekers with challenging behaviour

Some job seekers will present with particularly complicated and intense situations or display challenging behaviour. Your staff and stakeholders, such as supervisors or sub-contractors, may be required to respond to challenging behaviour.

For further information about responding to job seekers who show challenging behaviour, or to find out further information about case management plans, please refer to the Challenging Behaviours chapter..

Governance and compliance

Conflict of interest

Your executive staff members and board members are required to sign Conflict of Interest Declarations which must be lodged in your conflicts register.

If a conflict of interest arises, you must notify PM&C immediately, and take action to resolve the conflict of interest.

Risk and Insurance

Governance and compliance

Fraud

You must not engage in fraudulent activity and must take all reasonable steps to prevent fraudulent activity. This applies to your employees, sub-contractors, and host providers.

Fraud is a specific category of risk that you are reviewed against.

Examples of fraud include (but are not limited to):

- supplying false or misleading information to a Government Department, or failing to provide information where there is an obligation to do so;
- obtaining a financial advantage by deception;
- bribery, corruption or abuse of office;
- theft.

Fraud against the Government

Fraud against the Commonwealth usually involves deception. PM&C defines fraud as 'dishonestly obtaining a benefit, causing a loss, or avoiding a liability by deception or other means,' and this definition will apply to guidance provided in this chapter.

A benefit or loss can be tangible or intangible. The benefit may be for the person perpetrating the fraud, or for the benefit of another, and can include money, property, entitlements, recognition, leave, information and overpayments.

Allegations of fraud can be reported directly to PM&C through the Fraud Helpdesk. The Fraud Helpdesk can be emailed at fraud@pmc.gov.au or the Fraud Hotline telephoned on (02) 6152 3598.

Examples of fraudulently obtaining a benefit against the Commonwealth include (but are not limited to):

- Using false identity to access a government service.
- Dishonestly charging the Australian Government for goods and services that are incomplete or not delivered (examples include dishonestly recording job seeker attendance in records, false invoicing, overcharging PM&C and supplying false information to acquit funds, knowing that alleged activities did not occur).
- Using government funds to purchase goods and services for the benefit of yourself or another party.
- Obtaining personal information about another person which you are not authorised to access.

Risk and Insurance

Reporting incidents

You must notify PM&C immediately if a serious incident occurs or *almost* occurs (that is, any circumstances that could have resulted in a serious incident).

A serious incident is defined as an incident which results in:

- Death or an injury for which medical attention was sought or ought reasonably to have been sought; or
- Police involvement (including drawing the attention of the police).

If a serious incident occurs resulting in death, then you must report it to PM&C immediately. If any other serious incident occurs you must advise PM&C within 24 hours. If the incident resulted in an injury and/or medical attention was sought, you must also complete a formal report detailing the incident and provide this to the insurance broker as soon as possible. You must also send a copy of the report to your PM&C Contract Manager. PM&C can provide you with a serious incident report form if required.

You must then provide a detailed written report to PM&C within 10 business days. The written report must include:

- A description of the incident and injury;
- What action has been taken to manage the incident;
- What you have done to reduce the risk of the incident happening in the future;
- How you will minimise disruption to services or activities; and
- Any other details of the incident that you consider relevant, or as requested by PM&C or the insurance broker.

PM&C will then advise what other actions you need to take.

Risk and Insurance

Reporting incidents

Diagram:
Notification
process if there
is an incident



Compliance Reminder: Reporting incidents and using an incident register

You must notify PM&C of any serious incident (even if it was a near miss which could have resulted in a serious incident), regardless of whether there is an insurance claim made or not.

You should also maintain an issues/incident register which records the date and other details (summary of the event and names of people involved) of any near misses, accidents, or other serious incidents.

Access to this register should be available to PM&C on request.

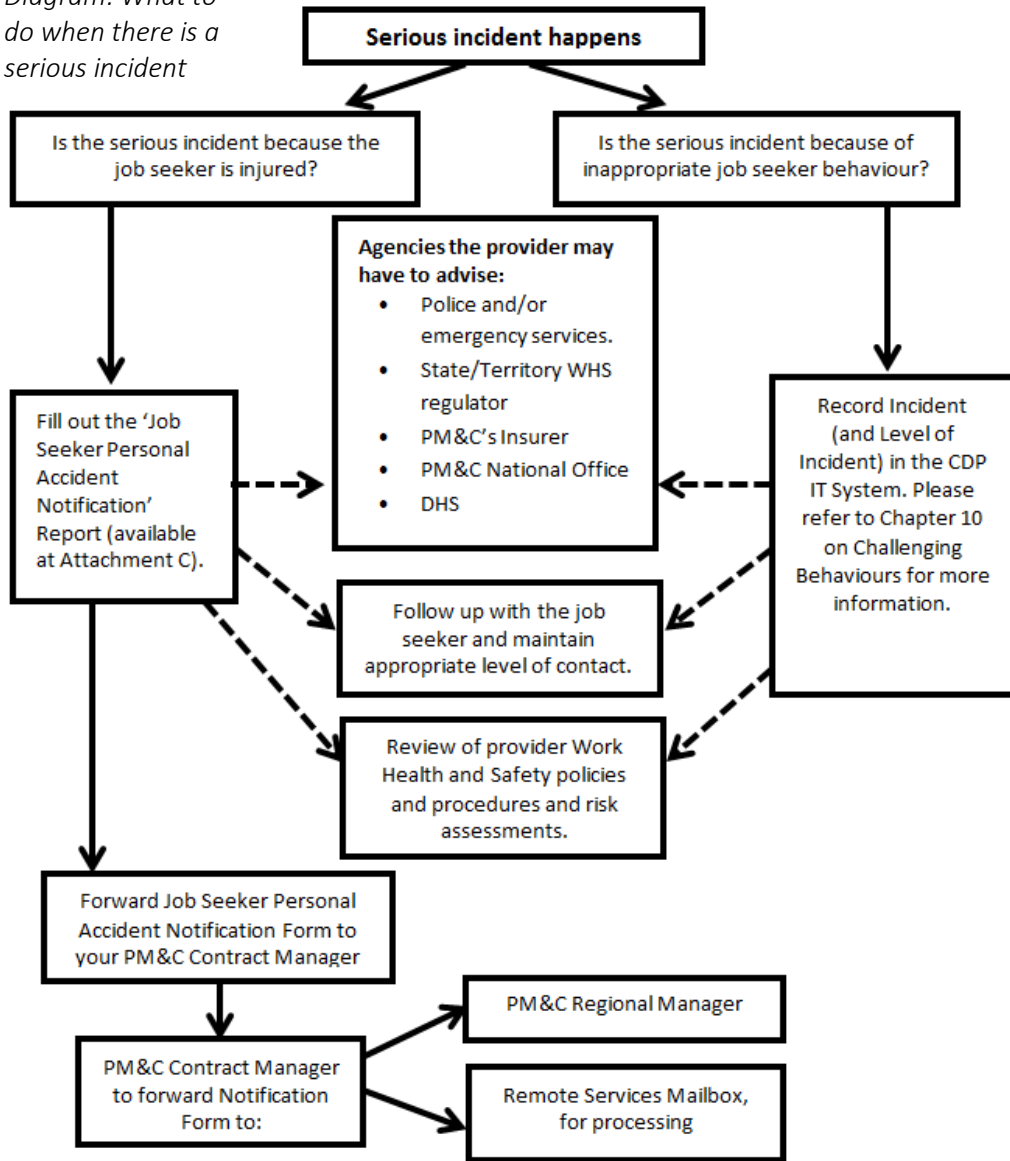
Please refer to Part 2 of this chapter for further advice on handling insurance claims which arise from incidents.

An accident notification reporting form is available in this chapter at Attachment C.

Risk and Insurance

Reporting incidents

Diagram: What to do when there is a serious incident



PART 2 - INSURANCE

Insurance

PM&C has determined that insurance cover is to be in place to handle risks that are identified for you and the job seeker in participating in the CDP.

You must have public liability insurance, workers compensation, motor vehicle insurance, personal accident insurance and professional indemnity insurance as outlined in Section 35 of the Funding Agreement.

Risk and Insurance

PART 2 - INSURANCE

For personal accident insurance, you must have insurance in accordance with the funding agreement, except where activities are covered by PM&C's insurance.

The *Insurance Manual* is available on the Provider Portal.



Compliance reminder: Providers must hold insurance

PM&C has group personal accident, and product and public liability insurance that covers job seekers undertaking activities.

However, you **must** hold additional insurance, including public liability insurance. Please refer to the compliance reminder on page 17 for information on insurance that you must hold.

The responsibilities of you, the broker and PM&C

You are required to:

- deliver programs that comply with all State/Territory and Federal legislation;
- provide all CDP job seekers with a copy of the Participants Insurance Manual (*Participants engaged in Employment Activity Programmes A Guide to your Insurances*); and
- read and implement PM&C's policy and procedures manuals and ensure that any incidents which occur are appropriately and correctly reported to PM&C as soon as possible.

PM&C will:

- provide you with current copies of all insurance documentation; and
- ensure all information and any incidents that occur are appropriately and correctly reported by you to the PM&C broker.

PM&C's insurance broker is required to:

- provide PM&C with professional insurance advice and manage the liaison, negotiation and placement of the insurances with the appropriate insurers; and
- administer the claims reported under the policies.

What PM&C's insurance covers

PM&C purchases personal accident insurance, product liability insurance and public liability insurance to cover Eligible Job Seekers currently undertaking CDP activities run under Work for the Dole.

The insurance purchased by PM&C covers job seekers undertaking CDP work-like activities and no other types of activities. Please see the *Insurance Manual* located on the Provider Portal, for further detail on PM&C's purchased insurances.

Risk and Insurance

PART 2 - INSURANCE



Compliance Reminder: Insurance that CDP providers must hold

You must maintain with an insurance company authorised by the Australian Prudential Regulatory Authority (or, if PM&C agrees that you may self-insure) the following insurance:

- public liability for not less than \$10 million for each claim;
- worker's compensation as required by law;
- motor vehicle insurance as required by law for registered vehicles and third party property damage motor vehicle with a limit of indemnity of not less than \$20 million for each and every occurrence for all motor vehicles used in carrying out CDP;
- personal accident insurance coverage providing a sliding scale of benefits (in line with current insurance market practices) with a maximum benefit being not less than \$250,000 per claim that covers Eligible Job Seekers while:
 - I. on the premises; and
 - II. undertaking Remote Services, but not including undertaking an activity which is specified in any Guidelines as one that will be covered by PM&C's insurance; and,
- professional indemnity for not less than \$5 million for each claim, and in the aggregate, for each year.

PM&C can request evidence that these insurances are in place at any time.

Exclusions of certain activities from PM&C's insurance coverage

You should note that there are certain activities which are excluded from PM&C's insurance, or which must not be conducted without the consent of PM&C's broker.

You must not conduct any activity, or place any job seeker into an activity, that is excluded from PM&C's insurance coverage, without first obtaining written permission from PM&C.

You may deliver activities with tasks that are exclusions under PM&C's policies if alternative insurance is in place. For example, the host may have appropriate coverage, or you may be able to purchase additional insurance.

Refer to the Insurance Manual on the Provider Portal for more information.

Insurance for activity hosts

You are responsible for ensuring that host employers meet the terms and conditions of the funding agreement. This includes work, health and safety obligations and confirming that insurances are in place for public liability, workers compensation, motor vehicles, personal accident and professional indemnity.

Hosted activities are covered by PM&C's insurance policy if the Department has approved the said activity.

Paid employment, or part payment, is not covered by PM&C's policy as it is covered by the employers' insurance.

Risk and Insurance

PART 2 - INSURANCE

Adequate level of insurance for activities

As part of conducting a risk assessment before establishing an activity, you should work with the host to determine the level of insurance coverage which is in place. If the host has sufficient insurance which covers job seekers, then it is not necessary for you as the provider to purchase additional insurance.

You should not assume, however, that the host will have appropriate insurance.

You may wish to amend the tasks in the proposed activity so that no part of the activity would be excluded under PM&C's insurance coverage as an alternative option to purchasing additional insurance.

Insurance for job seekers

Job seekers are not defined as "workers" for workers' compensation insurance when they participate in CDP activities. Insurance held by PM&C is therefore in place to cover for losses and injuries to job seekers.

CDP Ineligible Participants are not covered by insurance purchased by PM&C.

You must ensure CDP Ineligible Participants are covered by your insurance, or the relevant host's or Employer's public liability insurance and personal accident insurance.

For more information on CDP Ineligible Participants, please refer to the Mutual Obligation Requirements chapter.

Unusual or hazardous activities

Some unusual or hazardous activities need specific insurer approval before they are covered by PM&C's policies.

You must advise PM&C's insurance broker before proceeding with any activities which may need insurer approval. You should contact PM&C's broker for the policy documents to ascertain whether an activity may require specific insurer approval.

Unusual activities may still be permissible, but PM&C must obtain approval from the broker before such an activity proceeds.

If you are unsure whether an activity may be considered unusual, you should contact PM&C's broker who will help with any questions or concerns relating to whether the activity being proposed may include components that are excluded from PM&C's insurance coverage or may require specific approval from the broker.

You should advise your CDP Account Manager if you have made enquiries with PM&C's broker, including the outcome details of any enquiries.

You must not involve job seekers in activities that could bring the job seekers, you as the provider or PM&C into disrepute.

Risk and Insurance

What to do when a job seeker is injured

If a job seeker is injured, you (or if applicable, the activity host) must ensure the following steps are taken:

1. Assist the job seeker and notify any emergency services (if appropriate to do so).
 2. Advise the job seeker:
 - to seek medical advice from a legally qualified and registered medical practitioner as soon as possible after sustaining an injury;
 - that this is not a Workers Compensation claim and that they are not eligible for Workers' Compensation benefits; and
 - that they must claim the costs of any visits to a doctor and/or medical facility through Medicare. If possible, job seekers should be referred to a Bulk Billing doctor to limit their out of pocket expenses.
-

Expenses

Medical expenses

The insurance policy provided by PM&C does not pay doctors' bills or other medical accounts that are recoverable under Medicare.

Where there are medical expenses for which no Medicare benefit is payable, the PM&C insurance policy will pay up to a set amount. Please see the *Insurance Manual* for the current figure. The broker calls these "Non-Medicare Medical Expenses".

Non-Medicare medical expenses are those medical expenses that are not subject to a Medicare rebate. For example, ambulance service, treatments provided by a registered physiotherapist, chiropractor, osteopath, nurse or similar medical service.

The insurance also does not pay for the outstanding balance after deduction of the Medicare benefit, commonly referred to as the "Medicare Gap". The process for job seekers to be reimbursed for Medicare 'gap' expenses is as follows:

- A job seeker incurs an injury whilst participating in or travelling to or from an Activity.
- A *Personal Accident Insurance – Claim Form / Incident Report Form* (see Insurance Manual) is completed by the job seeker and the CDP provider, and submitted to Arthur J. Gallagher (the Department's insurance broker) to notify of the incident, in the event of a claim being made.
- The job seeker visits a medical practitioner for their injury and claims any applicable reimbursement back from Medicare.
- Where a 'gap' expense is incurred, the job seeker submits evidence of the 'gap' to their CDP provider. The CDP provider ensures the relevant information has been provided to support the claim, and reimburses the job seeker.
- CDP providers are required to keep all evidence of claims on file.

Out of Pocket Expenses

Out-of-pocket expenses are unforeseen expenses, such as for clothing, medical aids (not including electronic devices) and local transportation for the purpose of seeking medical treatment. PM&C's insurance policy provides an amount (per 52 weeks maximum) for actual and reasonable out of pocket expenses, provided those cost are not insured

Risk and Insurance

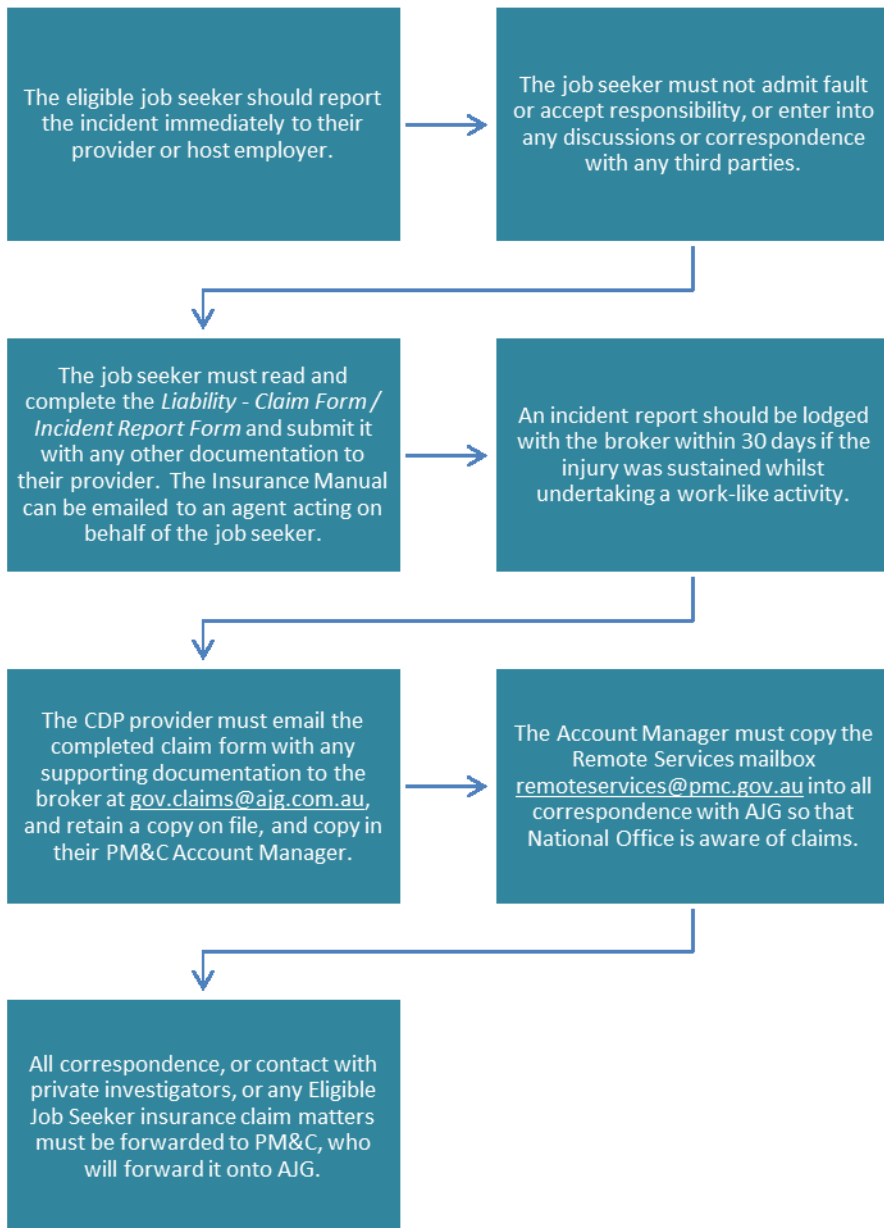
Expenses

elsewhere in the policy, or for which a Medicare benefit is payable. Where a job seeker incurs these expenses, CDP Providers should refer to the *Insurance Manual* and seek guidance from their Account Manager.

Private Hospitals

Job seekers need to be advised that should they choose to go through a private hospital for treatment when a public hospital is available, they will likely be responsible for the majority of the cost. As a general rule, PM&C's insurance does not cover expenses incurred in a private hospital. Please refer to the *Insurance Manual* for further detail.

Diagram:
How to
make an
insurance
claim for
CDP
activities



Risk and Insurance

Further Reading & Related Documents : RISK

Document: *Risk Management: A Snapshot* (Comcare fact sheet)

Where to find it: Comcare website ([linked here](#))

Specific Sections: Entire document (<4 pages)

Why it's helpful: Provides an easy to use process for identifying and managing risks.

Document: *The Work Health and Safety Act 2011 (Cth)*

Where to find it: The Federal Register of Legislation ([linked here](#))

Specific Sections: Sections 17-19

Why it's helpful: These sections of the Act outline requirements on management of risk, the definition of "reasonably practicable," and primary duty of care.

Document: Work Health and Safety (How to Manage Work Health and Safety Risks) Code of Practice 2015

Where to find it: The Federal Register of Legislation ([linked here](#))

Specific Sections: Entire document

Why it's helpful: This is the approved code of practice on how to manage risk under the national uniform work health and safety legislation.

Document: *Occupational Safety and Health Act 1984 (WA)*

Where to find it: Australasian Legal Information Institute ([linked here](#))

Specific Sections: Part III

Why it's helpful: This document outlines requirements for complying with workplace health and safety within the State of Western Australia

Document: Interpretive Guideline, *The Meaning of 'Reasonably Practicable.'*

Where to find it: SafeWork Australia website ([linked here](#))

Specific Sections: Entire document (<7 pages)

Why it's helpful: Outlines interpretations and provides examples of this key term used in the Commonwealth WHS Act.

Further Reading & Related Documents : INSURANCE

Document: Insurance Manual

Where to find it: Provider Portal

Specific Sections: Entire document

Why it's helpful: Outlines the services and framework provided by Arthur J. Gallagher as PM&C's insurance broker.

Risk and Insurance

Attachment A: CDP – Risk Assessment (Activity) Template

Note: This risk assessment (Activity) template is provided as a **guide only** for Community Development Programme Providers. The use of this template is not mandatory.

Disclaimer: Notwithstanding any information provided on this template, Providers must ensure that they, and any Host or other subcontractor, adhere to all obligations under their Funding Agreement and any relevant legislation. This risk assessment (Activity) template should be read in conjunction with the Funding Agreement and Guidelines and any reference material issued by the Department of the Prime Minister and Cabinet under, or in connection with, the Funding Agreement.

You should maintain a record of the date the risk assessment was first undertaken, and the date it was most recently reviewed.

Community Development Programme Activity Details

Activity Name:

Activity ID:

Individual Hosted Activity: Group Based Activity: Number of Places:

Site Visit Completed: Yes No If No, why? (Note: site visits are essential)

Risk Assessment Review Date (must be at least every 6 months):

Host Details

Host Name:

Location of the Activity:

Contact Person for Activity:

Telephone:

Supervisor for Activity:

Telephone:

Activity Description and Tasks

Activity Description

For Example: Building Maintenance – activity is restoring a heritage building.

Core Duties to be undertaken by a job seeker(s):

For Example: painting, moving furniture, checking for plumbing leaks/cracks, decorating, general maintenance, removal of unwanted materials, carpentry.

Risk and Insurance

STEP 1 – Identify the Hazards

Biological (e.g. hygiene, disease, infection)		
<input type="checkbox"/> Blood/ Bodily Fluid	<input type="checkbox"/> Virus/Disease	<input type="checkbox"/> Food handling
<input type="checkbox"/> Radiation	<input type="checkbox"/> Lead	
Other Details:		
Chemicals (Note: refer to the label and Safety Data Sheet (SDS) for the classification and management)		
<input type="checkbox"/> Non-hazardous chemical(s)	<input type="checkbox"/> 'Hazardous' chemicals	<input type="checkbox"/> asbestos
Name of chemicals(s)/Details:		
Energy Systems - incident/issues involving:		
<input type="checkbox"/> Electricity (incl. Mains and Solar)	<input type="checkbox"/> LPG Gas	<input type="checkbox"/> Gas/Pressurised
Other Details:		
Environment		
<input type="checkbox"/> Sun exposure	<input type="checkbox"/> Water (creek, river, beach,dam)	<input type="checkbox"/> Sound/Noise
<input type="checkbox"/> Animals/Insects	<input type="checkbox"/> Storms/Weather	<input type="checkbox"/> Temperature (heat/cold)
<input type="checkbox"/> Step/stairs	<input type="checkbox"/> Slippery surfaces	
Other Details:		
Facilities/Built Environment		
<input type="checkbox"/> Building and Fixtures	<input type="checkbox"/> Machinery (portable)	<input type="checkbox"/> Hand tools
<input type="checkbox"/> Vehicles/trailers		
Other Details:		
Manual Tasks/Ergonomics		
<input type="checkbox"/> Manual tasks (repetitive, heavy)	<input type="checkbox"/> Working at heights	<input type="checkbox"/> Restricted space
Other Details:		
People		
<input type="checkbox"/> Physical	<input type="checkbox"/> Psychological/Stress	
Other Details:		
Other Hazards/Details		

Risk and Insurance

STEP 2 – Assess the Level of Risk

Consider the hazards identified in Step One and use the risk assessment matrix below as a guide to assess the risk level in Step 3. You may want to consult with the Host management and/or supervisor for estimating both the consequence and likelihood of the risks

Likelihood		Consequence				
		Insignificant 1	Minor 2	Moderate 3	Major 4	Significant/ Critical 5
Almost Certain	5	Medium	Medium	High	Extreme	Extreme
Likely	4	Low	Medium	High	High	Extreme
Possible	3	Low	Medium	High	High	High
Unlikely	2	Low	Low	Medium	Medium	High
Rare	1	Low	Low	Low	Low	Medium

Consequence	Description of Consequence	Likelihood	Description of Likelihood
1. Insignificant	No treatment required	1. Rare	Will only occur in exceptional circumstances
2. Minor	Minor injury requiring First Aid treatment (e.g. minor cuts, bruises, bumps)	2. Unlikely	Not likely to occur within the foreseeable future, or within the project lifecycle
3. Moderate	Injury requiring medical treatment	3. Possible	May occur within the foreseeable future or within the project lifecycle
4. Major	Serious injury (injuries) requiring specialist medical treatment or hospitalisation	4. Likely	Likely to occur within the foreseeable future or within the project lifecycle
5. Significant/Critical	Loss of life, permanent disability or multiple injuries	5. Almost Certain	Almost certain to occur within the foreseeable future or within the project lifecycle

Please note that the above consequence rating system is focussed on work health and safety, and avoiding injury. You may wish to adapt this rating system for your organisation’s own purposes to assess other kinds of risk, including (but not limited to):

- fraud;
- compliance;
- security;
- activity success; or
- reputation management.

Risk and Insurance

Assessed Risk Level	Description of Risk Level	Actions
Low	If an incident were to occur, there would be little likelihood that an injury would result.	Undertake the activity with the existing controls in place. Keep constant monitoring and supervision. Update the risk controls frequently.
Medium	If an incident were to occur, there would be some chance that an injury requiring First Aid would result.	Needs to be addressed by eliminating, substituting or reducing the risk by establishing proper controls. Establish an action plan to reduce the risk to acceptable levels.
High	If an incident were to occur, it would be likely that an injury requiring medical treatment would result.	Requires immediate action to eliminate or substitute risk. Establish an action plan within 30 days to eliminate, substitute risk to reduce risk exposure.
Extreme	If an incident were to occur, it would be likely that a permanent, debilitating injury or death would result.	Stop activity until the risk is eliminated or substituted. The activity must not proceed.

STEP 3 – Control the Risk

In the table below:

1. List the hazards/risks you identified in Step One.
2. Rate their risk level (refer to information contained in Step Two to assist with this)
3. Detail the control measures that will be put in place to eliminate or minimise the risk. Note Control measures should be implemented in accordance with the preferred hierarchy or control. If lower level controls (such as Administration and PPE) are to be implemented without higher level controls, it is important that the reasons are explained.

Hierarchy of Control	
Most effective (high level)	Elimination: remove the hazards completely from the workplace or activity
	Substitution: replace a hazard with a less dangerous one (e.g. less hazardous, chemical?)
	Redesign: making a machine or work process safer (e.g. raise a bench to reduce bending).
	Isolation: separate people from the hazard.
Least effective (Low level)	Administration: putting rules, signage or training in place to make the workplace safer (e.g. induction training, highlighting trip hazards, adequate supervision).
	Personal Protective Equipment (PPE): protective clothing and equipment (e.g. gloves, hat)

Risk and Insurance

Hazards/Risks and Control Measures

Description of Hazard/Risks	Assessed Risk Level	Control Measures	Key person responsible (e.g. provider, host, subcontractor)

Monitoring	Yes	No
1. Have there been any changes to the activity tasks?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are the planned control measures sufficient and effective in minimising the level of risk? (Explain why below)	<input type="checkbox"/>	<input type="checkbox"/>
3. Have there been any changes to the planned control measures?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are further control measures required? (if so, explain below)	<input type="checkbox"/>	<input type="checkbox"/>
Details:		
Signature:		
Date:		

Risk and Insurance

Attachment B: Job Seeker Induction Checklist

Provider/organisation name:

Job seeker's full name:

Job seeker I.D.:

Commencement date:/...../.....

Coordinator/supervisor name:

Project name:

Activity ID:

Date of this induction:/...../.....

No.	Topics to be covered in induction/training	Staff member responsible	Completed <i>(Please tick)</i>	N/A <i>(Please tick)</i>
1.	Printed IPP or Job Plan given to participant with start date and attendance times			
2.	Introductions			
3.	Amenities locations (such as lunchroom and bathroom facilities)			
4.	First aid supplies, emergency equipment			
5.	Exits, evacuation procedures and meeting point(s)			
6.	What to do if a risk has been identified? (e.g. broken furniture, faulty power cord, etc.) <i>(Please list any risks identified and explained)</i>			
7.	<ul style="list-style-type: none"> • What to do if you are injured at work; • What to do if you are feeling unwell at work 			
8.	Overview of the Remote Project. Pathways to employment: <ul style="list-style-type: none"> • Attendance • Skill • Referrals • Types of jobs 			
9.	Overview of specific activity and objectives			

Risk and Insurance

No.	Topics to be covered in induction/training	Staff member responsible	Completed <i>(Please tick)</i>	N/A <i>(Please tick)</i>
10.	Project risks and preventative actions			
11.	Provided with necessary PPE <i>(please list)</i>			
12.	Work appearance, (footwear, style of clothes, grooming)			
13.	Use and care of equipment and tools			
14.	Leave arrangements and notification			
15.	Other issues covered <i>(please list)</i>			

Job seeker signature.....

(Confirming completion of the above orientation/induction process)

Coordinator/supervisor signature

(Confirming that the job seeker has successfully completed the above orientation/induction process)

Risk and Insurance

Attachment C: Job Seeker Personal Accident Notification Report

Please do not use personal identifiers			
Report Date:		Incident Report Number:	
Significant or Minor Incident:		Did the incident involve a staff member?	
Information about the Job Seeker Accident			
Date of Incident:	Type of injury (<i>please tick</i>)	<input type="checkbox"/> Superficial Injury	<input type="checkbox"/> Amputation
	<input type="checkbox"/> Contusion/crush	<input type="checkbox"/> Sprain/Strain	<input type="checkbox"/> Internal Injury
	<input type="checkbox"/> Laceration/open wound	<input type="checkbox"/> Dislocation	<input type="checkbox"/> Dermatitis
	<input type="checkbox"/> Concussion	<input type="checkbox"/> Foreign Body	
	<input type="checkbox"/> Burn		
Location of Accident:			
<input type="checkbox"/> Head/Face	<input type="checkbox"/> Hip/Leg	<input type="checkbox"/> Internal organs	
<input type="checkbox"/> Hand/Fingers	<input type="checkbox"/> Eye(s)	<input type="checkbox"/> Trunk (other than back)	
<input type="checkbox"/> Shoulders/Arms	<input type="checkbox"/> Foot/Toes	<input type="checkbox"/> Back	
Address of Accident:			
Details of Accident: (<i>prompt questions below</i>)			
<ul style="list-style-type: none"> • What was the job seeker doing at the time of the accident? • Had the job seeker been trained in the activity (safety briefing/correct operation of equipment)? • Why did the accident occur? • Did the job seeker seek medical treatment? If so, what is the prognosis? • What has the provider done, or will do, to reduce the risk of the accident happening again? 			
Information about the Individuals(s) [where required]			
Additional Details/Follow Up			
Known action of PM&C or other agencies/authorities? (Eg: DHS)			
Proposed follow up actions:			
Likely interest from media or other significant leaders/community:			
Other Issues:			
Contact Details			
Provider Name:		CDP Region:	
Provider Site:			
Person filling out Report:			
Name:		Position in organisation:	
Contact Number:			

Community Development Programme

OFFICIAL

Document 9.12



CDP GUIDELINES

SERVICING JOB SEEKERS

Servicing Job Seekers

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Servicing Job Seekers

Introduction

Your first meeting with the job seeker gives you the opportunity to build rapport and commence a discussion about the job seeker's abilities, strengths, barriers, education and work history (including skills, aspirations and opportunities). You will also gather important information by conducting the Job Seeker Classification Instrument (JSCI).

Following both the discussion and the assessment, you will be able to tailor the job seeker's Mutual Obligation Requirements in accordance with their unique circumstances and determine if additional assessments are required.

This chapter explains how to engage effectively with job seekers and use this information to identify and organise the assistance the job seeker will need.

Job seeker engagement

Your ability to transition job seekers from unemployment to being job ready will depend greatly on the quality of your engagement (or contact) with your job seekers.

Job seeker engagement is not just about knowing your job seekers, but also about how you deliver your services. By building rapport and professional relationships you will gain trust, enhance your engagement and increase the chances of positive outcomes for your job seekers.

Job seeker engagement is about how and when you keep in touch with your job seekers. Job seeker engagement is much more than just having a monthly contact appointment with your job seekers; it is taking an holistic approach to understanding job seekers you support such as knowing about their:

- Skills
- Abilities
- Capacity
- Needs
- Expectations
- Goals
- Barriers
- Challenges and vulnerabilities

Once you are aware of these and have a greater understanding of the job seeker, you can prepare more effective Job Plans to increase the likelihood of successful outcomes for the job seeker and you as their provider.

Just as job seekers circumstances may change from time to time, the way you engage with your job seekers will need to change accordingly. This will ensure your job seekers are receiving the very best level of engagement you have to offer at all times.



Effective job seeker engagement

The basics of all engagement with job seekers should be one of respect.

Servicing Job Seekers

Interpreters

You must engage an interpreter whenever a job seeker may need help due to a language or hearing barrier. This may include:

- any communication between you and the job seeker;
- when discussing complex, technical or legal information;
- during stressful or emotional situations where it can become more difficult to understand English;
- at group forums or public consultations where job seekers may have difficulties understanding.

You may have local staff members that speak the local language. While this may reduce the need for interpreters for some matters, you must consider each job seeker's level of understanding and what is being communicated to determine when a trained interpreter is required. Where possible, a job seeker's family or friends should be avoided for privacy reasons. If you're not sure whether an interpreter is needed you can contact the interpreter service for advice.

The Northern Territory Government Aboriginal Interpreter Service and Kimberley Interpreting Services may be of assistance in those regions. If no service is available in your region you can contact the National Accreditation Authority for Translators and Interpreters or PM&C for advice.

You must give your staff training on working with interpreters if they are required to use them. The Northern Territory Aboriginal Interpreter Service offers free Communicating Across Languages training in the Northern Territory, Anangu Pitjantjatjara Yankunytjatjara (APY) Lands and Ngaanyatjarra Lands. Both general and legal specific training is offered, with these courses alternating weekly. Training sessions at your organisation can be tailored to address the specific needs or challenges of your organisation or profession; however fees apply in this instance.

Organisations such as the Kimberley Interpreting Service also offers Cross Cultural Communication workshops. These are half-day workshops which focus on cross-cultural communication with additional information on Kimberley history and local Indigenous world view.

It is important to give the interpreter as much information as possible about what needs to be interpreted to help them plan how to communicate with the job seeker.

If an interpreter is needed but a job seeker does not want to use one, it is important to try to determine why. You can explain that the interpreter must keep their information confidential and there is no cost to them for the service. You can also explain that the interpreter will help them and will also assist you to deliver better services to them.



Compliance Reminder

If a job seeker requests the use of an interpreter and one is not provided, you must keep a record outlining the reason(s) why. You must also keep a record of when interpreters have been used.

More information on the use of interpreters can be found on the PM&C website at www.dpmc.gov.au/resource-centre/indigenous-affairs/indigenous-language-interpreter-services.

Servicing Job Seekers

Monthly contacts

What are monthly contact appointments?

You have a monthly appointment with each job seeker to discuss their progress and check that their Job Plan still suits their needs.

Monthly contact appointments are the main way of engaging a job seeker and building a rapport which will allow you and the job seeker to discuss their circumstances and any updates since their previous contact.

This may include:

- identifying and recording any relevant changes in the CDP IT system;
- identifying, and referral to, any relevant activities and review of activities they are currently engaged in;
- a discussion regarding a job seeker's progress in relation to his or her Job Plan since their last contact and review and update of the job seeker's Job Plan, if relevant;
- assistance in identifying appropriate job vacancies and upcoming opportunities; and
- a review of a job seeker's progress towards overcoming identified vocational barriers and non-vocational barriers to employment and progressing strengths and areas of interest.

Frequency of appointments with job seekers

At a minimum, you **must** meet with each job seeker monthly. Depending on the job seeker's circumstances, you may have several contacts with them during the month. The timing and duration of a contact within a particular month is not specified and will depend on the circumstances of each job seeker.

You must tailor the timing, location and duration of your monthly contacts to meet the circumstances of each job seeker.

Why are appointments necessary?

By having regular and meaningful appointments, you will be able to keep up to date with what is happening with your job seekers. By building rapport and trust with the job seeker, they will be more likely to provide you with important personal information that may assist you in modifying the job seeker's Job Plan and associated activities.

You should run the JSCI (please refer to the Job Seeker Assessments chapter for further information) on a regular basis to capture any change in the job seeker's circumstances. By doing so, you will be better placed to provide the appropriate level of service for the job seeker, which will improve the quality of their experience; this may lead to a quicker positive outcome.

How are appointments conducted?

The monthly contact must be face to face, except:

- where the job seeker resides in an area which is affected by extreme weather conditions or a natural disaster; or

Servicing Job Seekers

Monthly contacts

- when the job seeker is participating in:
 - full-time training, education or work experience/hosted placements; or
 - another activity outside of their community in accordance with their Job Plan, and their participation in these activities restricts their availability to physically participate in their monthly contact.

In the circumstances outlined above, appointments can take place by phone or videoconference.

From time to time you may be required to conduct monthly contacts to job seekers in very remote, isolated places. You must tailor your engagement (the timing, location and duration of contact) to meet the needs of individual job seekers, even if they live in remote or very remote locations. You must travel to outstations and homelands at a minimum on a monthly basis.

Depending on their ability to travel, a job seeker can be asked to travel up to 90 minutes to participate in activities and appointments with providers. However, you must arrange a time and place that is mutually convenient.

Recording appointments

You must record attendance (or non-attendance) in the CDP IT system by close of business on the same day as the appointment. Please refer to the Programme Access and Exits chapter for more information.

Monthly contact appointments and Mutual Obligation Requirements

Job seekers participating in Work for the Dole activities are also required to attend monthly contact appointments. These appointments are not counted towards their Mutual Obligation Requirement hours.

Explaining obligations

You must ensure a job seeker understands the purpose of the Job Plan and their Mutual Obligation Requirements. This includes requests to attend any of the activities and other appointments contained in their Job Plan. You must also explain to the job seeker the importance of:

- attending each appointment/activity as directed by you and that compliance action such as no pay may result if they do not attend;
- arriving on time at appointments and activities;
- being dressed appropriately for the activity/appointment;
- having a positive attitude and being prepared to be fully engaged; and
- communicating effectively and positively.

You must provide the job seeker with a range of notification methods, including letters, phone calls, text messages or emails to remind them of their appointments/activities.

Servicing Job Seekers

Explaining obligations

Effective communication with your job seekers

It is not enough for you to just explain something to a job seeker, you **must** make sure that the job seeker **understands what you have told them**.

Where necessary, interpreters must be used.

Managing expectations

What are expectations?

Expectation(s) in the context of this chapter is a belief held by a job seeker as to:

- the type of service delivered by you, including the types of activities/training;
- how the service will be delivered by you; and
- the end result for them as a result of your servicing.

You must provide job seekers with a copy of the Code of Conduct and Service Guarantee during their initial appointment so they fully understand what services you will deliver.

It is important to manage job seeker expectations so you do not set them up to fail. It is critical that you understand your job seekers capacity to undertake activities of any level of complexity.

Some job seekers may have an expectation of the type of employment or activity they would like to do that may exceed their current capacity (for example in terms of skills and ability). You will need to manage their expectations and work with them to explain in a way that does not negatively impact their self-esteem and motivation.

You may wish to acknowledge that the job seeker's expectation may be achievable in the longer term; however, in the short to medium term you will work with them and support them to gain a greater capacity by focusing on their current activity and/or employment opportunities.

You may need to explain the need to try for an entry-level job in the first instance, before working up to a higher level as their skills and abilities progress. Job seekers should not be trained/prepared for jobs that do not exist, or for limited employment opportunities in your region (unless they have shown an interest in relocating).

This is an ongoing process, as you continually determine the job seeker's capacity to engage. For example, to begin with, it may be appropriate to place job seekers into a less complex activity and then support them to progress to more difficult tasks as they build their skills and capability.

Tailored pathways

You should work with job seekers to ensure that their Mutual Obligation Requirements form part of an overarching strategy to assist the job seeker to achieve an individual employment, work - readiness or community goal.

Servicing Job Seekers

Tailored pathways

Contact appointments and assessments will help you to understand each job seeker's needs and aspirations. You can then work with job seekers to identify clear long – term goals. You must record goals and pathways in the CDP IT system (see Job Plans chapter).

The next step is to map out the assistance, training or experience job seekers will need to achieve these goals and incorporate them into their mutual obligations.

Example:

A male job seeker has expressed interest in finding a job that allows him to work outdoors. He likes to be active and prefers hands – on tasks. An ESAT identified some barriers, which he will need assistance to overcome.

- **Goal:** To gain employment in the aged-care centre (opening in 18 months-time) in either maintenance, cleaning or gardening.
 - **Barriers:**
 - Recovering from knee surgery (reduced capacity for at least 6 months, possibly longer term reduced capacity).
 - Extended period of unemployment.
 - **Pathway (to be built into mutual obligations):**
 - Knee rehabilitation activity (doctor appointments, swimming daily and working with an occupational therapist).
 - Light gardening activity.
 - Host placement with maintenance company.
 - Apply for a working with vulnerable people card.
 - Job application activity (resume writing, interview practice).
 - Apply for part-time positions at the aged-care centre.
-

Strengths based approach

It can be common for people to ask someone what their barriers to employment are, or what is stopping them from getting a job. These can be instinctive, but not always effective approaches to building rapport and improve outcomes for job seekers.

A strengths-based approach has three distinct elements.

1. The approach emphasises the resourcefulness and resilience that exists in everyone rather than dwelling on what has gone wrong or placed a person at risk. It affirms that people can grow and change, and that everyone has a range of abilities and strengths, which, with the right support, can be mobilised to give them a better future.
2. A second element of a strengths-based approach is an acceptance that the solutions will not be the same for everyone, that the strengths of individuals and their circumstances are different, and that people need to be fully involved in identifying their goals and building on their strengths and resources.
3. The third element is the recognition that as individuals we live within families, communities, a society and a culture, and that all of these along with our own attributes determine our wellbeing. The strengths of these different environments are just as important to good outcomes as the strengths of individuals.

Servicing Job Seekers

Strengths based approach

Managing strengths in three steps

Step 1: Identifying strengths - Strengths are not only recognisable in good performance but also in things like interests, emotional intelligence, values, personality traits and motivations. There are a number of assessment tools you can use. Professional career counselling can also play a role in ascertaining a job seeker's unique personal style, interests and skills.

Step 2: Applying and using Strengths - Identifying strengths is only a first step. After that you can start to help the job seeker to use their strengths. Some of the ways to do this are practicing skills with others, doing further training and teaming up with other job seekers to mentor them.

Step 3: Managing weaknesses - a strengths-based approach does not mean you should ignore or deny weaknesses and limitations. You can help a job seeker identify a relevant skill to focus on to help address a weakness. Another option is to assign activities in a way that the job seeker can focus on things he or she likes to do and does well.

Incentives

Building a positive pattern of job seeker behaviour is a core component of the CDP. You should have a wide range of strategies to create a positive experience for job seekers. These include designing good quality activities that are engaging, benefit the community, and provide tailored support that helps build work readiness.

What are incentives?

In addition to your other strategies, you can also offer incentives (which are special acknowledgements/rewards) to individuals or job seekers for achievements or displaying a desired pattern of behaviour. For example, regularly attending activities, providing leadership to other participants, and/or achieving specific goals or milestones. Incentives are a normal part of many workplaces and it can help build job seeker engagement by rewarding positive behaviour.

The most effective incentives will be tailored to the needs and motivations of the local community. For example, a barbeque or morning tea might be effective for some job seekers, whereas vouchers or tickets to a specific event such as a football game or community event might work better in a different community or with a different group of job seekers.

When are incentives not appropriate?

Incentives may be inappropriate in some circumstances. For example, CDP participant incentives must not:

- conflict with or substitute a CDP job seeker's Mutual Obligation Requirements;
- impact on school attendance;
- involve activities that could bring participants, providers or PM&C into disrepute;

Servicing Job Seekers

Incentives

- sponsor or promote other organisations; and/or
 - make any payment in cash to job seekers, except under Activity Generated Income (AGI) rules. Please refer to the Activities that Generate Income chapter for further information.
-

Job seeker assistance

As you get to know the job seeker, including through conducting appointments and assessments, you will get an understanding of any barriers the job seeker may have to getting a job.

Assessments

An assessment can include the JSCI and other discussions you have with the job seeker and will help you get a current picture of what the job seeker needs and the type of services that can be provided. Assessments can be conducted at any time to update the profile of the job seeker. (For more information see the Job Seeker Assessments chapter.)

How to look at assessment reports

There are two assessments that you can view on the CDP IT system to understand what barriers a job seeker has and what type of assistance they need.

You can look at the most current JSCI, which provides information that the job seeker has previously told you or other providers about their circumstances.

The ESAt/JCA contains more detail on the job seeker's circumstances as these have been completed by DHS assessors who are health or allied health professionals (See the Job Seeker Assessments chapter for more information. There is also a Task Card at the end of this chapter, which demonstrates how to view assessment reports).

The ESAt or JCA report can be viewed electronically and may contain comprehensive information on the job seeker's:

- work capacity (the hours per week the assessor determines is appropriate to their verified medical condition(s));
- medical conditions (current treatments and functional impact on verified conditions);
- barriers (vocational and non-vocational);
- interventions (to address identified barriers); or
- vulnerability indicators.

The 'Assessment Summary' at the end of the report may have other information on the job seeker's individual circumstances.

Servicing Job Seekers

Intervention Management Tool (IMT)

The Intervention Management Tool (IMT) is in the CDP IT system.

What is the Intervention Management Tool (IMT)?

The CDP IMT is a one-stop shop to record and manage all of the job seeker’s identified barriers. These barriers are identified from the previous and existing ESAT/JCAs, JSA Skills Assessments, and Comprehensive Compliance Assessment (CCA). In addition, you are able to add in barriers and interventions that you have identified during the course of servicing the job seeker. You should review the recommended interventions provided by DHS and implement as appropriate. For those that are not considered to be relevant/appropriate, you should make a note in the IMT or in the job seeker comments to explain why the recommendations have not been implemented.

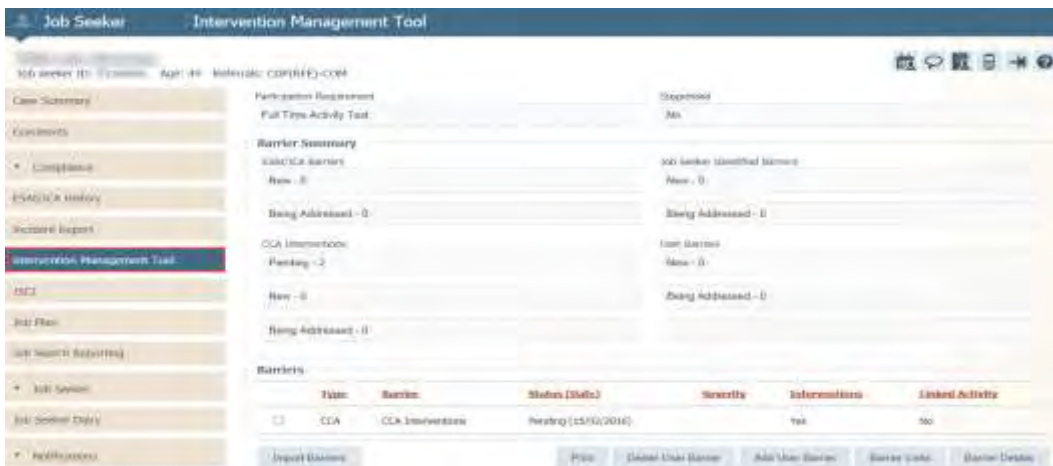
How is it used?

Please refer to the Task Card at the end of this chapter for detailed steps on how to use the IMT.

The IMT is located on the left hand side navigation pane as shown over the page. The IMT main screen will display fields such as:

- The job seeker’s Participation Requirements.
- Barrier Summary Information.
- A list of the job seeker’s barriers/interventions.

The IMT also has the ability to record all barriers (both vocational and non-vocational), and the severity level of the barrier along with interventions you have identified. You can assign interventions to each of the barriers, add comments, and link the interventions to third party providers.



The IMT may be used to develop suitable activities in the Job Plan to ensure that the job seeker is participating in activities that are appropriate to their individual circumstances and to assist in developing a comprehensive case management plan for the job seeker.

Servicing Job Seekers

Potential job seeker barriers

Job seekers may have vocational barriers that relate to the job they would like to get – for example, they do not have the qualification or licence they need to do the job. Job seekers may also have non-vocational barriers that relate to their personal circumstances. Potential non-vocational barriers can include:

Care-giving responsibilities	Job seekers may often be asked by family members or others in the community to look after children.
Cognitive impairment	<p>Cognitive impairment can cause problems with a person’s thinking, communication, understanding or memory. They might have trouble speaking or understanding.</p> <p>They might have difficulty recognising people, places or things, and might find new places or situations overwhelming. Some causes of short-term or reversible cognitive impairment include:</p> <ul style="list-style-type: none"> • infections; • viruses e.g. Ross River; • vitamin deficiency; • dehydration; • reactions to medications. <p>Some causes of long-term or permanent cognitive impairment include:</p> <ul style="list-style-type: none"> • dementia; • stroke; • brain injury. <p>See www.healthdirect.gov.au/cognitive-impairment for more information.</p>
Communication skills	Job seekers may not have developed or practiced the type of communication skills needed in the workplace. This can include knowing how to disagree without becoming angry, how to bring up a problem appropriately, how to manage conflict, etc.
Foetal alcohol spectrum disorders (FASD)	Drinking alcohol during pregnancy can seriously harm an unborn child and result in a wide range of negative effects and birth defects. These are collectively known as foetal alcohol spectrum disorders (FASD). People with FASD can experience lifelong problems, such as learning difficulties, mental illness, and drug and alcohol problems. See www.pregnancybirthbaby.org.au/fetal-alcohol-spectrum-disorders for more information.
Education	Low educational attainment can affect a job seeker’s work skills and have a range of flow effects such as poor communication skills or low self-esteem.

Servicing Job Seekers

Potential job seeker barriers

Demands from family and community	A job seeker's family and friends may expect or demand a share of a job seeker's wages. This may demotivate the job seeker to work.
Gambling	Gambling can become a major social problem. Information on support services for people with a gambling problem can be found at www.dss.gov.au/communities-and-vulnerable-people/programs-services/gambling/gambling-resources-and-support-services
Housing	A shortage of housing in Indigenous communities can cause overcrowding which may impact a job seeker's ability to participate in CDP.
Intellectual disability	<p>People with intellectual disability have more trouble in learning new things, understanding concepts, solving problems, concentrating and remembering. The problems people with intellectual disability may experience change from person to person. Common causes include:</p> <ul style="list-style-type: none"> • genetic conditions; • problems during pregnancy such as infections or exposure to alcohol, FASD, drugs or other toxins; • problems at birth; • environmental factors such as exposure to poisons, lead or mercury; • consequences of neglect, such as malnourishment or inadequate medical care; • difficulties from health problems such as meningitis, measles or whooping cough. <p>See www.qld.gov.au/disability/community/intellectual-disability/ for more information.</p>
Lack of confidence	Job seekers may doubt their ability to do a job or be in a workplace. This may also be due to a lack of experience in a workplace.
Language, literacy and numeracy problems	<p>Even though a job seeker may speak and understand several languages or dialects, most jobs will require job seekers to be able to speak and read English. Assistance with language, literacy and numeracy may be available from:</p> <ul style="list-style-type: none"> • the Skills for Education and Employment Programme (www.education.gov.au/skills-education-and-employment) • other State/Territory or non-Government programs • the Reading Writing Hotline Aboriginal and Torres Strait Islander resources: www.readingwritinghotline.edu.au/atsi/free-atsi-resources/

Servicing Job Seekers

Potential job seeker barriers

Medical problems	A lack of medical support in the past may have led some job seekers to not seeking medical help for problems such as cuts and abrasions, flus or infections. Diabetes is an example of these consequences. If left unattended, medical problems may have a bigger impact on a job seeker and their ability to participate in CDP.
Mental health disorders Mental health disorders <i>cont'd.</i>	Mental health disorder describes a wide range of disorders such as depression, anxiety, stress, schizophrenia and bipolar disorder. When there has been a significant change to someone's behaviour, or they are having a hard time managing their feelings, they may be dealing with a mental health issue. See www.healthdirect.gov.au/mental-health-disorders for more information. Information on support services for mental health can be found at: www.mindhealthconnect.org.au/mental-health
PTSD	Post-traumatic stress disorder (PTSD) is a mental health condition that can occur after a person has experienced a traumatic event that poses a serious physical threat to themselves or their loved ones. These events may include physical or sexual assault, accidents or natural disasters. See https://www.healthdirect.gov.au/post-traumatic-stress-disorder-ptsd for more information.
Re-entry barriers	Re-entry barriers can create problems for people going back into the workforce after a period of being unemployed. They can include practical issues like needing to purchase suitable work clothing, or personal difficulties such as getting used to a change in routine as well as vocational barriers.
Substance abuse	Substance abuse includes addiction to illicit drugs such as speed, ice, or cannabis, as well as some over-the-counter medications and alcohol. See www.mindhealthconnect.org.au/substance-abuse for more information.
Transportation issues	Issues with transportation in remote communities can be difficult. As there is little or no public transport, job seekers must rely on their own vehicles or that of friends or family members. This can result in absences and unreliability, which can then lead to dismissal.
Unrealistic expectations	In some cases, job seekers may have unrealistic expectations of wages, conditions and the workplace, which can lead to disappointment.

Assistance in overcoming barriers

You should keep up-to-date information of services that are in, or visit, the community. This can include what services are provided, when they are available, and how to refer job seekers. It can include referrals to specialists like a:

- Psychologist or psychiatrist;

Servicing Job Seekers

Assistance in overcoming barriers

- Therapist;
- Counsellor;
- Drug and alcohol counsellor;
- Medical specialist;
- Rehabilitation consultant.

Other assistance accessed for the job seeker can include things like:

- Language, literacy and numeracy skills;
- Driver training;
- Job Search/job interview/CV development training;
- Training to support employment in the local labour market.

You should access other government, not-for-profit and private programs as appropriate to connect job seekers with the assistance they need. This helps make up the package of support for a job seeker, and where relevant, can count towards the job seeker's required Mutual Obligation Requirement hours.

Special considerations

The assistance provided to a job seeker must always be tailored to their individual circumstances, capacity for work and capacity to comply with their requirements. However, there are some groups with specific characteristics that require a particular type of support. In all cases, you should refer to the Mutual Obligation Requirements chapter to determine the job seeker's mutual obligations.

Job seekers under 18 years of age

You should encourage job seekers under 18 to re-engage in school or other education (including vocation training) where possible. Education and training activities can be included to meet a job seeker's Mutual Obligation Requirements and can be combined with other suitable activities. You should carefully consider and check that suitable activities for these job seekers take place in a safe environment.

Job seekers who are Early School Leavers (ESL)

You should encourage ESLs to re-engage in education or training before they start to look for work. Wherever possible, you should try to help these job seekers to complete school or a Year 12 equivalent qualification.

Possible ways of helping ESLs to get back into education include:

- working with the Remote School Attendance Strategy (where available), local education and training institutions, regional or district state education officials, youth services, and DHS to work out the best way to refer job seekers to educational services, including any arrangements that support disconnected youth;
- checking if there is a 'transition support unit' servicing the local area (such as those used in North Queensland and the Northern Territory);

Servicing Job Seekers

Job seekers who are Early School Leavers (ESL)

- opportunities for job seekers and their families to attend visits from boarding school staff (local schools should know when these occur);
- encouraging ESLs to take part in a School Based Traineeship (where available) which can help ESLs to stay in school and complete Year 12;
- addressing barriers to participating in education, for example through:
 - mentoring support;
 - assistance for literacy and numeracy;
 - transport assistance.

Education and training authorities regularly review their services so it is important to keep in regular contact with schools, training providers and regional/district directors of education.

What if an ESL completes their schooling or training?

When an ESL finishes Year 12 or gets an equivalent qualification, you must notify DHS. DHS can verify and determine if the job seeker is to remain an ESL.

You must fax the DHS Business Hotline on **1300 786 102** using the cover sheet at Attachment A.

DHS will accept:

- a Year 12 Certificate issued by a Senior Secondary Board of Studies or an 'equivalent qualification', such as:
 - an Australian Qualification Framework Certificate III;
 - a higher qualification issued by a Registered Training Organisation or higher educational institution;
 - a Certificate III or IV of General Education for Adults;
 - the International Baccalaureate; or
 - other higher education pre-entry course;
- a letter from the school or institution;
- Where no other evidence is available, a statutory declaration detailing the name of the course, date completed institution and contact details.

You should not send verification to DHS where the education level is below Year 12.

The job seeker remains an ESL until DHS has verified the qualification (which takes approximately two business days). Once DHS has verified the job seeker is no longer an ESL, you must update their:

- Job Plan to reflect their new Mutual Obligation Requirements as a regular job seeker; and
- education information in the JSCI.

If DHS does not verify the qualification, they will contact you. You must then contact the ESL to advise them of the reason why the qualification was not verified by DHS.

Servicing Job Seekers

Job seekers with disability

You must provide services to job seekers with disability who live in your CDP region and help them participate in work-like activities, so they can move towards finding long-term employment. Job seekers with disability are likely to have specific needs, and perspectives based on their personal circumstances, including the type and level of support required. Refer to the Job Seekers with Disability chapter for further information.

Job seekers with a Vulnerability Indicator

DHS decides if a job seeker has a vulnerability that might make it difficult for them to participate in CDP or be at a higher risk of non-compliance. The Vulnerability Indicator will be on the job seeker's record as a flag for you to consider the difficulties the job seeker has. Vulnerability in this case can be:

- a diagnosed condition or documented personal circumstance that impacts on the job seeker's day to day life; and
- something that is temporary, ongoing, or comes and goes.

A Vulnerability Indicator can be reviewed if the job seeker's circumstances change.

A Vulnerability Indicator is not:

- the same as a disability – providers should still consider if there is a disability that needs to be recorded;
 - an exemption – job seekers still have their relevant Mutual Obligation Requirements; or
 - a valid reason for failing to meet a requirement in and of itself.
-

Assisting job seekers in crisis

Job seekers in crisis

If a job seeker requires crisis assistance, you should immediately refer them to services or assistance appropriate to their immediate needs. Financial or non-financial support is available to job seekers experiencing a crisis such as severe financial hardship or recovery from a disaster. Job seekers can access support through referral to suitable community based services, in-house services or government agencies that provide relevant services that can address the job seekers direct needs. For example, the job seeker may require a referral to accommodation services or local mental health and/or counselling services.

Information for job seekers in crisis available from DHS

DHS has a brochure called 'Needing Help in a Crisis' which is available for job seekers at their service centres. This booklet is a guide that DHS offers to support job seekers in crisis or who need special assistance. It includes details about:

- payments, services and assistance;
- job seekers rights and responsibilities; and
- how to find out more information.

Servicing Job Seekers

Assisting job seekers in crisis

You can find more information about payments and services at the [DHS website](#).

There is additional information about Crisis and Special help available at: [DHS – Crisis and Special Help](#).

DHS also have a brochure called 'How our social workers can help you' available at service centres. Social Workers can be accessed in many of the service centres around Australia, and through the Centrelink Call Centre network.

For more information go to [DHS – Social Work Services](#).

To talk to a social worker, job seekers can call **132 850** or visit their local service centre to arrange a referral.

Job seeker who discloses family and domestic violence, family grief or trauma

If a job seeker discloses family and domestic violence, family grief or trauma and requires further assistance, the job seeker should be immediately referred to DHS. If the information is disclosed while the JSCI is being conducted (please refer to the Job Seeker Assessments chapter), you should complete and submit the JSCI. Once the JSCI has been submitted, the job seeker should be referred to DHS immediately.

You should assist the job seeker to contact DHS on **132 850**. DHS will assess the job seeker's need for immediate assistance.

Some states also have laws that mandate the reporting of domestic violence to the local police.

A brochure called 'Family and domestic violence. It's time to say enough' is available for job seekers through DHS.

For information about family and domestic violence, and payments, services and referral options go to [DHS – Family and Domestic Violence](#)

Job seekers with mental health issues

If a job seeker discloses a diagnosed or undiagnosed mental health issue, you should consider recommending that the job seeker discuss their circumstances with a mental health services provider.

You should provide these job seekers with additional services and support, including referrals to other services as appropriate and facilitating these links wherever possible. You may also wish to contact a JobAccess Adviser for advice on **1800 464 800** or visit the web site <http://www.jobaccess.gov.au> for more information.

JobAccess is a free service providing information and workplace solutions to employers, employees and their co-workers, job seekers and employment services providers on all matters relating to the employment of people with disability, including mental illness. The service includes access to a variety of qualified health professionals, including psychologists, and trained customer service advisers who are available to assist.

Servicing Job Seekers

Assisting job seekers in crisis

Mental health capacity building training

The Department of Jobs and Small Business's Mental Health Capacity Building training package, developed to assist front line staff of employment service providers to identify and assist people with mental illness and better connect them with appropriate services, may prepare you to support job seekers in crisis situations where mental illness may be a factor.

This training package contains sections on treatment options, job seeker engagement and several links to major national organisations, call centre hotlines and health services across Australia.

The training package consists of six modules of between 20 to 30 minutes in duration and is available on the of Department of Jobs and Small Business's Learning Centre.

The six modules cover:

- Mental Health Awareness –strategies for developing mental health literacy skills to identify job seekers with mental illness.
- Communication and Engagement–strategies to engage with job seekers with mental illness.
- Identification and management of barriers–skills to address barriers to employment and build employment skills for job seekers with mental illness.
- Engagement and marketing strategies for potential employers–skills to engage with employers and market job seekers with mental illness.
- Strategies to maintain the job seeker's employment–highlight and address issues about maintaining employment for job seekers with mental illness, including employer issues.

How to collaborate and build partnerships–strategies to connect and collaborate with services and programs relevant to the job seeker.

Mental Health First Aid training (MHFA)

PM&C also funds MHFA training for CDP providers. MHFA training provides frontline workers with first aid skills to help identify the early warning signs of mental health issues and equip people with knowledge and skills to help. Contact your CDP contract manager for availability of the MHFA training in your region.

PM&C recommends that every staff member in your organisation, especially those who work with job seekers directly complete the six modules of the mental health capacity building training package as best practice.

Homeless job seekers

There are a broad range of support services available to people who are experiencing homelessness. Some programs are funded directly by the Australian Government while other programs and services are funded jointly by the Australian and state/territory governments. While a number of organisations operate similar services across different states and territories, unlike employment services, there is no one single, national program through which homelessness services are funded.

Servicing Job Seekers

Assisting job seekers in crisis

Servicing job seekers during a Natural Disaster

From time to time, your region may be affected by a Natural Disaster. The most common form of Natural Disaster will be flood, bushfires or cyclones. During these times of extreme conditions, it may become impossible to service your job seekers effectively.

Your organisation should have a business continuity plan prepared in the event of a Natural Disaster occurring. By having a plan you are better placed to minimise disruption to your organisation, property and assets, as well as to minimise the disruption to your job seekers and of CDP services.

At a minimum and for better practice, you should (as far as you are able to):

- notify your Contract Manager (and local DHS Office) as soon as possible that a Natural Disaster has occurred and the communities that are affected. The Contract Manager will then inform both the Regional Manager and PM&C National Office.
- make, and remain in contact with your local Emergency Service State/Territory Department for any updates and follow any instructions from Emergency Services personnel;
- do not continue to run CDP activities if unsafe to do so;
- if the disaster occurs during your business day, send all CDP participants home if safe to do so (follow emergency services personnel instructions) and follow your organisational business continuity plan;
- ensure site phones are diverted to an alternative organisation number so that people wanting to make contact with you still can;
- if possible, place a sign on your site's door/window advising of its closure and alternative temporary premises (if available) and contact number(s);
- ensure job seekers who have appointments (and who will not be able to attend) have a valid reason and may be resulted as DNAV or have their appointments rescheduled;
- keep your Contract Manager up to date with the situation, your Contract Manager will be able to inform you of updates.

DHS will advise National/Regional offices of any changes to the process for job seekers affected meeting their Mutual Obligation Requirements, and your Contract Manager will advise you on what you should do.

If possible, in the preparation for a natural disaster (packing items up and relocating them etc) or after the disaster (cleaning of premises, community tidy up, etc.) you may consider developing these into a CDP activity or work experience placement that can allow a job seeker to meet their Mutual Obligation Requirements whilst assisting their community.

Attachment A: Early School Leaver - Facsimile Cover Sheet

Fax to: DHS Business Hotline 1300 786 102



Australian Government

Verification of Year 12 or equivalent qualification

(Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

Job seeker's name

CRN

Declaration by Provider

I have sighted:

(tick as to which applies)

the original qualification

a certified true copy of the qualification

a letter from the relevant school or educational institution formally verifying attainment of the qualification

a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed: _____

Name (Please print) _____

Organisation: _____

Office telephone & fax numbers: _____

Number of pages (including cover sheet): _____



CDP
GUIDELINES

SERVICING
JOB SEEKERS

TASK CARDS

Servicing Job Seekers

PROCESS: Viewing job seeker assessments (JSCI/ESAt/JCA)

STEP 1

Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed

STEP 2

Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

STEP 3

Select the job seeker's **Case Summary**.

STEP 4

If you wish to view the JSCI history, select the **JSCI hyperlink**.

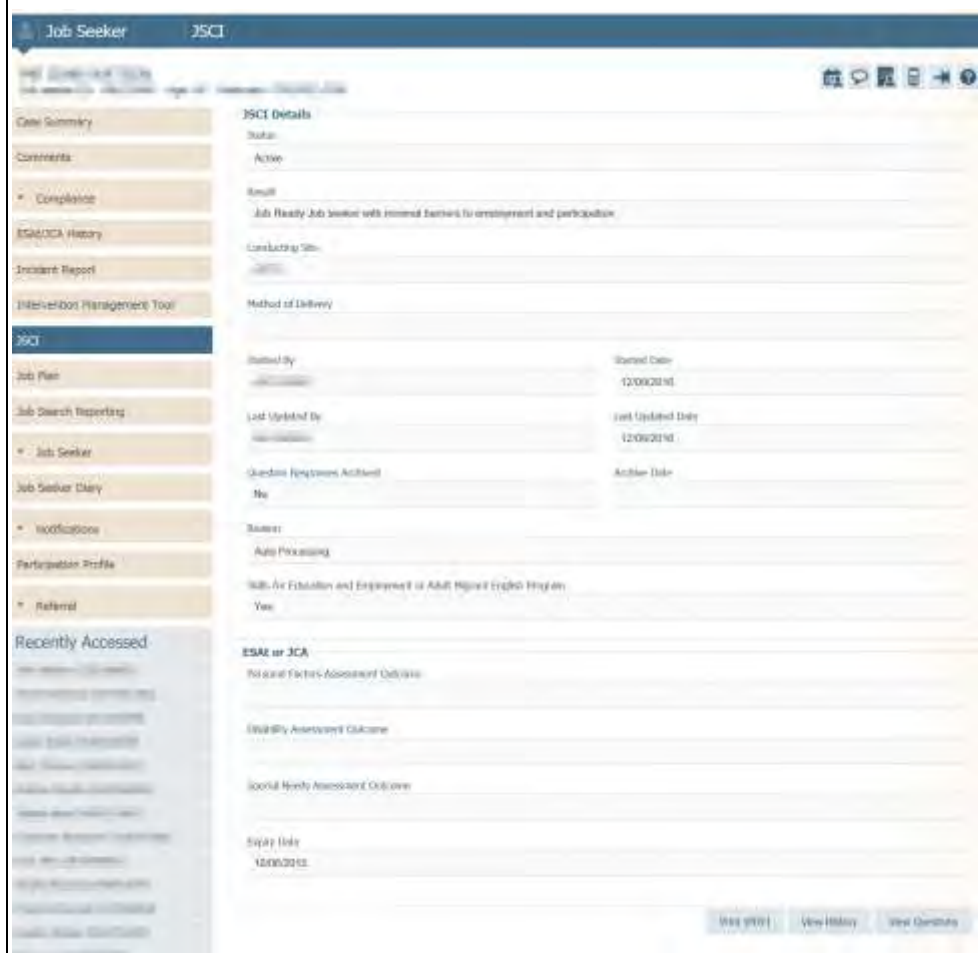
If you wish to view their assessment history, select the **ESAt/JCA hyperlink**.

Servicing Job Seekers

PROCESS: Viewing job seeker assessments (JSCI/ESAt/JCA)

STEP 5A

On the JSCI screen, if you wish to view the answers to the questions asked during the JSCI, click on **<View Questions>**.



Servicing Job Seekers

PROCESS: Viewing job seeker assessments (JSCI/ESAt/JCA)

This will allow you to see the answers provided.

The screenshot displays a web interface for viewing a job seeker's assessment. The page is titled 'Job Seeker' and 'ESCI Questions'. On the left, there is a navigation menu with options like 'Case Summary', 'Comments', 'ESCI History', 'Participant Profile', and 'Recently Accessed'. The main content area shows the assessment questions and answers. Key sections include:

- Sub Seeker Details:** Includes fields for Name, Gender, Telephone, and Location of Birth.
- Work Experience:** Questions about the longest time spent working and the longest time spent not working.
- Education-Qualifications:** Questions about the highest level of schooling completed and other qualifications.
- Language:** Questions about speaking English as a second, first, or other language.
- Dissect - Origin:** Questions about being Aboriginal or Torres Strait Islander and Indigenous status.
- Work Capacity:** Questions about physical or mental conditions affecting work ability.
- Living Circumstances:** Questions about needing accommodations, reasons for leaving home, and reasons for leaving school.
- Transport:** Questions about having a valid driver's license and reasons for not having one.
- Criminal Convictions:** Questions about being convicted of a criminal offense in the last seven years or a criminal offense in the last 10 years.
- Personal Factors:** Questions about whether a disability or other factor affects work ability.

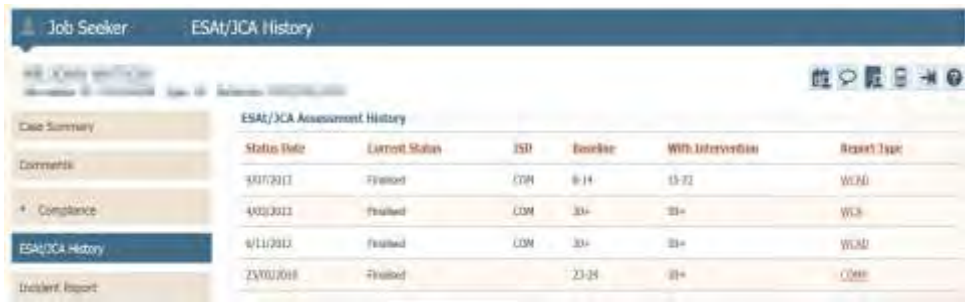
At the bottom of the page, there are buttons for 'View Profile', 'View Details', and 'View Results'.

Servicing Job Seekers

PROCESS: Viewing job seeker assessments (JSCI/ESAt/JCA)

STEP 5B

If you have selected the **ESAt/JCA hyperlink** from the **Case Summary** screen, you will see a screen similar to the following.



You can then select the relevant hyperlink under the **Report Type**. Doing so allows you to open the report in a PDF document.

PROCESS: Intervention Management Tool

STEP 1

Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed.

STEP 2

Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

STEP 3

Once you have opened the job seeker's profile, select **Intervention Management Tool** from the left hand navigation menu which will allow you to view all of the job seekers identified barriers.

This is the **Intervention Management Tool screen**:



Optional steps


You have the option to **Import Barriers** from Skill Assessments, **Print, Delete User Barriers, Add User Barrier, Barrier Links** or to view **Barrier Details**.

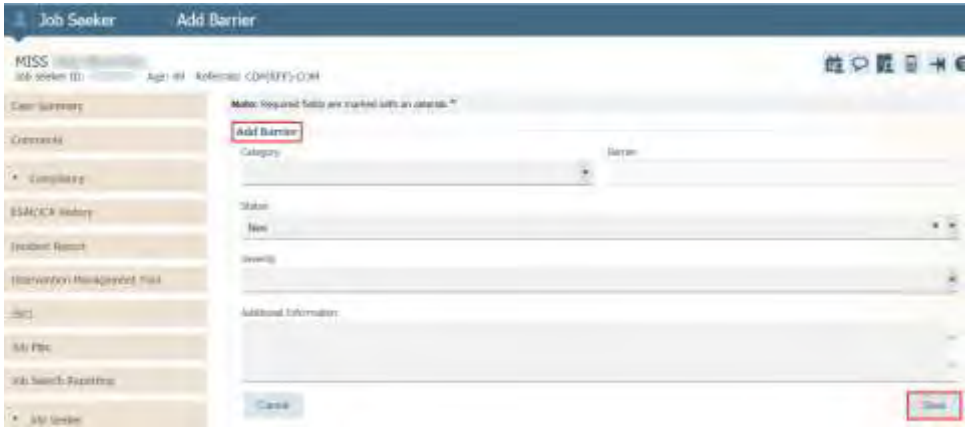
The steps with each of these options is outlined below.

Printing and Saving

You can print or save information in the Intervention Management Tool at any time by clicking **Print**. This will display the Intervention Management in preview mode. You have the option to print by clicking the Print icon at the top of the page or save by selecting the save icon. You can save the Intervention Management as a PDF or RTF file.

Servicing Job Seekers

PROCESS: Delete a User Barrier	
STEP 1	Select the required barrier from the Barriers list on the Intervention Management Tool screen (see previous Task Card).
STEP 2 Click the <Delete User Barrier> button.	
STEP 3 The Delete Barrier confirmation screen will be displayed. Click <Yes> to complete the deletion.	

PROCESS: Add a Manual Barrier	
STEP 1	
From the Intervention Management Tool screen , click the <Add User Barrier> button.	
The Add Barrier screen will be displayed where you can add the Barrier details by using the available drop downs. Click <Save> .	The new Barrier will be displayed on the Barriers list.

Servicing Job Seekers

PROCESS: Importing Barriers

STEP 1

To import barriers from the job seekers current ESAt/JCA or Skills Assessment, all you need to do is select the **<Import Barriers>** button on the **Intervention Management Tool** screen.

The Barriers will then appear in the list.



Recommended interventions that were identified in the assessment for these barriers will also be imported and linked.

For Comprehensive Compliance Assessment (CCA) Interventions to become available in the Intervention Management Tool, the intervention in the CCA itself (in the Compliance area of ESS) must be set by the provider to an outcome of 'Currently Undertaking/Commenced'. CCA interventions without an outcome will be locked to a status of Pending in the Intervention Management Tool and will not be editable.

PROCESS: Linking Barriers/Interventions to Job Plan Activities/Assistances

STEP 1

To link an existing Barrier or Intervention to a Job Plan Activity/ Assistance you must first select the required Barrier and click **<Barrier Links>** on the **Intervention Management Tool** screen.

The **Barrier Links To Activities/Assistances** screen will be displayed.

STEP 2

The selected barrier/intervention will be displayed at the top of the screen and a list of Job Plan Activities and Assistances will be displayed.


Select the required Job Plan Activity or Assistance and click **Link/Unlink**.



Note: If the required Job Plan Activity is not available (i.e. not currently on the Plan) you can add a new Activity to the Job Plan by clicking the **Add Activity** button at the bottom of the.

Servicing Job Seekers



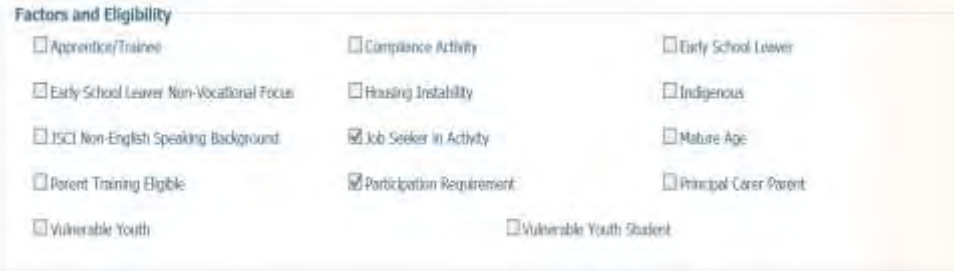
PROCESS: Linking Barriers/Interventions to Job Plan Activities/Assistances	
STEP 3	<p>Add the new Activity and click <Save> to add the new Activity to the list of Job Plan Activities and Assistance. You can then link a Barrier to the new item.</p> <p>You will see that the new Activity or Assistance has a status of “pending approval”. Because you have added a new Activity to the Job Plan it will be required to approve the “Pending” Job Plan.</p>
Optional	To remove a link, select the linked Job Plan Activity or Assistance and click <Link/Unlink> .

PROCESS: Updating Barrier Status	
STEP 1	<p>To update the status of a Barrier/intervention you must first select the required Barrier/Intervention from the Barriers list on the Intervention Management Tool screen and click <Barrier Details>.</p> <p>The Barrier Details screen will be displayed.</p>
STEP 2	<p>To update the status of an Intervention you must first select the required Intervention to display the details. Select the new Status and Status Reason and click <Save>. If the Status is set to “No Action Required” you will also need to select a reason.</p> 
STEP 3	<p>To update the status of an Intervention you must first select the required Intervention to display the details. Select the new Status and Status Reason and click <Save>. If the Status is set to “No Action Required” you will also need to select a reason.</p>

Servicing Job Seekers

PROCESS: Using Case Summary	
<p>Introduction</p>	<p>The Case Summary screen is a key screen in the CDP IT system. You'll visit it whenever you wish to view the job seeker's progress in the CDP from the one screen.</p> <p>This is a 'view only' screen but contains hyperlinks and buttons to other screens if you wish to wither update information or view the details in full.</p>
<p>STEP 1</p>	<p>Select Job Seeker from the Home page. After searching for the appropriate job seeker using their ID, CRN or details, open the job seeker profile by clicking on the job seeker ID hyperlink.</p>
<p>STEP 2</p> <p>Click Case Summary on the left hand navigation pane to access the Case Summary screen for your selected job seeker.</p>	 <p>The screenshot shows the 'Case Summary' screen with a navigation pane on the left containing 'Case Summary', 'Comments', 'Complaints', and 'ESAT/CA History'. The main content area is titled 'Personal Details' and includes fields for 'Centrelink Reference Number', 'Date of Birth (Age)', 'Preferred Contact', 'Suburb, Postcode', and 'Community'. There is also a 'Provider Site (Site Code)' field.</p>
<p>STEP 3</p> <p>The Case Summary screen will be displayed which includes the following information as displayed in the image to the right.</p>	 <p>Personal Details such as Centrelink Reference Number (CRN), Date of Birth (Age), Preferred Contact details, the Suburb, Postcode in which the job seeker resides and their Community.</p>
<p>STEP 4</p> <p>Additional Information such as Managed By, Client Note and any job seeker Special Requirements. A button is available to enable you to update this information.</p>	 <p>The screenshot shows the 'Additional Information' section with fields for 'Managed By' and 'Subcontractor', a 'Special Requirements' section, and a 'Client Notes' section. At the bottom, there is an 'Update Additional Information' button and several other buttons: 'AIS Job Search Effort Report (PDF)', 'Noticeboard Messages', 'Employment and Earning', and 'Referral Actions'.</p> <p>Other buttons available relate to the Noticeboard Messages, Employment and Earning, and Referral Actions screens, as displayed in the image above.</p>

Servicing Job Seekers

PROCESS: Using Case Summary	
<p>STEP 5</p> <p>Other buttons available relate to the Noticeboard Messages, Employment and Earning, and Referral Actions screens.</p>	 <p>Case Summary Lifecycle information such as Placement Status, Period of Service, Time in Program, Job Plan and Registration details.</p>
<p>Further information:</p> <p>Appointments including Upcoming and Previous Appointments with hyperlinks to the Diary.</p>	
<p>Assessments including hyperlinks to view details of the job seeker's Allowance, JSCI and ESAt/JCA reports.</p>	
<p>Job seekers Factors and Eligibility are also displayed</p>	

Community Development Programme

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Document 9.13



CDP GUIDELINES

SETTING UP AND MANAGING ACTIVITIES

Setting Up and Managing Activities

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Setting Up and Managing Activities

Introduction

Providers are required to establish and run quality activities for job seekers.

Quality activities give job seekers the opportunity to develop their skills for employment and support the community, while meeting their Mutual Obligation Requirements.

The scope of possible activities is broad. For example, activities may provide:

- work – like activities that reflect local employment opportunities;
- projects to support community goals (such as strengthening school attendance or recording cultural protocols for future generations);
- accredited and non-accredited training, and
- assistance to overcome non-vocational barriers (such as personal development and health training or appointments).



Compliance Reminder

All activities must be safe (and meet all WHS requirements) and, where applicable, allow job seekers to fulfil their Mutual Obligation Requirements.

Quality activity principles

Job seekers are more likely to attend a well-designed activity that helps them achieve real results and contribute to the local community. Quality is not just about the final activity itself, it is also how the activity is developed and delivered.

High quality activities are needed, wanted and valued by the community, tailored to the local labour market and responsive to the needs and interests of all job seekers. The principles below are a guide to designing quality activities and include examples of how you can put them into practice.

Needed, wanted and valued by the community

- **Community Driven** - *Respond to community needs, aspirations and opportunities.* Community engagement and consultation is essential. CDP has potential to be a hub for community engagement. By attending interagency meetings and community forums, providers can connect with other service providers. Staff at all levels in your organisation need to have a good understanding of conditions on the ground, achieved through regular site visits, clear lines of communications and proper reporting processes.
- **Partnerships** - *Use partnerships to add value to an activity.* Partner organisations could include universities, local councils, local Indigenous organisations, schools, local sporting clubs, Greening Australia, art centres, community stores, or other organisations.
- **Positive** - *Activities that benefit job seekers and their community.* If there is a range of activities to choose from, Job seekers are more likely to participate and find activities that appeal to their interests and desired skills and experience. A catalogue of activities or posters can easily show job seekers what activities are available and what they can expect to learn.

Setting Up and Managing Activities

Quality activity principles

Tailored to the local labour market

- **Caseload Management** - *Cater for different work readiness levels and interests.* You may use your own screening tools to assess how work-ready a job seeker is and to place them into an activity with the right level of complexity. Partnering more experienced job seekers with those who are less experienced is a useful way to foster skill development. Job seekers should have the flexibility to move between activities if one is not working out. You should also schedule activities so that job seekers 'graduate' from one to the other as they achieve new skills.
- **Pathways** - *Clear linkages between activities and opportunities for future employment.* By working closely with employers you will be able to identify emerging job opportunities in the region and the skills job seekers require for current and future jobs. Activities should create a pipeline into work, incrementally building skills relevant to an identified employment opportunity. Activities may involve site visits to potential employers, talks from prospective employers and opportunities for job seekers to showcase their growing skills. Sharing stories of job seekers that gained employment with the skills they developed in an activity, will promote the value of CDP activities to job seekers and employers.

Responsive to the needs and interests of all job seekers

- **Empowering** - *Involve job seekers in the development of activities.* This can include offering choices and working with communities to develop local solutions. Job plans, contact appointments, community meetings and surveys can help you identify the unique goals, interests and needs of your caseload and tailor activities accordingly. This also involves regularly seeking feedback from job seekers and where possible, adapting activities in response to feedback.
- **Inclusive** - *A variety of activities that are inclusive and cater for diversity within a caseload.* Quality activities acknowledge that all people, men and women of all ages, people who identify as LGBTQI, people with disability and relevant minority groups, have an equal right to participate in a variety of meaningful activities and be treated with respect.
- **Practical** – *Supervisors ensure job seekers understand what they need to do in the activity.* You can implement simple methods to communicate expectations to job seekers. For example, during activity inductions or by holding a 'toolbox' meeting at the start of each day, you can outline what is coming up and remind job seekers about their Mutual Obligation Requirements. A pick-up run or buddy system are simple ways to encourage attendance.
- **Personal** - *Build the skills of individual job seekers and foster positive relationships, including with supervisors and other role models.* Good supervisors engage with job seekers and encourage them to contribute. You can support supervisors through training and development, and seek community input in the selection of supervisors. You can build personal development discussions into an activity; this can include emphasising the importance of respecting other job seekers and supervisors, as well as how to achieve activity goals.

Setting Up and Managing Activities

Laying foundations for effective activities

Regional employment opportunities

Employer engagement is an essential element of CDP. Within a CDP region and surrounding regions, employers may include major private-sector businesses (e.g. mining, housing and construction, large retail), small to medium enterprises (e.g. retail, hospitality/tourism, mechanical), government agencies, community organisations, and social enterprises. You should familiarise yourself with the population demographics, existing and emerging industries and future capital investment projects in your region.

Working closely with employers will enable you to identify emerging job opportunities and the skills required for any current and future jobs.

Example

After speaking with the developer of a new Child Care centre being built in your region, you discover a range of employment opportunities, including:

- construction workers to build the Centre;
- child care workers;
- cleaners;
- gardeners;
- office administrators;
- maintenance;
- bus drivers;
- ancillary service staff such as Hygiene educators etc.

You can now design activities that prepare job seekers for the jobs listed above. Such as a gardening and maintenance activity or an accredited child-care training activity.

Inclusive Activities

Activities must work towards equitable outcomes for participants and the community while avoiding reinforcing disadvantage. Therefore, it is important to:

- consider the different needs and experiences of women, men, and people who identify as LGBTQI, are gender diverse and those with a disability that may affect their participation in an activity;
- ensure all participants have the opportunity to enjoy an equal range of activities.

Providers must consider the cultural and practical needs of individuals. Examples of how you can make activities accessible to all include:

- purchasing assistive technology and equipment to cater to a range of ability levels;
- catering to cultural practices by conducting men's and women's activities separately;
- providing flexible arrangements for people with caring responsibilities.

Where possible, people should have equitable access to skills development outside traditional gender roles or stereotypes. If it aligns with community support and job seeker aspirations, a provider could create a men's cooking activity or an activity that prepares men for work in the caring sector, as well as activities that assist women to gain heavy vehicle licenses or develop vocational skills in emerging industries.

Setting Up and Managing Activities

Laying foundations for effective activities

Flexible arrangements allow people with caring and other responsibilities to participate in activities. This could include links to complementary services such as childcare or respite support and scheduling activities at times that do not conflict with their responsibilities (for example, ensuring that activities align with school hours).

Example – Strengthening School Attendance through CDP

There is a need to get more kids in schools. Going to school and being at school every day gives every child the best chance for a good start in life. Getting children to school is important for building stronger communities.

Delivering appropriate activities in and around schools (with the relevant police/working with children regulation checks) will support school engagement and attendance by kids in the community while assisting job seekers to gain a variety of skills and work-like experiences that could provide them with future employment prospects in the school and related sectors. Because job seekers will be at school, in regular routines, making the school a better place to be, job seekers are also promoting and encouraging parents, kids and the community to support school attendance. Duties could include:

- A breakfast and lunch program within the school grounds to ensure children get nutritious food, do not arrive hungry or leave school grounds at lunchtime.
- Reading to kids, listening to reading, assisting with cultural activities and keeping the library functional.
- Providing aid during school outings, excursions and other activities.
- Organising, promoting and providing posters and other media for school attendance across the Region.
- Developing and producing a weekly Regional school/community radio programme and newsletter.
- Small building, maintenance and beautification projects.
- Cultural preservation activities such as participating in cultural excursions or skills classes for school-aged children.

Developing routines conducive to and reflective of work like behaviours, in job seekers who are also parents of school age children is integral to a seamless transition into employment. The task of preparing children for their school day and conducting the school drop off is part of this work-like routine. Job seekers with school aged children can volunteer to include taking children to school in a Job Plan as a voluntary activity.

The most effective way to encourage job seekers to take their children to school is to design activities that are aligned to the life of the school, for example, by scheduling them during class times, on the school grounds, and doing things that contribute to the functioning of the school or their children's education.

CDP activities to complement cultural business

Through respectful discussions with the appropriate community members, you are encouraged to explore opportunities where CDP activities can complement cultural business. Examples might include:

- setting up the grounds;
- establishing shade cloth shelters;

Setting Up and Managing Activities

Laying foundations for effective activities

- food preparation;
- providing transport, particularly for older people.

You should determine the nature and appropriateness of activities in close consultation with Indigenous communities. Understanding when and how cultural business has been held in the past, will give you an indication of the time, duration and number of job seekers required. This will also allow you to factor this into your business model. For more information on Cultural Business, see the Job Seeker Attendance and Compliance chapter.

Use of interpreters

You should have a good understanding of culturally competent communication practices and recognise when it is appropriate to use qualified interpreters when liaising with job seekers. It is your responsibility to assess job seekers' English literacy proficiency and ensure they understand what is required of them.

If a job seeker requests an interpreter and you refuse to provide one, you must keep a record outlining the reason for your decision. See the Servicing Job Seekers chapter for further information.

Police Checks and working with Vulnerable People

You must conduct Police Checks for job seekers and staff engaging in activities involving vulnerable people.

A 'vulnerable person' is a person who is unable to fully take care of himself or herself or is unable to protect himself or herself against harm. This could be because of age, illness, trauma, disability or any other reason.

Depending on the nature of the activity it may be necessary for job seekers and your staff to also obtain a Working with Children check or a Working With Vulnerable People check. You must be aware of, and make sure all staff and jobseekers comply with, the relevant legal requirements for such checks in your State or Territory.

You should have activities available that do not require a Police Check, a Working with Children check or a Working With Vulnerable People check. Please refer to the Risk and Insurance chapter for further information.

Support for job seekers

By getting to know your job seekers you will gain an understanding of the assistance you will need to provide them now and into the future. This will help you develop and deliver support tailored for each job seeker, supporting them to gain the skills and experience to get and keep a job.

A package of support for a job seeker can include:

- vocational and non-vocational training (including training delivered as part of an activity);
- essential skills training and assistance to overcome personal barriers to employment; (for example, literacy and numeracy);

Setting Up and Managing Activities

Laying foundations for effective activities

- Job Search assistance;
- assistance to obtain suitable medical evidence to inform DHS work capacity assessments; or
- activities designed to boost the job seeker's skills and experience.

Other training and personal development can also be built into activities. For example, work-readiness or language, literacy and numeracy skills can be included in many activities to complement other training. Personal development or community awareness topics such as money-management or domestic violence awareness can be included as one-off or regular discussions with any activity group. See the Servicing Job Seekers chapter for further information.

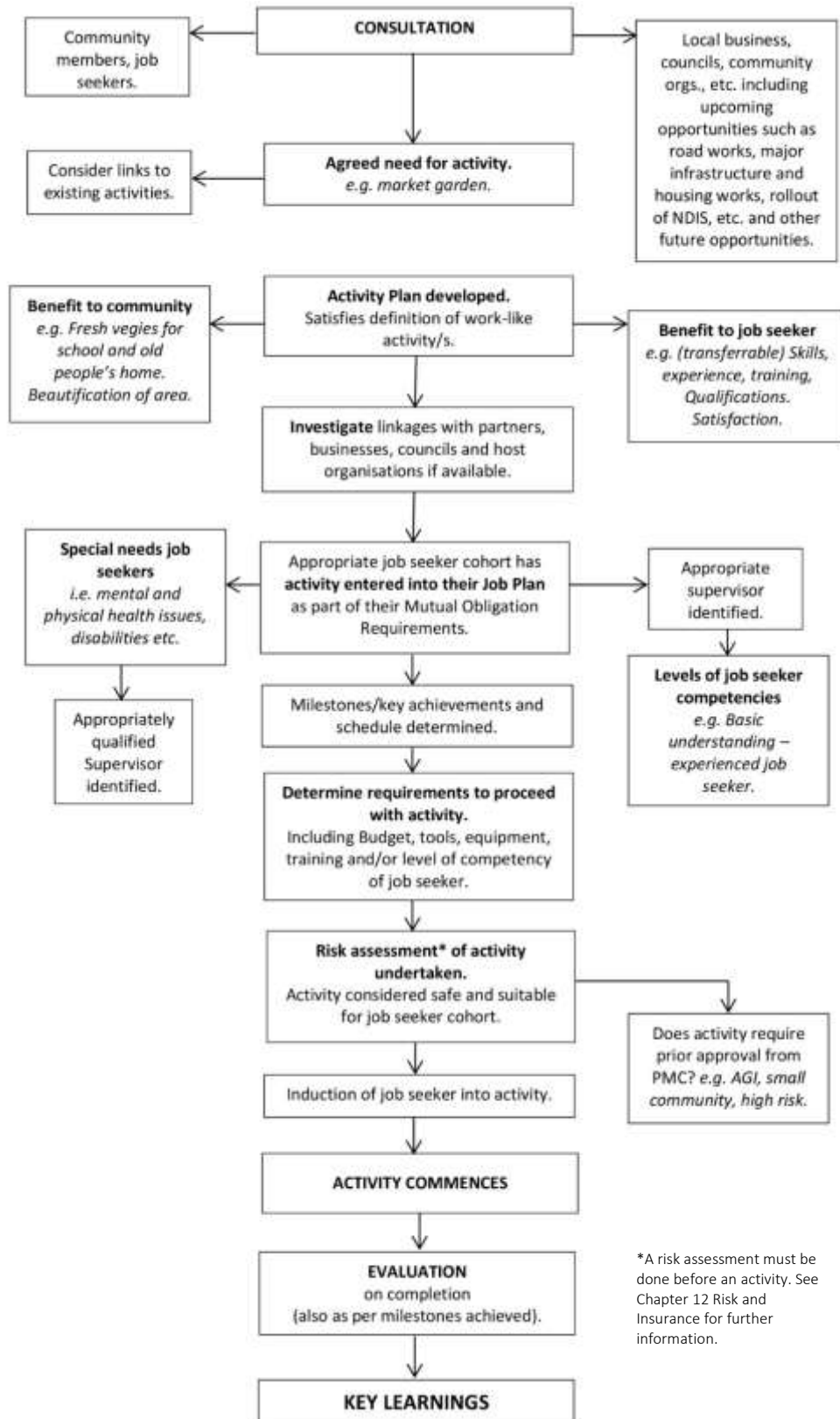
Collection of medical evidence

Medical evidence is essential to ensure an effective and accurate assessment of a job seeker's medical condition(s) and capacity to work. You may schedule a 'voluntary' activity in a job seeker's Job Plan to collect and obtain suitable medical evidence to inform DHS's work capacity assessments. This activity will count towards a maximum of five hours per week of a job seeker's Mutual Obligation Requirements and may include making and attending appointments (including travel). For more information on medical evidence, please refer to the Job Seeker Assessments chapter.

Setting Up and Managing Activities

Laying foundations for effective activities

Setting Up an Activity



*A risk assessment must be done before an activity. See Chapter 12 Risk and Insurance for further information.

Setting Up and Managing Activities

Running effective activities

Activity considerations

You should start by identifying the specific tasks that job seekers will participate in on the activity and working out how many job seekers will be involved. You should consider the level of complexity of the activity and the job seeker's skill set. For example, activities can be divided into:

- **Standard Projects Level 1** – Low complexity for job seeker, easy to set up, on-going, group based activities.
- **Standard Projects Level 2** – Medium level of complexity, activities that might require skills or certificates job seekers have obtained in Level 1, may require more skilled supervision.
- **Standard Projects Level 3** – High level of complexity, requiring job seeker with specific skills and certificates. Need for specialist supervisors.
- **Locally Tailored Projects** – Makes use of unique local opportunities, e.g. local native seed collection, pest control, etc.

Samples of Standard and Locally tailored activities can be found on the CDP Provider Portal, in the *Remote Projects in a Box* tab.

Setting milestones and a timeline for achieving those milestones will help you design activities, which incrementally build job seekers' skills and achieves goals. For example, for a market garden activity, milestones may include clearing the land, raising garden beds, or planting and spraying over the set up period. Job seeker milestones could include mastering hand tools before progressing to machinery.

Supervision

In all activities, you must ensure that supervision is appropriate, adequate, and consistent with the Funding Agreement. You must ensure supervisors undergo appropriate training and the necessary checks (including police checks and, where relevant, working with children or vulnerable people checks).

You must determine:

- how the activity/s will be supervised and the ratio of supervisors to job seekers;
- whether the supervisor requires specialist skills, qualifications or accreditation;
- if elements of this activity have different participation levels that may require different levels of supervision, e.g. a job seeker may require additional supervision when using power tools.

Resources, safety and equipment

You should determine what safety equipment, tools, clothing is required to participate in this activity, and whether you need to purchase them or the community is be able to donate items.

You should discuss with the community suitable and safe storage of equipment and materials, and identify any in-kind support that may be available to aid the operation of the activity, e.g. a shed for storage or use of community mini bus.

Setting Up and Managing Activities

Running effective activities

You should ensure that an appropriate amount of the activity funding will be invested in the materials and resources required. You might also consider leasing arrangements for larger or time-limited equipment, for example road graders or tipper trucks for use on a road reconstruction activity.

You can approach organisations such as Indigenous Businesses Australia (amongst others) for leasing equipment. You can investigate other funding avenues, which may be available through state/territory, or Commonwealth government programs.

Remote Projects in a Box

The 'Remote Projects in a Box' is a suite of resources available on the CDP Provider Portal that can assist you to establish or expand current activities in your region. Samples focus on categories of activities designed to build a job seeker's skills and employability. The resources are a guide and activities can be tailored to local circumstances and job seeker needs.

The CDP Provider Portal also has a list of activity examples to assist you. The examples are listed under four complexity levels from low to high and those that make use of unique local opportunities. Many of the activities could be successfully duplicated in multiple community scenarios across your CDP region allowing for greater economy of scale. See Remote Projects Samples on the CDP Provider Portal.

Transport

While job seekers will generally be required to source their own transport to and from an activity, in some instances you may need to arrange transport if:

- a job seeker does not have access to a vehicle or other transport;
- the activity is at an isolated location;
- access to the activity is along an unsealed road or track;
- the activity has a residential or overnight accommodation component.

If you are transporting job seekers to and/or from an activity, this must be included in the risk assessment of the activity.

Job seeker travel time

The length of travel time should be no more than 90 minutes each way or 60 minutes if the job seeker is a Principal Carer Parent or has a Partial Capacity to Work.

Delivering a mix of activities

Responding to community and job seeker needs

You should deliver a mix of activities that:

- address community needs;
- improves the skill sets and qualifications of job seekers;
- establishes a work-like routine, five days a week (Monday to Friday), that resembles ordinary work routines and expectations;
- improves work-readiness or language, literacy and numeracy skills;

Setting Up and Managing Activities

Delivering a mix of activities

- assists personal development or community awareness, e.g. money-management or domestic violence awareness;
- are guided by a suitable supervisor; and
- prepares job seekers for upcoming opportunities in the region.

Job seekers can be placed in one or more activities, which should:

- develop and enhance their ability to work independently;
- improve or enhance communication skills, motivation, and dependability; and
- provide the job seeker with experience working as part of a team.

PM&C Account Managers are available to support you to work with communities and job seekers to establish meaningful and engaging activities.

Activities which are not allowed

Activities cannot:

- generate income without the written approval of the PM&C Regional Manager (see the Activities that Generate Income chapter for further information);
- compete unfairly with existing organisations or businesses;
- replace or reduce the hours of paid employment in local jobs;
- include training for training sake, where the training provided is not linked to the activity or a job;
- involve the job seeker working with, or assisting in any way, an organisation that is owned or controlled by the job seeker (unless agreed by PM&C); or
- involve activities that could bring the job seekers, yourself or PM&C into disrepute, for example activities in:
 - the sex industry or anything that involves nudity or pornography,
 - the gambling industry,
 - any form of illegal activity, and/or
 - any form of high risk activity (see the Risk and Insurance chapter for further information).

Activity linkages

You should consider opportunities to link activities. For example, a fencing activity could support the success of a market garden activity, by building a fence around the market garden. A 'meal provision' activity could then sell the produce or deliver it to a school or older people.

Linking various activities broadens the range of training and work-like experiences available to job seekers.

Out of hours activities

Activities must create a daily routine for job seekers. Understanding your region and your caseload's concerns and priorities, will help you determine the most appropriate way to organise activities.

Setting Up and Managing Activities

Delivering a mix of activities

Where possible, activities should operate within business hours (between 7am to 7pm), five days a week. Other options are available in circumstances where this is not practical. For example, cattle mustering, assisting at a community arts festival or participating in community night patrol are worthwhile activities that may take place outside standard business hours, or require extensive hours on one day and less on another day. For a cattle mustering activity, job seekers may complete 15 hours in the first week and the remaining 35 hours in the second week.

Prior to commencing the activity, you must submit a proposal to PM&C seeking approval for the job seeker to meet their Mutual Obligation Requirements through a more flexible arrangement, i.e. longer hours over shorter days and/or outside business hours. The proposed hours should not result in long periods for job seekers. The proposal should include:

- ✓ the days of the week and the hours the project will be held;
- ✓ reasons why the activity cannot be conducted in normal working hours and why the proposed times are necessary;
- ✓ how the project enables a job seeker to meet their Mutual Obligation Requirements while they build skills and develop work-like behaviours;
- ✓ how the project contributes to an employment pathway for the job seeker or community goal;
- ✓ any risks to health and safety imposed from working longer hours or outside normal business hours and how these risks have been considered and mitigated;
- ✓ evidence the activity meets state/territory and Commonwealth legislative and occupational health and safety requirements, such as appropriate breaks and meal times;
- ✓ supervisory arrangements, especially outside of business hours;
- ✓ arrangements to ensure the project does not impact on other priorities like school attendance or community safety;
- ✓ the proportion of a job seeker's activities that includes participation outside business hours.

Job seekers can choose to attend an activity that will be delivered outside business hours. If this is a requirement to meet their Mutual Obligation Requirements, however, once they agree to this in their Job Plan, it becomes a mandatory activity.

Training

Training should be provided when it is required for a job seeker to gain the skills required to participate in an activity or secure a job. Job seekers may also undertake training in foundation or basic work skills, such as driving, nutrition, language, literacy and numeracy skills. Training will count toward a job seeker's 25 hour Mutual Obligation Requirements. See the Job Plans chapter for further information.

Setting Up and Managing Activities

Delivering a mix of activities

Some examples of training in activities	
Foundation and Basic Work Skills (Non-Vocational Training)	Vocational Training
<ul style="list-style-type: none"> • English, language, literacy and numeracy • Driver’s licence • Personal, health and household management • Occupational health and safety 	<ul style="list-style-type: none"> • Environmental and land management • Administration and book keeping • Computing and information technology • Child care • Social work and counselling • Construction • Health and education • Hospitality and tourism • Retail and business management • Pre-apprenticeships training linked to the needs of an employer • Local government services

Approved short courses

You can approve participation in a short course or training if you determine that participation is necessary and the course is:

- vocationally orientated;
- less than 12 months (two semesters) in duration;
- highly likely to provide a job seeker with a qualification that will result in an Employment Outcome, improve their employability or lead to qualifications in an identified area of skills shortage.

Tertiary study can be an approved short course if:

- the job seeker has a semester (or six months full-time equivalent) remaining to complete their degree and the degree would greatly improve their Employment prospects;
- the job seeker is a single PCP on Newstart Allowance and has been granted Pensioner Education Supplement (PES) for an academic course (or a longer course—that is, more than 12 months). For the purposes of meeting their Mutual Obligation Requirements, a single PCP on Newstart Allowance can continue to undertake the study for which PES was granted as an approved activity until that course has been completed. You need to sight evidence that the single PCP on Newstart Allowance is in receipt of PES for that course;
- the job seeker is in receipt of Parenting Payment Single (this would usually be approved by DHS);
- the job seeker is a Parenting Payment recipient who transfers to Newstart Allowance or Youth Allowance (Other) (and in some limited instances where a job seeker was granted the Disability Support Pension (DSP) and then transferred to Newstart Allowance or Youth Allowance (Other)). They are able to continue their studies in the same course they commenced while receiving Parenting Payment or DSP (this would usually be approved by DHS).

Setting Up and Managing Activities

Delivering a mix of activities

Where you approve an approved short course as a compulsory activity in a Job Plan, the job seeker is still required to look for and accept work, unless it conflicts with the time of the course or if it would prevent them from completing the course.

Courses that cannot be approved

Full-time courses of more than 12 months duration, Masters courses and Doctorate courses cannot be approved under short course conditions.

Where a PCP or PCW is undertaking an approved short course for at least 30 hours per fortnight, they are considered to be fully meeting their part-time Mutual Obligation Requirements. In this instance, providers must complete the relevant details in Activity Management and tick the 'Meets full-time approved short course criteria' box. This allows the relevant information to be transmitted to DHS and for the job seeker to be suspended from CDP Provider Services.

Updating Job Plans

Once a job seeker has commenced an activity, you must support them to meet the terms of their Job Plan, by:

- meeting regularly (at least monthly) with job seekers, or contacting them, to obtain feedback on their progress and resolve issues that may arise;
- providing or ensuring adequate supervision on the activity to maintain the general health and welfare of all job seekers;
- ensuring that work health and safety standards are upheld where relevant;
- ensuring that they have adequate safety equipment and clothing for the activity where relevant;
- ensuring that job seekers are provided with all things necessary for participation in activities, including materials, equipment, on-site services and facilities (such as toilets) and training;
- ensuring that the job seekers are benefiting from the activity, enhancing their employment prospects and are not being exploited;
- monitoring the job seeker's progress, attendance, behaviour and satisfaction with the activity;
- keeping an accurate record of attendance for approved activities being undertaken.

Recording attendance and progress

You have a responsibility for managing the activity and job seekers appropriately.

Recording attendance in the Activity Diary

The Activity Diary is a tool in the CDP IT System that assists you in the management and servicing of job seekers on your caseload and their activity-related Mutual Obligation Requirements.

Setting Up and Managing Activities

Recording attendance and progress

You must use the Activity Diary to record activities the job seeker undertakes to meet their Mutual Obligation Requirements. You must enter job seeker attendance in those activities in the Activity Diary.

You must make sure supervisors are aware that they must notify you of the non-attendance of job seekers as soon as possible, so you can follow up.

This will be closely monitored by PM&C, as use of the Activity Diary will be the principal mechanism for reviewing achievement of job seeker attendance in activities and for calculating your monthly payments. See the Activity Diary and Noticeboard chapter for further information.

Monitoring activity progress

You should monitor the progress of an activity or a milestone, including any required additional training for job seekers, to ensure it is delivering the best possible outcome or to determine how to make the activity even more successful.

You should speak with job seekers (and community members) about their experiences with the activity at your regular appointments and take on-board reasonable feedback. Supervisors should report activity progress against any project milestones in their regular reports. Monitoring activities allows you to:

- assess the processes involved in implementing the activity (such as how the activity works on the ground in real time and its location);
- assess short-term objectives which lead to more complex goals being achieved, noting changes in job seeker attitudes, skills, behaviour (such as job seekers gaining confidence and attaining work ready skills);
- assess how effective you have been in meeting time-line objectives, key achievements or the activity purpose.



Monitoring your activity helps to improve the services that you provide by identifying what is working and what isn't, allowing you to modify elements during the activity period.

You should evaluate your activity when it concludes, against the milestones or key achievements schedule you developed. Evaluating your activity lets you know if the activity has been effective. It provides you with a quality assurance framework for constant improvement of your activities.

For example, evaluation of the activity should include:

- milestones successfully achieved, or where progress has been made;
- community (and job seeker/s) satisfaction;
- the skill set(s) and qualification(s) job seekers have attained;
- potential for the activity to be repeated or provided in other communities within your region;
- success or concerns with supervisors;
- risks/issues encountered and mitigation strategies; and

Setting Up and Managing Activities

Recording attendance and progress

- potential placements of job seekers in real workplaces on completion of associated training or an activity.

Ideally, you should design activity evaluations at the very beginning of the activity so that you can collect information along the way.

Activities in small communities with ten people or less

There are unique challenges associated with servicing communities, outstations, and homelands where ten or fewer job seekers reside and where the isolated nature of the region requires a different approach to delivering activities. You are still required to deliver tailored, quality activities in small communities that follow the same principles as for larger communities; providing job seekers with daily activities that build relevant skills and experiences that meet their needs and community needs.

In small communities, it may not be practical to monitor activities every day. Therefore, it is important to monitor activity milestones and progress, to assess whether job seekers are participating and achieving the intended goals of an activity.

As a minimum, you must make monthly visits to small communities to engage with job seekers and ensure that activities are running smoothly and job seekers are achieving milestones. If you have concerns that milestones are not being met you should attempt to visit at unscheduled times and/or more frequently.

Smaller communities will have fewer opportunities for hosted placements and training than larger communities. You will need to work with the community and job seekers to manage expectations and develop innovative activities that make the most of local opportunities. You could also explore opportunities to transport job seekers to a nearby larger community for short courses (for example, a two day First – Aid course).

Examples of activities in small communities

Community beautification and maintenance

Erecting shade structures, landscaping, creating play areas for children, edible gardens and renovating current structures and community areas.

Cultural and/or tourism

Maintaining important cultural sites, with a view to opening some areas to passing tourists and providing information on site or guided tours etc.

Fencing and feral animal control

Fencing children's play areas, schools or community meeting places or gardens to control feral animals in the area.

Activities guided by filmed tutorials

Cooking classes, art, language and other courses guided by a filmed tutorial, that job seekers could watch offline in areas with limited internet access. The Provider might provide a laptop and camera for the participants to watch the tutorial and take photos of their work e.g. baked goods or art.

Setting Up and Managing Activities

Activities in small communities with ten people or less

If you need assistance in planning activities, you should contact your CDP Contract Manager for assistance.

Supervision of activities in small communities

Although not obligatory, for activities with larger numbers of job seekers, providers should consider whether it would be appropriate to appoint a job seeker or community member as a part-time paid supervisor.

In regions where there are clusters of small communities reasonably close together you are strongly encouraged to employ a local job seeker as a paid supervisor that travels between the communities, spending at least a small amount of time in each community over the working week. In more isolated communities you should consider nominating – or asking the community to nominate – someone with the ability and standing to take a lead role and record job seeker attendance in activities. If this is not feasible, you must ensure job seekers are aware of their obligations to attend activities unsupervised and how activity milestones will be monitored.

Safety in small communities

For activities with limited or no supervision, you must consider the safety of job seekers, paying particular attention to potential risks and how they can be mitigated. As for all activities, a thorough risk assessment must be completed and job seekers must receive an induction before they commence to ensure they are aware of their safety requirements. You must follow the same principles as outlined in the Risk and Insurance chapter. A Risk Assessment Template can also be found in the Risk and Insurance chapter.

Activities in small communities approval process

You must submit proposals for activities in small communities to your PM&C Contract Manager for approval. These should outline the activity, timeframes, costs, milestones and intended outcomes. You should also provide details on any partnership arrangements that you intend to enter into.

Activity proposals should provide clear details of the activity, including timeframes, number of participants, milestones, outcomes, and how the project will help job seekers meet their Mutual Obligation Requirements over a determined period. The proposal should also outline the costs of the project and the level of investment into a community.

If you are concerned about your ability to service small communities with ten or fewer job seekers, you can speak with your local PM&C Regional Manager.

Recording Attendance in small communities

Where there is a supervisor or a nominee appointed they should record attendance in activity timesheets daily, but if this is not the case then job seekers must record their own attendance in timesheets each day. The Job Seeker Attendance and Compliance chapter provides information on recording attendance in the Activity Diary.

Setting Up and Managing Activities

Activities in small communities with ten people or less

Compliance Action in small communities

When you become aware of job seeker non-attendance at an activity, you must attempt to contact the job seeker to discuss the non-attendance and then consider whether to take compliance action. If you decide to do so, you must report the incident to DHS on the same business day that you make this decision. The Job Seeker Attendance and Compliance chapter provides more information on compliance action in small communities.

Example – Activity in a small community

You would like to deliver an activity that involves building an outdoor community meeting area and cooking facilities. You will need to demonstrate how the activity would build skills and benefit the community. You also need to outline tools and other building supplies required and demonstrate that an appropriate amount of funding will be invested in materials and resources.

You will need to outline timeframes. The project should offer sufficient hours of work to meet the job seeker's Mutual Obligation Requirements.

As daily supervision is unlikely, you will need to set project milestones that you can measure on your visits to the community. These visits must occur regularly, and at least once per month. During these visits, you should assess progress against milestones, job seeker safety, and the ongoing appropriateness of the project.

You may also consider it appropriate to appoint a job seeker or community member as a nominated person to record attendance or if numbers warrant it, as a part-time paid supervisor to manage the activity. You should be in regular contact with supervisors or nominated persons to report on attendance and project/activity progress.

You are responsible for the costs of providing supervision and CDP services to the community and will need to allocate resources from your payments to cover this.

Community Development Programme



CDP GUIDELINES

SETTING UP AND MANAGING ACTIVITIES

TASK CARDS

Setting Up and Managing Activities

PROCESS: Search for Activities

STEP 1

Select **Activities** from the **Home** page.

STEP 2

Select **Search for Activity**.

The **Activity Search** screen will be displayed.

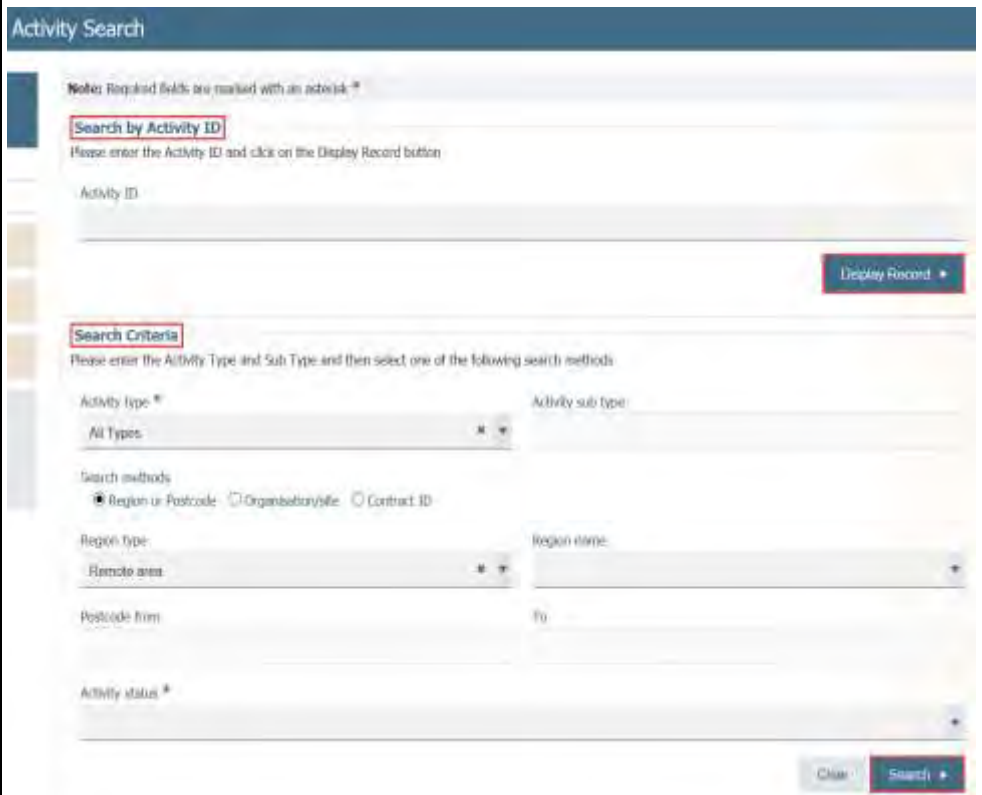


STEP 3

If you know the **Activity ID**, enter it into the Activity ID field and click **Display Record**.

If you don't know the Activity ID, enter your **Search Criteria** and click **Search**.

Search Results are displayed at the bottom of the page.



Setting Up and Managing Activities

PROCESS: Add a New Activity (including Work for the Dole)

STEP 1

Select **Activities** from the **Home** page.

Then select **Add Activity**.



The **Add Activity** screen will be displayed.

STEP 2

Select the **Activity type** and **Sub type**.

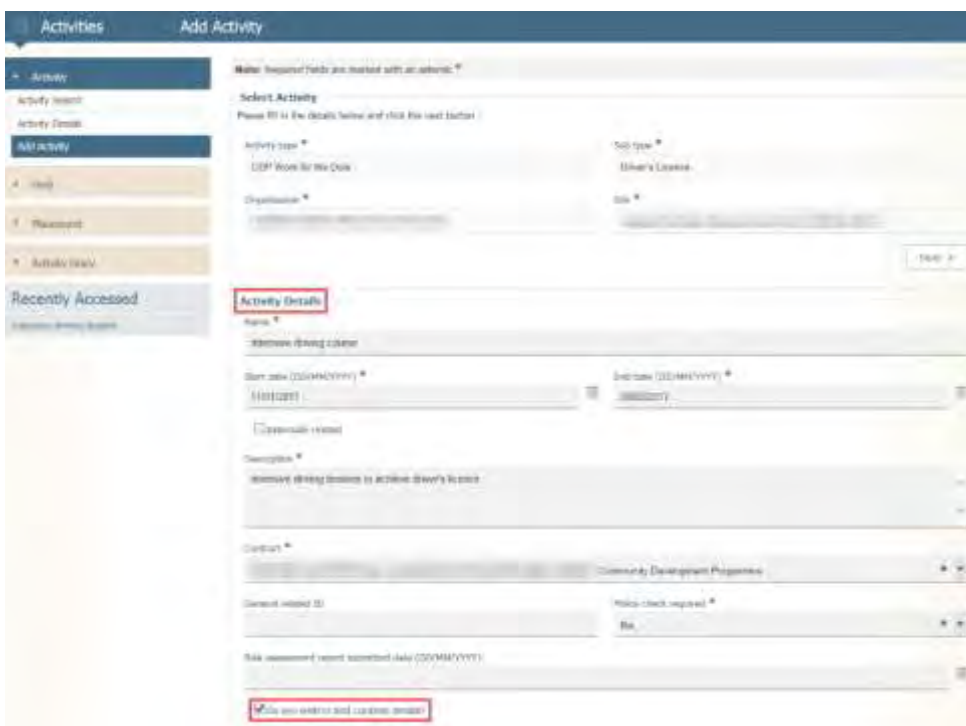
Click **Next**.



STEP 3

Enter the **Activity Details**.

If you wish to record location details, click the **Do you wish to add Location details** checkbox. This will open the Location details section



Setting Up and Managing Activities

PROCESS: Add a New Activity (including Work for the Dole)

STEP 4

Scroll down to the Location details section and enter the required details before clicking **Submit**.

A success message will be displayed



Setting Up and Managing Activities

PROCESS: Add a New Activity (including Work for the Dole)

If you wish to monitor the Activity using the Supervisor App, you must record Supervisor details.

STEP 5

Scroll down to the Location section and click **Add Supervisor** at the bottom of the page.

The Activity Supervisor screen will be displayed.

STEP 6

If you have previously created the Supervisor in the system, enter the User ID and click **Display**. The Supervisor will be displayed to select.

Otherwise enter the Supervisor details to create a new supervisor.

Setting Up and Managing Activities

PROCESS: Add a New Activity (including Work for the Dole)

STEP 7

Click **Submit**.

A success message will be displayed and the Supervisor will be added. Remember to record the Supervisor User ID so you can use it on other activities if required.

The location you created for the Activity will be listed at the bottom of the page.

The screenshot shows the 'Activity Supervisor' form. At the top, there is a success message: 'Success message: A new User ID: 802783AC has been successfully created for Mr. James Giles.' Below this, the 'Supervisor Details' section is visible. It includes a 'User ID' field with the value '802783AC' and a 'Created' timestamp. There are two options for adding a supervisor: 'Display an existing Supervisor by providing their User ID' and 'Otherwise, provide ALL the Supervisor's details to display or create a User ID'. The latter option is selected, and the form fields are populated with: Title: Mr, First Name: James, Last Name: Giles, Mobile: 01255668855, and Email: james.giles@gmail.com. At the bottom, there is an 'Activity Location List' table with columns for Link Status, Host Organisation Name, Address, County Region, and Location Status. One entry is shown: 'No', 'ABC Driving School', 'Community Office (880)', 'Alice Springs District NT', and 'Open'. 'Link/Unlink' buttons are present at the bottom right of the table.

STEP 8

Select the Location and click **Link/Unlink** to link the location to the supervisor record.

PROCESS: The Activity Diary

STEP 1



Select **Activities** from the **Home** page.

STEP 2

Select **Activity Diary**.

The Activity Diary allows you to record a job seeker's planned and actual attendance at a range of activities.

Setting Up and Managing Activities

PROCESS: The Activity Diary	
	<p>This first section will show you how to access the Summary Screens within the Activity Diary and then how to record and update a job seekers scheduled hours and attendance</p> 
<p>The Activity Diary search screen will be displayed.</p> <p>STEP 3</p> <p>Select a Search Type of either Activity or Job Seeker and enter the Activity or Job Seeker ID.</p> <p>STEP 4</p> <p>Click Search.</p>	

Setting Up and Managing Activities

PROCESS: The Activity Diary

If you searched by the Activity ID, the Activity Summary screen will be displayed. This screen provides a summary of placement and attendance (or non-attendance) on the activity.

The Activity Summary provides point-in-time information for a specific period of time. The period of time will default to the current fortnight. You can select a different period using the period selection at the top of the screen.

From this screen you can select a job seeker and view the job seeker summary, their hours and attendance page or Create a Supervisor Timesheet in HTML or PDF format.

Activity Summary

Note: Required fields are marked with an asterisk *

Activity Period

Start Date: 7/5/2016 End Date: 20/11/2016

Activity Details

Activity: Activity (555555)

Activity Start Date: 26/9/2016 Activity End Date: 30/06/2017

Activity Type: CDP Work for the Date Activity Status: AP

Activity Placements/Job Plan Activities

Total awards available = 12

Number of job seekers in activity: 12 Total required hours in period: 388

Total attended hours in period: 74 Total Credited hours in the selected period: 22

Job Seeker ID	Job Seeker Name	Required Hours	Total Hours
<input checked="" type="checkbox"/>	99999999 Joe Bloggs	10.00	13.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	34.00	3.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	50.00	15.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	20.00	9.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	16.00	4.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	20.00	8.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	20.00	6.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	50.00	13.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	50.00	33.00
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX	4.00	9.00

Buttons: Bulk Update, View Job Seeker Summary, View Hours and Attendance, Create Supervisor Timesheet (HTML), Create Supervisor Timesheet (PDF)

Activity Results Summary

Attended: 19	Valid Non-Attendance (DPANV): 5
Discussion Non-Attendance (DPAND): 4	Invalid Non-Attendance (DPANI): 1
Did Not Attend: 5	No Action By Provider: 0
No Result: 70	

You can also access the Bulk Update function (refer to Bulk Update of Attendance and/or Bulk Update of Required Hours task card for further information)

Setting Up and Managing Activities

PROCESS: The Activity Diary

If you searched by Job Seeker ID, the Job Summary screen will be displayed. This screen provides a summary of placement and attendance (or non-attendance) of the job seeker on the activities.

A list of Activity Placements and Job Plan activities will be displayed. You will be able to see the Location, Required Hours and Attended Hours for the activities listed. If you have linked the activity placement to WE12 in the job seekers Job Plan, 'Yes' will display under the Linked field.

Job Seeker Summary

Note: Required fields are marked with an asterisk *

Activity Period
 Start Date: 7/11/2016 End Date: 20/11/2016 Refresh

Job Seeker Details
 Job Seeker Name: Joe Hoggie (999999999)
 Is the Job Seeker required to participate in WE12? Yes
 Total hours required from Job Plan, in the selected period: 50
 Total attended hours in the selected period: 15
 Hours not completed (no result) in the selected period: 35
 Number of hours completed for WE12 activities in the selected period: 15
 Number of hours completed for Supporting Activities in the selected period: 0
 Total Unfilled hours in the selected period: 0

Activity Placements/Job Plan Activities
 Total records available = 5

Activity	Activity Type	Location	Required Hours	Attended Hours	Linked
<input type="checkbox"/> Activity (5555555)	SWPD		30.00	15.00	Yes
<input type="checkbox"/> Provide Appointment (A112)			0.00	0.00	No
<input type="checkbox"/> Job Search Contacts - Monthly (1509)			9.00	0.00	No
<input type="checkbox"/> Job Interviews (1510)			0.00	0.00	No

View Activity Summary View Hours and Attendance

Schedule Details
 Start Date: 7/11/2016 End Date: 20/11/2016 Schedule System: [Dropdown]
 Create Notification (HTML) Create Notification (PDF)

Job Seeker Results Summary

Attended: 5	Valid Non-Attendance (DNAD): 0
Discretion Non-Attendance (DNAD): 0	Invalid Non-Attendance (DNAD): 0
Did Not Attend: 0	No Action by Provider: 0
No Result: 7	

From this screen you can select an activity and view the Activity Summary or Hours and Attendance for that activity. You can also create a Schedule Notification in HTML or PDF format that you can give to the job seeker.

Community Development Programme



CDP GUIDELINES

SUMMARY OF CHANGES

Community Development Programme (CDP) Guidelines

Summary of Changes

The amended CDP Guidelines incorporate over 60 CDP publications currently available on the Provider Portal, including the CDP Guidelines Handbook, FAQs, Task Cards and various User Guides.

The amended Guidelines include a CDP Overview and a number of detailed operational chapters to provide guidance on delivering the Programme, including step-by-step IT Task Cards.

The CDP Overview provides an overarching summary of the Programme, including the policy intent and the job seeker pathway through the Programme. This document is a stand-alone chapter designed to provide information on the Programme to employers and the public.

Broadly, the CDP chapters fall into three categories:

1. **Getting to know the job seeker**
Outlines the processes for engaging with job seekers, including support, assessments and managing attendance.
2. **CDP job seeker pathways**
Steps through the pathways a job seeker may take in the Programme that lead to employment.
3. **CDP Operational Directory**
Operational information CDP providers require for the successful delivery and management of the Programme.

The amended Guidelines use clear language to clarify and expand on the current Guidelines; they take on-board CDP provider advice; common Remote Services Mailbox enquiries; new policy and IT changes and Tips and Compliance Reminders.

The amended Guideline chapters are living documents. They rely on CDP providers using, testing and challenging them, and will be updated as issues are identified and where further clarification is required.

Whilst the amended Guidelines cover current CDP policy and processes, considerable strengthening and clarification of policy has been provided. A summary of the additional material is provided below.

What's New?

Job Search

From 1 April 2018 there will be no minimum number of required Job Searches per month for job seekers. In regions where there is a limited or non-existent labour market providers may record a '0' Job Search requirement for job seekers in their Job Plan. If the labour market improves (i.e. seasonal work) providers will need to revise the number of Job Searches a job seeker needs to undertake. For further information, please refer to the Mutual Obligation Requirements chapter and Task Cards.

Documentary Evidence

The requirement to collect documentary evidence when receiving employment outcome payments has been strengthened. Accurate documentary evidence is required by the Department to support claims in the case of a dispute and to ensure compliance with the Funding Agreement. Providers must produce documentary evidence to support all employment outcome payments when requested by the Department. Providers should also document the provision of post placement support, including where a job seekers declines their offer. For further information, please refer to the Payments chapter.

Task Cards

Task Cards have been included at the end of relevant chapters to provide guidance on using the CDP IT System. Each Task Card includes step-by-step instructions and screen shots to assist providers entering information into the CDP IT system.

Collection of Medical Evidence

The amended Guidelines include specific reference to the collection of medical evidence as a CDP activity. Providers can schedule this voluntary activity in the job seeker's Job Plan for up to 5 hours per week to allow a job seeker time to make and attend appointments, including travel if required to collect medical evidence.

The hours undertaken in this activity can count towards the job seeker's Mutual Obligation Requirements. For further information please refer to the Job Seeker Assessments chapter.

What's been updated?

Whilst the entire Guidelines have been significantly strengthened in both policy interpretation and process, some highlights include:

Time Off Work for the Dole

Additional information on the processes for entering TOWD in the CDP IT system has been provided. This includes a Task Card at the end of the Mutual Obligation Requirements chapter which outlines the process in the CDP IT System.

Intervention Management Tool

Providers are encouraged to use the Intervention Management Tool (IMT) in the CDP IT System. The CDP IMT is a one stop shop to record and manage all of the job seeker's identified barriers.

The IMT has the ability to record all barriers (both vocational and non-vocational), and the severity level of the barrier along with interventions identified. Providers can assign interventions to each of the barriers, add comments, and link the interventions to third party providers. Task Cards have been provided to assist providers utilising the IMT. For further information, please refer to the Servicing Job Seekers chapter.

Recognising job seekers' strengths and barriers

The amended Guidelines promote a strengths based approach which recognises that solutions to job seeker barriers to employment will not be the same for everyone, that the strengths of individuals and their circumstances are different, and that people need to be fully involved in identifying their goals and building on their strengths and capabilities.

The amended Guidelines build further on the strengths based approach by providing a dedicated chapter on servicing job seekers with disability. This chapter provides additional information on developing activities and tailoring assistance to job seekers with disability.

Job Seekers with Challenging Behaviours

Providers are subjected to job seekers who display anti-social, violent or aggressive behaviour. A new chapter has been provided to assist providers manage job seekers displaying Challenging Behaviours.

Insurance

The amended Guidelines strengthen the requirements for providers to record and advise the Department and its Insurer of any serious incidents and insurance claims. A new chapter explaining Risk and Insurance will assist providers to navigate the complexities of the Insurance reporting process.

NARs and PARs

An additional level of detail is now required when submitting NARs and PARs, providers now must record their attempts to contact job seekers to re-engage with the Programme. For further information, please refer to the Job Seeker Attendance and Compliance chapter.

Community Development Programme

OFFICIAL

Document 9.15



CDP GUIDELINES

THE ACTIVITY DIARY AND NOTICEBOARD

The Activity Diary and Noticeboard

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The Activity Diary and Noticeboard

Introduction

You are required to place job seekers in activities to meet their Mutual Obligation Requirements and manage their attendance in these activities. The Activity Diary and Noticeboard are tools in the CDP IT system to help you do this.

You record planned and actual attendance at activities in the Activity Diary. The Noticeboard generates important messages for you to manage a job seeker's participation in activities and in CDP.



Compliance Reminder

You **must** use the Activity Diary to record job seeker attendance in Work for the Dole Activities. You will not get paid if you have not correctly recorded job seeker attendance. You are paid a monthly payment for the attendance of job seekers in activities as recorded in the Activity Diary.

You're **not required**, however you may wish to do so, use this tool to record attendance at other activities, such as monthly contact appointments or other servicing appointments.

What is the Activity Diary?

The Activity Diary helps you to manage participation and attendance in all work-like activities. You must use the Activity Diary to record a job seeker's attendance to meet their Mutual Obligation Requirements, as recorded in their job plan.

Your management of the Activity Diary is closely monitored by PM&C. Monthly payments are linked directly to actual attendance in activities each day.

The Activity Diary enables you to:

- record job seeker required hours;
- issue Formal Notification of requirements and any rescheduled requirements;
- create attendance lists for activity supervisors;
- record attendance of individual activity days;
- link activity non-attendance to the job seeker compliance framework; and
- automatically link to Activity Summary screen and Job Seeker Summary screen.

You must monitor participation closely and where job seekers are not meeting their requirements, you must re-engage the job seeker as soon as possible. You must place job seekers in work-like activities and monitor and support them to attend.

The Activity Diary and Noticeboard

How to schedule activity requirements in the Activity Diary

You must use the Activity Diary to schedule activity requirements for job seekers. It gives you access to the Supervisor App, which provides the ability to monitor and record attendance electronically.

Scheduling recurring participation in an activity

Where job seekers are required to participate in an activity on the same days at the same start and end times each week for a period of time, you can use the 'bulk update' function.

The Activity Diary won't let you enter activity requirements that fall outside the start and end dates of the activity in the Job Plan. This is to help you set requirements and use the compliance framework properly.

You can schedule requirements in the Activity Diary for up to six months into the future. Where a job seeker's activity or circumstances change, you must update the diary to reflect those changed circumstances.

What is the Noticeboard?

The Noticeboard is an IT device on your CDP IT system home page which provides you with alerts about:

- IT issues (for example, system outages or upgrades from the Department of Jobs and Small Business);
 - milestones about job seekers on your caseload (for example, a new ESAt being available to view or a new job seeker being referred to you); and
 - various other matters you need to be aware of (for example, policy announcements or news impacting CDP).
-

How to create formal notification for job seekers

You must issue formal notification to job seekers to notify them of their activity requirements. This is important in helping the job seeker understand what they have to do. If you don't issue a formal notification you won't be able to submit a Participation Report (PR) if the job seeker fails to meet their requirements.

The following types of formal notification will be automatically created when you create the notification:

- **Activity Summary:** where the days and times of required participation are the same within the selected date range, the notification will include a high level summary of the job seeker's requirements.
- **Activity Details:** where the days and times of required participation vary within the selected date range, the notification will include each instance of required participation to ensure the job seeker is aware of the required date, day, times, and address of the requirement.

The Activity Diary and Noticeboard

How to create formal notification for job seekers

- **Appointment/Activity Schedule:** where appointments have been included in the notification process, any provider or DHS appointments in the CDP IT system will be included in the formal notification to give the job seeker a holistic view of their upcoming Mutual Obligation Requirements.

When the notification is printed or emailed to the job seeker, it will be stored in the Notification List for future viewing and can be attached to a PR should the job seeker compliance framework be used following any non-attendance.

Using the verbal script on the Provider Portal

Alternatively you can verbally notify a job seeker of their activity requirements using the verbal script on the Provider Portal; you may wish to use either option, or you can use both. When you read this script to a job seeker, you should record this in the Job Seeker Comments page. This is important because it can be used as evidence that the job seeker was issued with a formal verbal notification of their activity requirements on a particular date (which included the details of those requirements and a compliance warning). If you notify a job seeker verbally, you must make sure they fully understand what you have told them. You must offer the use of an interpreter if the job seeker does not have a strong understanding of English.

This comment can be attached to a Participation Report should the job seeker compliance framework be used following any non-attendance.

Activity Reminders

- **Automatic Reminders:** Job seekers are sent an automatic SMS reminder 48 hours before the start of a new activity. They will also receive an SMS reminder if you submit a No Show No Pay Participation Report (NFAA PR) for not attending. These automatic messages are designed to encourage job seeker participation in their activities.
- **Provider Initiated:** You can also send free text SMS reminders to job seekers at any time you wish either to your entire case load or to individual job seekers. To do this, go to the job seeker SMS page in the CDP IT System. See the *Task Cards* at the end of this chapter for step-by-step instructions.

Activity Supervisor Timesheets and the Supervisor App

The Supervisor App enables Activity Supervisors to see which job seekers are required to participate on any given day as well as seven days in the past and 13 days in the future.

Once activity days and the start and end times have been scheduled into the Activity Diary, Activity Supervisors can use the Supervisor App to monitor and record job seeker attendance at their activity.

The Activity Diary and Noticeboard

Activity Supervisor Timesheets and the Supervisor App

Activity Supervisors can record preliminary attendance outcomes to reflect the job seeker's attendance in their activity:

- **Attended:** These outcomes will automatically update the attendance result in the job seeker's Activity Diary record.
- **Did Not Attend:** These outcomes will automatically update the attendance result in the job seeker's Activity Diary record. You will be notified of this outcome via the Noticeboard message Activity Diary results require update (reason: update DNA status: DNAV, DNAI or DNAD) as appropriate, and must follow-up on the non-attendance with the job seeker.

Once the Activity Supervisor has recorded a preliminary outcome you must update it to reflect the decision they made regarding the non-attendance.

Activity Supervisors can also record that the job seeker 'Attended', but for different or less hours than what was required as scheduled by the provider. Where this occurs, the result in the Activity Diary will update to 'Attended' and the start and end times will be automatically changed.

You will be notified of this via the Noticeboard message 'Activity Diary hours have been changed'. You will need to review the reduced hours and where required, follow up on the non-attendance with the job seeker.



Activity Supervisors can download the Supervisor App to assist in managing job seeker attendance. This is Apple and Android compatible. The App can be downloaded from the Google Play Store or the App Store.

Creating a Supervisor timesheet

For Activity Supervisors that do not use the Supervisor App, you can create a hardcopy timesheet that includes details of all job seekers required to participate on each day and the set start and end times of their participation. This can be printed or emailed to the Activity Supervisor to assist in monitoring job seeker attendance and participation at their activity.

Supervisor and provider contact for monitoring job seeker attendance

As part of the monitoring of job seeker attendance by the Activity Supervisor, you must be informed as soon as practicable (but no later than the end of the relevant working week), about the job seeker's attendance at the activity.

The Activity Diary and Noticeboard

Activity Results via Noticeboard and Activity Diary

Identifying results requiring update through the Noticeboard

The Noticeboard message 'Activity Diary results require update (TR)' displays job seekers who require an update to a preliminary 'Did Not Attend (DNA)' result and any scheduled activity requirements that are seven days in the past and do not have a result entered. The message can be found in the Activity Management and Placements category of the Noticeboard.

Reports to support providers to monitor attendance in the Activity Diary

The CDP IT system allows you to run your own report on job seeker attendance. The 'Employment Services Report CPL06r – CDP Activity Outcome' report assists with monitoring job seeker requirements in the Activity Diary. It provides information on job seeker attendance/non-attendance at activities, use of the Supervisor App and use of the job seeker compliance framework. It supports you to monitor the progress of job seekers towards meeting their Mutual Obligation Requirements through Work for the Dole activities.

This report can be accessed via ECSN > Employment Services Reporting > Reports > Community Development Programme > Compliance > CPL06r - CDP Activity Outcome.

Attendance Results available in the Activity Diary

You are required to record attendance results for each scheduled activity day to reflect the job seeker's attendance at the activity.

The results available for recording in the Activity Diary are:

- **Attended:** Job seeker attended the activity. Where a job seeker attends for fewer hours than required, you must record 'partial attendance' and indicate the number of hours.
- **Did Not Attend – Valid (DNAV):** Job seeker did not attend but they had a 'Reasonable Excuse'. Based on the discussion between you and the job seeker, record the reason for not attending and why they weren't able to give prior notice.
- **Did Not Attend – Discretion (DNAD):** Job seeker did not attend and did not have a 'Reasonable Excuse' (or you were not able to contact them) but you think you can re-engage them positively without using the compliance framework.
- **Did Not Attend – Invalid (DNAI):** Job seeker did not attend and did not have a 'Reasonable Excuse' (or you couldn't contact them) and you think the compliance framework is the best way to re-engage the job seeker.
 - A NFAA PR will be drafted automatically by the CDP IT system when DNAI is recorded if there is an Activity Placement linked to the Job Plan code. This will automatically include the Job Plan code linked to the Activity Placement; therefore it is important that only relevant activities are linked to the appropriate Job Plan code.

The Activity Diary and Noticeboard

Activity Results via Noticeboard and Activity Diary

- If there is no activity linked to the job plan code, you will need to manually link the PPR to the relevant activity.

- **Rescheduled:** where the job seeker gives prior notice they can't attend and they have a valid reason, you are able to reschedule the requirement.
- **Cancelled:** where the job seeker gives prior notice that they can't attend and they have a valid reason that you accept and the requirement does not need to be rescheduled, the requirement should be 'Cancelled' from the Activity Diary.

Refer to the Job Seeker Attendance and Compliance chapter for more information on appropriate use of attendance results.

- **Partial attendance:** Where the job seeker has attended the activity requirement but participated for less than the required number of hours, you must record that the job seeker partially attended their requirement. This enables you to record whether the job seeker did not participate in the remainder of their activity due to a reasonable excuse or whether the compliance framework should be used for the non-attendance (i.e. without a reasonable excuse).

Automatic removal by the CDP IT system

The CDP IT system automatically removes (cancels) Activity Diary requirements when:

- the job seeker's activity placement ends after being exited from a completed activity; or
- the status of the activity is changed to 'Created in Error' or 'Did Not Start'; or
- the job seeker has been granted an Exemption by the Department of Human Services. Where an Exemption has been granted and the CDP IT system has recorded the start and end dates of the Exemption, any requirements scheduled in the Activity Diary will be cancelled and the start and end times for those days will be removed.

Should the Exemption dates change following the automatic cancellation of requirements, you will need to review the job seeker's required participation and update the Activity Diary with the new dates and start/end times for the job seeker.

The Activity Diary and Noticeboard

Activity Diary – summary screens

The Activity Diary has two Summary Screens which collect important information in one place. The two Summary Screens are:

- 1) Job Seeker Summary; and
- 2) Activity Summary.

Job Seeker Summary

If you access the Activity Diary with a Job seeker ID, the Job Seeker Summary will display. This screen could cover one or more activities for the job seeker. On this page, you can view:

Search for Activity Period: This section allows you to change the date range of a job seeker's required activity participation.

Job Seeker Details: This section tells you:

- **Required hours:** The number of hours you have scheduled in the Activity Diary (by recording the days and start and end times of required participation). You must schedule requirements in the Activity Diary for this field to display information.
- **Attended hours:** The number of hours for activity requirements that you have recorded an 'Attended' attendance result against.
- **Remaining hours:** The number of hours for activity requirements that are either in the future, or do not have an attendance result recorded against them.

Activity Placements / Job Plan Activities: This section shows the activities in the job seeker's Job Plan where detailed requirements can be scheduled. It will show the activity type, location, required hours and attended hours (as recorded in the Activity Diary). For work-like activities, you must schedule the activity requirements in the Activity Diary.

Schedule Details: You can create formal notification for the job seeker's required activity participation.

Job Seeker Results Summary: This section provides a visual representation of the job seeker's attendance results for the activity period selected.

Activity Summary

If you access the Activity Diary with an Activity ID, the Activity Summary will display. This screen could cover one or more job seekers for the activity.

This page includes:

Search for Activity Period: Change the date range to view regarding the job seeker's required activity participation.

Activity Details: Includes the activity name, start and end dates, activity type and status.

Activity Placement / Job Plan Activities: This shows the number of job seekers in the activity, how many hours have been scheduled for all job seekers required participation, how many hours have been attended and how many have been credited.

The Activity Diary and Noticeboard

Activity Diary – summary screens

This section also lists all job seekers linked to the activity and their required and actual attendance in the activity. You can also create a supervisor timesheet.

Create a supervisor timesheet: A supervisor timesheet can be generated from this section which will include a list of the job seekers required to participate in the activity.

Activity Results Summary: Shows the breakdown of attendance results recorded for job seekers in the activity.

Timeframes for information on summary screens

Most information on the Job Seeker and Activity Summary screens relates to a period in time. The system will default to the current fortnight, but you are able to change or expand the period of time you wish to view by entering or selecting a new date in the Start and End Date fields (see screenshot below).

Table: Job Seeker Details section

Field Name	Description
Is the job seeker required to participate in WfD?	Indicates if the job seeker has a requirement to do Work for the Dole.
Total hours required from Job Plan, in the selected period	This is the hours per fortnight the job seeker is required to undertake Work for the Dole as recorded against the WE12 Work for the Dole Activity on the Job Plan.
Total attended hours in the selected period	Display the total number of hours the job seeker has a result of "Attended" recorded against them for the selected date period. This can include attendance for both WfD and supporting activities.
Hours not completed (no result) in the selected period	These are the number of required hours within the period that do not have a result recorded against it.
Number of hours completed for WfD activities in the selected period	Display the total number of WfD Activity hours the job seeker has a result of "Attended" recorded against them for the selected date period.

The Activity Diary and Noticeboard

Activity Diary – summary screens

Field Name <i>cont'd.</i>	Description <i>cont'd.</i>
Number of hours completed for Supporting Activities in the selected period	Display the total number of Supporting Activity hours the job seeker has a result of “Attended” recorded against them for the selected date period.
Total Credited hours in the selected period	This is a <i>jobactive</i> field and operates under different contract rules. As such you can disregard this field.

Table: Activity Placements/Job Plan Activities (on the Activity Summary screen)

Field Name	Description
Number of job seekers in activity	Number of job seekers who have a status of Placement Confirmed for the selected time period.
Total required hours in period	This is the total number of required hours recorded for all job seekers on the Activity for the selected time period.
Total attended hours in period	Display the total number of hours the job seeker has a result of “Attended” recorded against them for the selected date period. This can include attendance for both WfD and supporting activities.
Total Credited hours in the selected period	This is a <i>jobactive</i> field and operates under different contract rules. As such you can disregard this field.

Community Development Programme



CDP GUIDELINES



The Activity
Diary and
Noticeboard

TASK CARDS

The Activity Diary and Noticeboard

The Activity Diary

The Activity Diary allows you to record a job seeker’s planned and actual attendance at a range of activities. This first section will show you how to access the Summary Screens within the Activity Diary and then how to record and update a job seeker’s scheduled hours and attendance.

PROCESS: View an Activity Summary	
<p>STEP 1: Select Activities from the Home page.</p>	
<p>STEP 2: Select Activity Diary.</p> <p>STEP 3: Select a Search Type of either Activity or Job Seeker.</p> <p>STEP 4: Enter the Activity or Job Seeker ID.</p> <p>STEP 5: Click Search.</p>	<p>The Activity Diary search screen will be displayed.</p> 

The Activity Diary and Noticeboard

PROCESS: View an Activity Summary

If you searched by the **Activity ID**, the **Activity Summary screen** will be displayed. This screen provides a summary of placement and attendance (or non-attendance) on the activity.

The Activity Summary provides point-in-time information for a specific period of time.

- The period of time will default to the current fortnight.
- You can select a different period using the period selection at the top of the screen.

From this screen you can select:

- a job seeker and view the job seeker summary;
- their hours and attendance page; or
- create a **Supervisor Timesheet** in HTML or PDF format.

Activity Summary

Note: Required fields are marked with an asterisk *

Activity Period

Start Date: 7/11/2016 End Date: 20/11/2016

Activity Details

Activity: Activity (55555)

Activity Start Date: 20/07/2016 Activity End Date: 30/06/2017

Activity Type: COP Work for the Dept Activity Status: -AP

Activity Placements/ Job Plan Activities

Total records available = 12

Number of job seekers in activity: 12 Total required hours in period: 368

Total attended hours in period: 74 Total credited hours in the selected period: 22

Job Seeker ID	Job Seeker Name	Required Hours	Total Hours
<input checked="" type="checkbox"/>	09090909 Joe Bloggs	51.00	18.00
<input type="checkbox"/>	12345678 Jane Smith	24.00	5.00
<input type="checkbox"/>	98765432 Bob Jones	51.00	15.00
<input type="checkbox"/>	11111111 Alice Brown	28.00	8.00
<input type="checkbox"/>	22222222 Charlie White	15.00	4.00
<input type="checkbox"/>	33333333 David Black	20.00	6.00
<input type="checkbox"/>	44444444 Emily Green	20.00	6.00
<input type="checkbox"/>	55555555 Frank Blue	51.00	15.00
<input type="checkbox"/>	66666666 Grace Yellow	50.00	15.00
<input type="checkbox"/>	77777777 Henry Purple	4.00	0.00

Buttons: Bulk Update, View Job Seeker Summary, View Hours and Attendance, Create Supervisor Timesheet (HTML), Create Supervisor Timesheet (PDF)

Activity Results Summary

Attended: 19	Valid Non-Attendance (DNV): 2
Discretion Non-Attendance (DNAD): 4	Invalid Non-Attendance (DNAI): 1
Did Not Attend: 5	No Action by Provider: 0
Mis Record: 70	

The Activity Diary and Noticeboard

PROCESS: View an Activity Summary

If you searched by **Job Seeker ID**, the **Job Summary screen** will be displayed. This screen provides a summary of placement and attendance (or non-attendance) of the job seeker on the activities.

A list of Activity Placements and Job Plan activities will be displayed.

You will be able to see the Location, Required Hours and Attended Hours for the activities listed.

If you have linked the activity placement to WE12 in the job seeker's Job Plan, 'Yes' will display under the Linked field.

Job Seeker Summary

Note: Required fields are marked with an asterisk *

Activity Period:
 Start Date: 7/15/2016 End Date: 20/11/2016
 Refresh

Job Seeker Details
 Job Seeker Name: Joe Rogge (999999999)
 Is the Job Seeker required to participate in WTP? Yes
 Total hours required from Job Plan, in the selected period: 50
 Total attended hours in the selected period: 15
 Hours not completed (no req'd) in the selected period: 35
 Number of hours completed for WTP activities in the selected period: 15
 Number of hours completed for Supporting Activities in the selected period: 0
 Total Credited Hours in the selected period: 0

Activity Placements/Job Plan Activities
 Total records available = 3

Activity	Activity Type	Location	Required Hours	Attended Hours	Linked
<input type="checkbox"/> Activity (ASR5555)	SWPD		50.00	15.00	Yes
<input type="checkbox"/> Provider Appointment (AC12)			0.00	0.00	No
<input type="checkbox"/> Job Search Contacts - Monthly (2698)			0.00	0.00	No
<input type="checkbox"/> Job Interviews (2511)			0.00	0.00	No

View Activity Summary View History and Attendance

Schedule Details
 Start Date: 7/15/2016 End Date: 20/11/2016 Schedule Options: [Dropdown]
 Create Notification (RTVE) Create Notification (PDF)

Job Seeker Results Summary

Attended: 3	Valid Non-Attendance (ONAV): 0
Unrecorded Non-Attendance (UNAV): 0	Invalid Non-Attendance (DNAT): 0
Did Not Attend: 0	No Action by Provider: 0
No Avail: 7	

The Activity Diary and Noticeboard

PROCESS: Add a New Activity (including Work for the Dole)

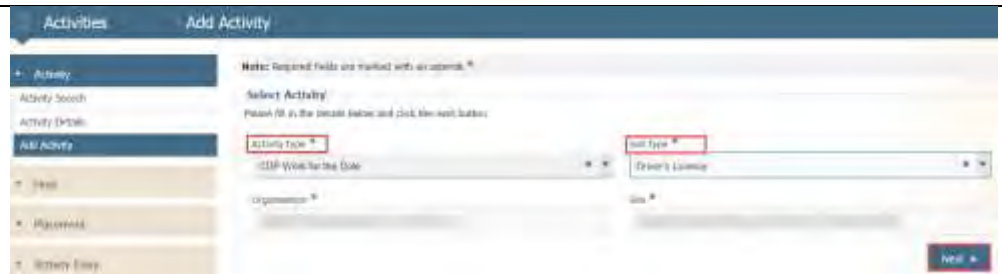
STEP 1:
Select **Activities** from the **Home** page.



STEP 2:
Then select **Add Activity**.

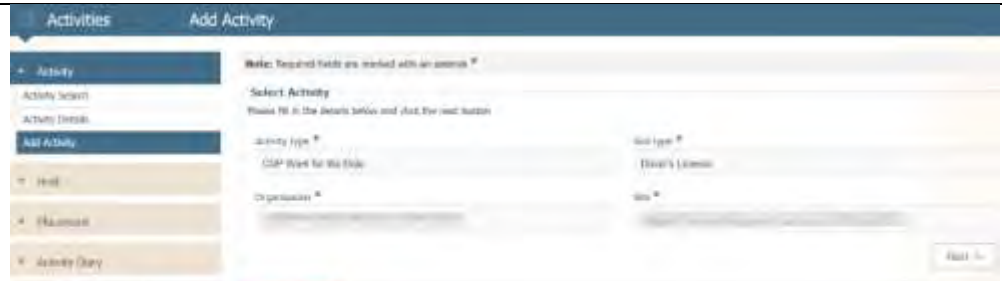
The **Add Activity** screen will be displayed.

STEP 3:
Select the **Activity type** and **Sub type**.



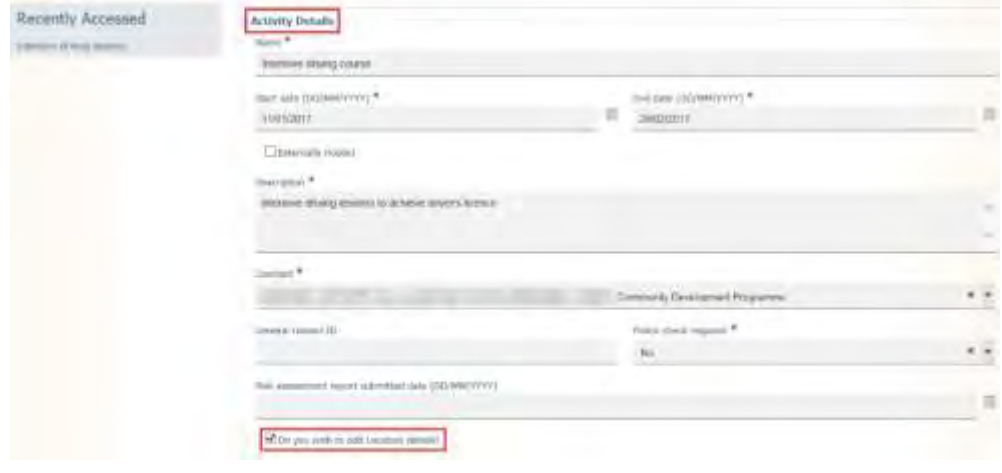
STEP 4:
Click **Next**.

STEP 5:
Enter the **Activity Details**.



If you wish to record location details:

STEP 6:
Click the **Do you wish to add Location details** checkbox.



The Activity Diary and Noticeboard

PROCESS: Add a New Activity (including Work for the Dole)

Scroll down to the **Location Details** section and enter the required details.

STEP 7:
Click **Submit**.

A success message will be displayed.



The Activity Diary and Noticeboard

PROCESS: Record Supervisor Details

STEP 1:
 Scroll down to the Location section and click **Add Supervisor** at the bottom of the page.

NOTE: *If you wish to monitor the Activity using the Supervisor App, you must record Supervisor details:*

The Activity Supervisor screen will be displayed.

If you have previously created the Supervisor in the system:

STEP 2A:
 Enter the **User ID**.

STEP 3A:
 Click **Display**.

The Supervisor will be displayed to select.

otherwise:

STEP 2B:
 Enter the Supervisor details to create a new supervisor.

STEP 3B:
 Click **Submit**.

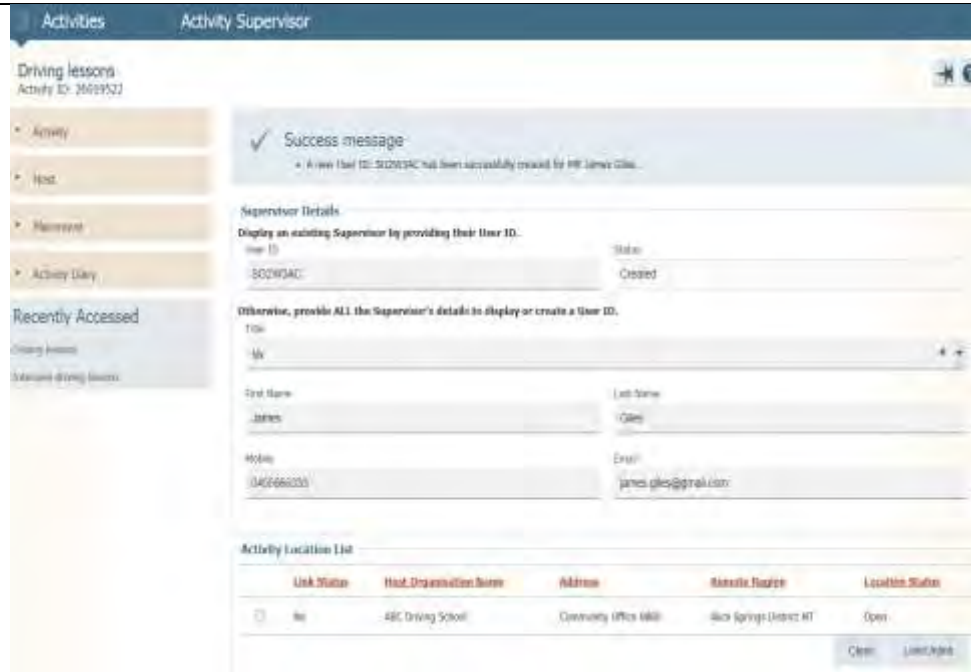
The Activity Diary and Noticeboard

PROCESS: Record Supervisor Details

A success message will be displayed and the Supervisor will be added.

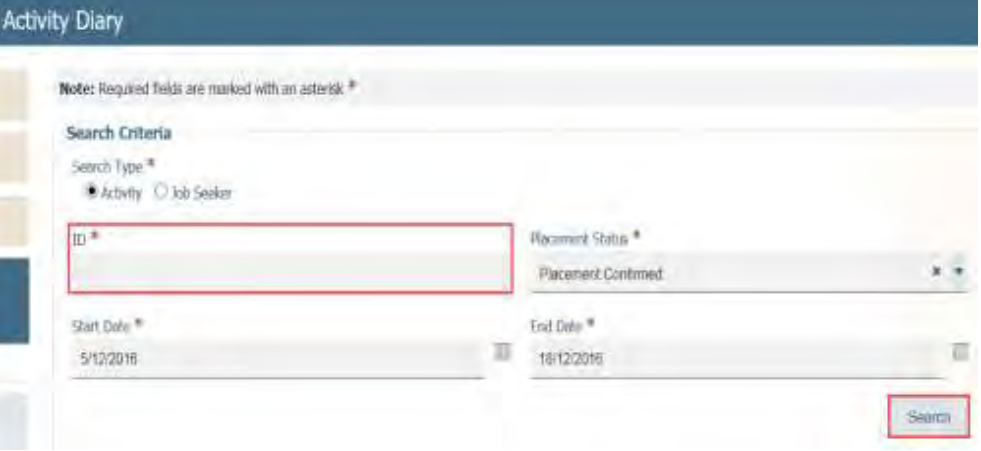
The location you created for the Activity will be listed at the bottom of the page.

STEP 4: Select the Location and click **Link/Unlink** to link the location to the supervisor record.



Remember to record the Supervisor User ID so you can use it on other activities if required.

The Activity Diary and Noticeboard

PROCESS: Bulk Update of Attendance	
<p>STEP 1: Select Activities from the Home page.</p> <p>STEP 2: Then select Activity Diary.</p> <p>The Activity Diary search screen will be displayed.</p>	<p>Instead of entering a job seeker’s attendance result for each day individually, you have the option of entering the result for a full fortnight of attendance. It should be noted that using the bulk update function will overwrite any previously recorded results in the fortnight.</p> 
<p>STEP 3: Enter your search criteria. You have the option to search by either the Activity ID or Job Seeker ID.</p> <p>STEP 4: Click Search.</p>	

The Activity Diary and Noticeboard

PROCESS: Bulk Update of Attendance

From the **Activity Summary** screen (with a job seeker selected) or from the **Job Seeker Summary** screen (with an activity selected)



STEP 5: Click the **View Hours and Attendance** button.

The **Activity Diary Details** screen will be displayed. The system will default to the current fortnight.

You can select a different fortnight by:

STEP 6: Changing the **From Date** field and clicking **Refresh**.

The Activity Diary and Noticeboard

PROCESS: Bulk Update of Attendance	
<p>Important Information</p>	<p>If you accessed this screen from the Activity Summary, the Job Seeker field will be active and will list all of the job seekers on the activity. When the Bulk Update process is complete for the original job seeker, you can select other job seekers from the list to update.</p> <p>If you accessed this screen from the Job Seeker Summary, the Activity field will be active and will list all of the Activities the job seeker is undertaking. When the Bulk Update process is complete for the original Activity, you can select other Activities from the list to update.</p>
<p>STEP 7: Scroll to the bottom of the screen to access the Bulk field.</p>	
<p>STEP 8</p>	<p>Select the Result from the drop down list. Click Bulk Update (Fortnight).</p> <p>A Bulk Update Confirmation will be displayed.</p>
<p>STEP 9</p>	<p>Click Yes to confirm the update.</p>
	<p>You can only use one result type when using the bulk update (e.g. Attended). If the job seeker had the same result for the whole fortnight except one day (e.g. attended 9 days but was absent with a valid reason for 1 day), you can still use the bulk update process outlined above, however you would then immediately need to manually change the required days result to Did Not Attend – Valid. And don't forget to click Submit.</p>

The Activity Diary and Noticeboard

PROCESS: Bulk Update of Required Hours																	
<p>STEP 1: Select Activities from the Home page.</p>	<p>The Bulk entry function is only available when the search by Activity Option is used to view the Activity Summary. It can be used to add or update the start and end times that job seekers are scheduled to participate in without needing to go into individual records.</p> 																
<p>STEP 2: Then select Activity Diary.</p> <p>The Activity Diary search screen will be displayed.</p> <p>STEP 3: Enter the Activity ID and any other relevant search criteria</p> <p>STEP 4: Click Search.</p>	<p>Activity Diary</p> <p>Note: Required fields are marked with an asterisk *</p> <p>Search Criteria</p> <p>Search Type * <input checked="" type="radio"/> Activity <input type="radio"/> Job Seeker</p> <p>ID * <input type="text"/></p> <p>Placement Status * Placement Confirmed</p> <p>Start Date * 5/12/2018</p> <p>End Date * 18/12/2018</p> <p><input type="button" value="Search"/></p> <p>The Activity Summary screen will be displayed.</p>																
<p>STEP 5: Scroll down to the Activity Placements/Job Plan Activities section and click Bulk Update.</p>	<p>Activity Placements/Job Plan Activities</p> <p>Total records available = 470</p> <table border="1"> <tr> <td>Number of job seekers in activity 470</td> <td>Total required hours in period 14760</td> </tr> <tr> <td>Total attended hours in period 10354.50</td> <td>Total Credited hours in the selected period 1449</td> </tr> </table> <table border="1"> <thead> <tr> <th>Job Seeker ID</th> <th>Job Seeker Name</th> <th>Required Hours</th> <th>Total Hours</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>[REDACTED]</td> <td>50.00</td> <td>50.00</td> </tr> <tr> <td><input type="radio"/></td> <td>[REDACTED]</td> <td>50.00</td> <td>50.00</td> </tr> </tbody> </table> <p><input type="button" value="Bulk Update"/> <input type="button" value="View Job Seeker Summary"/> <input type="button" value="View Hours and Attendance"/> <input type="button" value="Create Supervisor Timesheet (HTML)"/> <input type="button" value="Create Supervisor Timesheet (PDF)"/></p>	Number of job seekers in activity 470	Total required hours in period 14760	Total attended hours in period 10354.50	Total Credited hours in the selected period 1449	Job Seeker ID	Job Seeker Name	Required Hours	Total Hours	<input type="radio"/>	[REDACTED]	50.00	50.00	<input type="radio"/>	[REDACTED]	50.00	50.00
Number of job seekers in activity 470	Total required hours in period 14760																
Total attended hours in period 10354.50	Total Credited hours in the selected period 1449																
Job Seeker ID	Job Seeker Name	Required Hours	Total Hours														
<input type="radio"/>	[REDACTED]	50.00	50.00														
<input type="radio"/>	[REDACTED]	50.00	50.00														

The Activity Diary and Noticeboard

PROCESS: Bulk Update of Required Hours

STEP 6:

Select the **Update Mode**. The options are:

Apply to all job seekers in Activity.

Selecting this option means that any changes to the required hours will be carried out to all job seekers on the activity. As you are updating all of the job seekers on an activity, you can only update a period of 7 days at time.

Once you have selected the required date range for the changes

Apply to only one job seeker: Selecting this option means that any changes to the required hours will be carried out only on the job seeker currently displayed in the Job seeker's field. When you have made the changes/additions for one job seeker, you will be able to select the next job seekers and update their record in turn. As you are only updating one job seeker at a time, you can update a period of 56 days at a time.

The Activity Diary and Noticeboard

PROCESS: Bulk Update of Required Hours

STEP 7:

You **must** select the required Overwrite Mode. The Overwrite Mode determines which date/time records are to be amended.

The options for the Overwrite Mode are:

Overwrite all times within dates including rescheduled. Selecting this option means that any changes to the required hours will be carried out to all days within the date range, This Is irrespective of any rescheduling or days with no current requirements. It also applies that is a day has times currently recorded; these may be removed if the update has those days blank.

Apply to only empty times within range. Selecting this option means that any changes to the required hours will be carried out only on days that do not have a current start and end times (i.e. are blank). Any days that have start and end times recorded will not be updated.

The Activity Diary and Noticeboard

PROCESS: Bulk Update of Required Hours

Once you have selected the Modes and the date range:

STEP 8:
Commence adding the updated times for the required days.

STEP 9:
Once this is completed, click **Submit** and **Yes** to confirm the update.

Activity Diary

Note: Required fields are marked with an asterisk *

Activity Bulk Time Entry

Activity

Activity Start Date: 1/07/2015 Activity End Date: 30/09/2017

Update Mode:
 Apply to all job seekers in Activity Apply to only one job seeker

Job Seekers

Start Date*: 5/12/2016 End Date*: 11/12/2016

Overwrite Mode:
 Overwrite all times within dates including rescheduled Apply to only empty times within range

Monday
Start Time: End Time: Break: 30 mins

Tuesday
Start Time: End Time: Break: 30 mins

Wednesday
Start Time: End Time: Break: 30 mins

Thursday
Start Time: End Time: Break: 30 mins


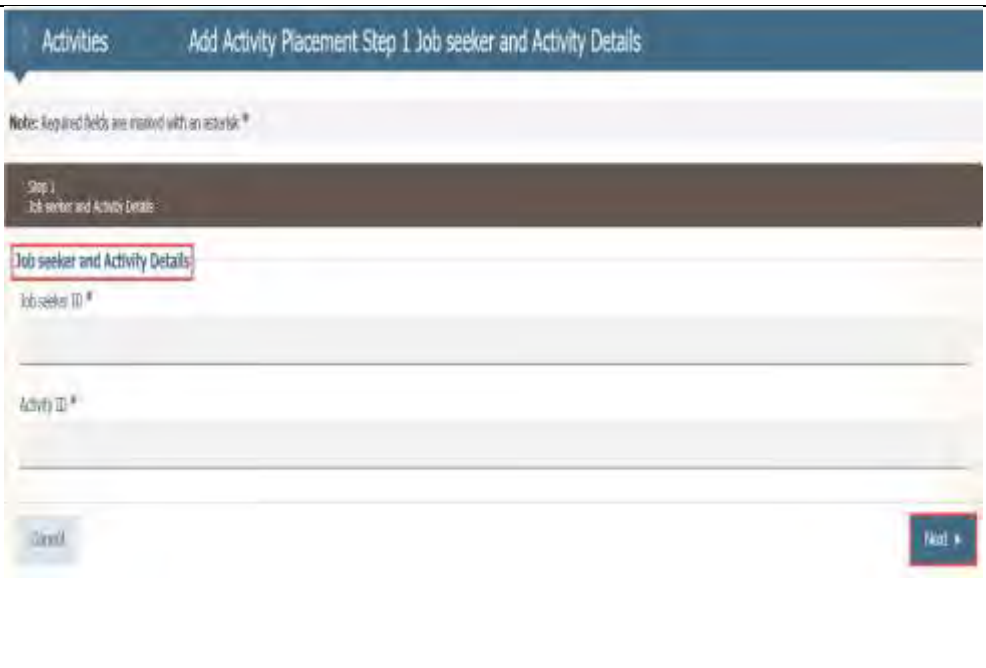
Friday
Start Time: End Time: Break: 30 mins

Saturday
Start Time: End Time: Break: 30 mins

Sunday
Start Time: End Time: Break: 30 mins

Cancel Submit

The Activity Diary and Noticeboard

PROCESS: Place a job seeker in an Activity	
<p>STEP 1: Select Activities from the Home page.</p> <p>STEP 2: Then select Add Activity Placement.</p>	
<p>STEP 3: The Add Activity Placement screen will be displayed.</p> <p>STEP 4: Complete Job seeker and Activity Details, by entering the Job seeker ID and Activity ID.</p> <p>STEP 5: Click Next.</p>	

The Activity Diary and Noticeboard

PROCESS: Place a job seeker in an Activity

STEP 6:
Placement Details screen

will be displayed.

Note that there is an

Activity Placement Details

section.

STEP 7:

In the **Activity Placement Details**

section, enter the required details such as the job seeker's:

- a) Expected start and end date in the activity;
- b) Placement status;
- c) Placement type.

STEP 8:

Click **Next**.

The screenshot shows a web form titled "Add Activity Placement Step 2: Placement details". It is divided into several sections:

- Job seeker and Activity Details:** Fields for job seeker ID, job seeker name, activity ID, activity name, and driving license.
- Job Plan Activity List:** A table with columns: Job Plan Activity Code, Description, Status, Comments, Start Date, and End Date. It lists activities like "Provider Appointment", "Job Search Contacts - Monthly", and "Work for the DWP".
- Activity Details:** Fields for activity type (CDP Work for the DWP), activity sub-type (Driver's License), activity start date (14/01/2017), activity end date (24/02/2017), and police check required (No).
- Activity placement Details (highlighted):** Fields for expected start date (14/01/2017), expected end date (24/02/2017), placement status (Expected to start), placement type (CDP Will present), and a checkbox for "Placed on a temporary allocation for remote job seeker".

Buttons for "Cancel" and "Next" are visible at the bottom right.

The Activity Diary and Noticeboard

PROCESS: Place a job seeker in an Activity

The **Review and Submit** screen will be displayed. Review the information you have recorded

STEP 9:
If the information displayed is correct, click **Submit**.

The screenshot shows a web form titled 'Add Activity Placement: Step 3 Review and Submit'. It contains several sections:

- Job seeker and Activity Details:** Fields for Job seeker ID, Job seeker name, Activity ID, Activity name, and Ending date.
- Location List:** A table with columns: Unit Organization Name, Contact Name, Email Address, and Address. An example row shows 'ABC Driving School', 'John Doe', 'jdoe@abc.com', and 'Community Office'.
- Job Plan Activity List:** A section for adding job plan activity links.
- Activity Details:** Fields for Activity type (CDP Work for the Day), Activity sub-type (Driver's License), Activity start date (1/1/2021), Activity end date (3/31/2021), and Hours (week) required (No).
- Activity placement Details:** Fields for Expected start date (5/1/2021), Expected end date (3/31/2021), Placement status (Expected to start), Placement type (CDP WFD project), and a note: 'Placement is a temporary placement for services job seeker'.

 A 'Submit' button is located at the bottom right of the form.

STEP 10:
A success message will be displayed.

The screenshot shows the 'Activity Placement Details' page. A success message is displayed in a blue box:

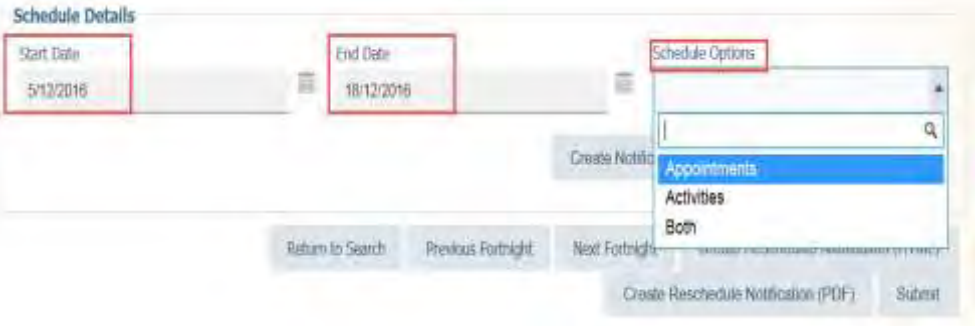
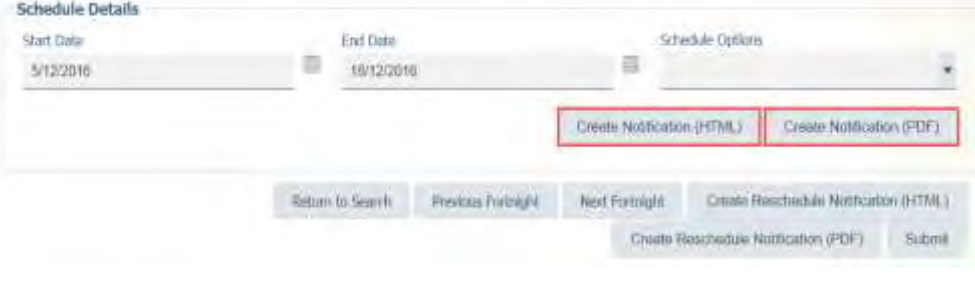
✓ Success message
Activity Placement added successfully. Please ensure the Activity is added to the job seekers Job Plan, where appropriate.



When you place a job seeker in a Structured Employment and Participation Activity, the CDP IT system sends a message to the DHS IT system. DHS will then pay the job seeker the APWS supplement.

It is very important that you also record if a job seeker finishes an Activity so the CDP IT system can advise DHS to stop paying the APWS supplement.

The Activity Diary and Noticeboard

PROCESS: Printing a Schedule																
<p>STEP 1: Scroll to the bottom of the Activity Diary Details screen where you will find the Schedule Details section.</p>	<p>You can print a schedule notification of a job seekers required attendance in activities and appointments. This can be given to the job seeker as a reminder of when and where they are required to attend appointments or activities.</p> 															
<p>STEP 2:</p>	<p>Select the time period required by using the Start and End Date fields.</p>															
<p>STEP 3:</p>	<p>Select the Schedule Option from the dropdown list.</p>															
<p>STEP 4: Click Create Schedule Notification (HTML or PDF).</p>																
<p>STEP 5: The Notification will be available to view or print in the selected form.</p>	<p>SUMMARY OF REQUIREMENTS</p> <p>The following are your requirements for the period 13/07/2015 to 9/08/2015. You must attend these appointments and activities in return for</p> <p>Provider Appointments</p> <p>There are no appointments scheduled for you for the period</p> <p>Activities</p> <table border="1"> <thead> <tr> <th>Activity</th> <th>Location</th> <th>Day/Date</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>The Demonstration WFD Activity</td> <td>10 The Road, KATHERINE EAST, NT, 0850</td> <td>Thursday, 16 July 2015</td> <td>8:30 AM</td> <td>1:00 PM</td> </tr> <tr> <td>The Demonstration WFD Activity</td> <td>10 The Road, KATHERINE EAST, NT, 0850</td> <td>Friday, 17 July 2015</td> <td>8:30 AM</td> <td>1:00 PM</td> </tr> </tbody> </table> <p>Note: Please speak to your activity coordinator concerning activities on public holidays</p> <p>Centrelink Appointments</p> <p>There are no Centrelink events scheduled for you for the period</p>	Activity	Location	Day/Date	Start Time	End Time	The Demonstration WFD Activity	10 The Road, KATHERINE EAST, NT, 0850	Thursday, 16 July 2015	8:30 AM	1:00 PM	The Demonstration WFD Activity	10 The Road, KATHERINE EAST, NT, 0850	Friday, 17 July 2015	8:30 AM	1:00 PM
Activity	Location	Day/Date	Start Time	End Time												
The Demonstration WFD Activity	10 The Road, KATHERINE EAST, NT, 0850	Thursday, 16 July 2015	8:30 AM	1:00 PM												
The Demonstration WFD Activity	10 The Road, KATHERINE EAST, NT, 0850	Friday, 17 July 2015	8:30 AM	1:00 PM												

The Activity Diary and Noticeboard

PROCESS: Record Partial Attendance

STEP 1:
Select **Activities** from the **Home** page.

STEP 2:
Then select **Activity Diary**.

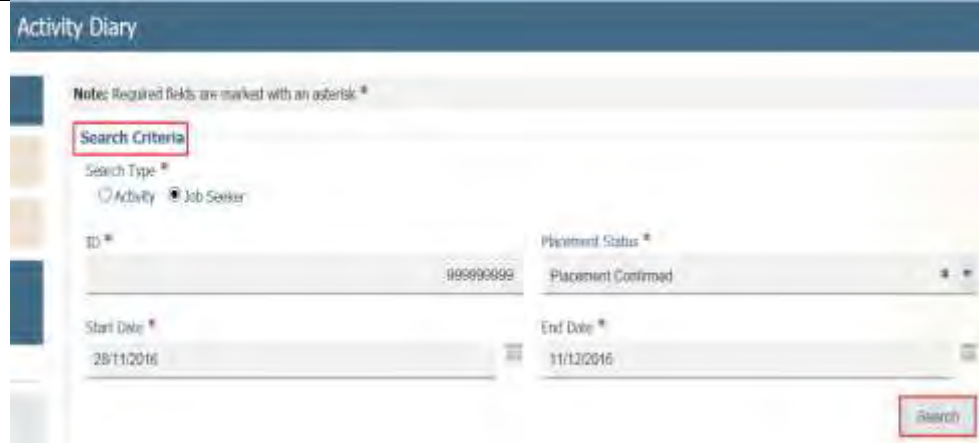
The **Activity Diary search** screen will be displayed.

If a job seeker attends an Activity for only part of their scheduled hours, you can record this in the Activity Diary. If a job seeker does not turn up on time for their Activity or leaves the Activity early, you can record this in the Activity Diary.



STEP 3:
Enter your search criteria. You have the option to search by either the **Activity ID** or **Job Seeker ID**.

STEP 4:
For example, enter the job seeker ID and click **Search**.



The Activity Diary and Noticeboard

PROCESS: Record Partial Attendance

The **Job Seeker Details** screen will be displayed.

STEP 5:
Scroll down to the Activity Placements/ Job Plan Activities section.

STEP 6:
Select the **radio button** of the Activity you wish to record hours and attendance for.

STEP 7:
Click **View Hours and Attendance**.

Job Seeker Details

Job Seeker Name
Joe Bloggs (9999999)

Is the Job Seeker required to participate in WID?
Yes

Total hours required from Job Plan, in the selected period
50

Total attended hours in the selected period
0

Hours not completed (no result) in the selected period
50

Number of hours completed for WID activities in the selected period
0

Number of hours completed for Supporting Activities in the selected period
0

Total Credited hours in the selected period
0

Activity Placements/Job Plan Activities
Total records available = 5

Activity	Activity Type	Location	Required Hours	Attended Hours	Linked
<input checked="" type="radio"/> [Activity Name]	RWED	[Location]	50.00	0.00	Yes
<input type="checkbox"/> Provider Appointment (A112)			0.00	0.00	No

View Activity Summary | View Hours and Attendance

The **Activity Diary Details** will be displayed. You can see that the job seeker is required to attend on Monday from 8:00am to 1:00pm, with no break.

Monday 5/12/2016

Start Time * 8:00 AM End Time * 1:00 PM Break No Break Result

Tuesday 6/12/2016

Start Time * 8:00 AM End Time * 1:00 PM Break No Break Result

Wednesday 7/12/2016

Start Time * 8:00 AM End Time * 1:00 PM Break No Break Result

To demonstrate this function, we will assume that the job seeker left the activity 1 hour early (12:00pm).

Following over page are the steps for recording your job seeker’s actual attendance.

The Activity Diary and Noticeboard

PROCESS: Record Partial Attendance

STEP 8:

In line with our example, you must change the **End Time** to 12:00pm and set the **Result** to **'Attended'**.

You will see the **Partial Attendance** checkbox will then be displayed.

STEP 9:

Click the **checkbox**.

Monday 5/12/2016

Start Time: 8:00 AM End Time: 12:00 PM Break: No Break Result: Attended

Partial Attendance (hours of non-attendance)

Tuesday 6/12/2016

Start Time: 8:00 AM End Time: 1:00 PM Break: No Break Result:

Wednesday 7/12/2016

Start Time: 8:00 AM End Time: 1:00 PM Break: No Break Result:

Note: If, rather than leaving early, if the job seeker arrived late, you would change the **Start Time** instead.

STEP 10:

Once the **Partial Attendance checkbox** is ticked, a new set of fields will be displayed. This is where you record the time the job seeker was **absent** (non-attendance).

Monday 5/12/2016

Start Time: 8:00 AM End Time: 12:00 PM Break: No Break Result: Attended

Partial Attendance (Hours of non-attendance)

Start Time: End Time: Break: Result:

Tuesday 6/12/2016

Start Time: 8:00 AM End Time: 1:00 PM Break: No Break Result:

The Activity Diary and Noticeboard

PROCESS: Record Partial Attendance

STEP 11:
Record the **Start** and **End Time** of the absence.

Monday 5/12/2016

Start Time: 8:00 AM, End Time*: 12:00 PM, Break: No Break, Result: Attended

Partial Attendance (hours of non-attendance)

Start Time: 12:00pm, End Time: 1:00pm, Break: [dropdown], Result: Did Not Attend – Invalid

Tuesday 6/12/2016

Start Time*: 8:00 AM, End Time*: 1:00 PM, Break: No Break, Result: [dropdown]

STEP 12:
Select the relevant **Did Not Attend result**.

STEP 13:
Scroll to the bottom of the page and click **Submit**.

Schedule Details

Start Date: 15/02/2016, End Date: 31/12/2016, Schedule Options: [dropdown]

Buttons: Create Notification (HTML), Create Notification (PDF), Return to Search, Previous Forthright, Next Forthright, Create Reschedule Notification (HTML), Create Reschedule Notification (PDF), **Submit**

The attendance and non-attendance will be recorded and a draft Participation Report may be generated for completion if Did Not Attend – Invalid was recorded.

PROCESS: Recording Required Hours and Attendance for a job seeker

STEP 1:
Select **Activities** from the **Home** page.

STEP 2:
Then select **Activity Diary**.

The **Activity Diary search screen** will be displayed.

Australian Government Community Development Programme

Activities Home

Buttons: Search for Activity, Add Activity, Search for Activity Placement, Full Activity Placement, Search for Activity Host, **Activity Diary**, Book Attendance

The Activity Diary and Noticeboard

PROCESS: Recording Required Hours and Attendance for a job seeker

STEP 3:
Enter your search criteria. You have the option to search by either the **Activity ID** or **Job Seeker ID**.

STEP 4:
Click **Search**.

Activity Diary

Note: Required fields are marked with an asterisk *

Search Criteria

Search Type *
 Activity Job Seeker

ID * 999999999

Placement Status * Placement Confirmed

Start Date * 28/11/2016

End Date * 11/12/2016

Search

You can conduct the search by using a **job seeker ID**. If you have done so, you should follow the steps below.

STEP 5A:
Scroll down and select the radio button of the Activity you wish to record hours and attendance for.

STEP 6A:
Click **View Hours and Attendance**.

Job Seeker Details

Job Seeker Name: Joe Bloggs (9999999)

Is the Job Seeker required to participate in WID? Yes

Total hours required from Job Plan, in the selected period: 50

Total attended hours in the selected period: 0

Hours not completed (no result) in the selected period: 50

Number of hours completed for WID activities in the selected period: 0

Number of hours completed for Supporting Activities in the selected period: 0

Total Credited hours in the selected period: 0

Activity Placements/Job Plan Activities

Total records available = 5

Activity	Activity Type	Location	Required Hours	Attended Hours	Linked
<input checked="" type="radio"/> [Activity Name]	RWFD	[Location]	50.00	0.00	Yes
<input type="radio"/> Provider Appointment (A112)			0.00	0.00	No

View Hours and Attendance

The Activity Diary and Noticeboard

The **Activity Diary Details** screen will be displayed for the current fortnight.

STEP 7:
Key in or select the **Start date** of the required period from the **From Date** field.

STEP 8:
Click **Refresh** to update the fortnight.

Activity Diary Details

Activity Details

Activity: WFD Activity (55555)

Activity Start Date: 15/02/2016 Activity End Date: 31/12/2016

From Date *: 20/11/2016

Job Seeker: Joe Bloggs (9999999)

Placement Start Date: 15/02/2016 Placement End Date: 31/12/2016

Location: [Empty]

Total Planned Hours: 50 Total Attended hours: 0

Refresh

Day	Start Time	End Time	Break	Result
Monday 28/11/2016	8:00 AM	1:00 PM	No Break	
Tuesday 29/11/2016	8:00 AM	1:00 PM	No Break	
Wednesday 30/11/2016	8:00 AM	1:00 PM	No Break	
Thursday 1/12/2016	8:00 AM	1:00 PM	No Break	
Friday 2/12/2016	8:00 AM	1:00 PM	No Break	
Saturday 3/12/2016				
Sunday 4/12/2016				

Bulk Update (Fortnight)

Schedule Details

Start Date: 15/02/2016 End Date: 31/12/2016 Schedule Options: [Dropdown]

Create Notification (HTML) **Create Notification (PDF)**

Return to Search **Previous Fortnight** **Next Fortnight** **Create Reschedule Notification (HTML)** **Create Reschedule Notification (PDF)** **Submit**

The Activity Diary and Noticeboard

PROCESS: Recording Required Hours and Attendance for a job seeker

STEP 9:

Use the drop down to record the planned hours the job seeker is to attend and any break (e.g. 30min break for lunch).

STEP 10:

Record the job seeker’s attendance (or non-attendance) for each daily period they are scheduled to attend.

The screenshot displays a form for recording attendance over five days. Each day's entry includes:

- Monday 28/11/2016:** Start Time: 8:00 AM, End Time: 1:00 PM, Break: No Break, Result: (dropdown menu open)
- Tuesday 29/11/2016:** Start Time: 8:00 AM, End Time: 1:00 PM, Break: No Break, Result: (dropdown menu open)
- Wednesday 30/11/2016:** Start Time: 8:00 AM, End Time: 1:00 PM, Break: No Break, Result: (dropdown menu open)
- Thursday 1/12/2016:** Start Time: 8:00 AM, End Time: 1:00 PM, Break: No Break, Result: (dropdown menu open)
- Friday 2/12/2016:** Start Time: 8:00 AM, End Time: 1:00 PM, Break: No Break, Result: (dropdown menu open)

The dropdown menu for the Result field is open, showing the following options: Attended, Cancelled, Created in Error, Did Not Attend, Did Not Attend - Discretionary, Did Not Attend - Invalid, Did Not Attend - Valid, No Action by Provider, and Reschedule.

Note: as you submit hours and attendance, your will see the Total Planned Hours and Total Attended Hours fields will update.

The Activity Diary and Noticeboard

PROCESS: Recording Required Hours and Attendance for a job seeker

OPTIONAL ADDITIONAL STEPS

You can also reschedule a planned attendance by selecting **'Reschedule'** from the Result drop down list.

STEP 10A

If you have selected **'Reschedule'**, **New Date** and **New Time** fields will appear.

You can now record the new Date and Times for the rescheduled attendance.

STEP 10B:

A **Reason** also needs to be selected.

STEP 11:

Once you have recorded the required hours, attendance or rescheduled planned attendance, scroll down to the bottom of the page and click **Submit**.

Monday 28/11/2016

Start Time * 8:00 AM End Time * 1:00 PM Break: No Break Result: Reschedule

New Date * Reason * New Start Time * New End Time *

Monday 28/11/2016

Start Time * 8:00 AM End Time * 1:00 PM Break: No Break Result: Reschedule

New Date * Reason * New Start Time *

- Jskr now exempt from requirements
- No valid reason - flexibility utilised
- Provider initiated reschedule
- Valid reason (Jskr initiated) - caring duties
- Valid reason (Jskr initiated) - cultural
- Valid reason (Jskr initiated) - medical/health
- Valid reason (Jskr initiated) - personal/external
- Valid reason (Jskr initiated) - transport issues
- Valid reason (Jskr initiated) - work related

Schedule Details

Start Date 15/02/2016 End Date 31/12/2016 Schedule Options


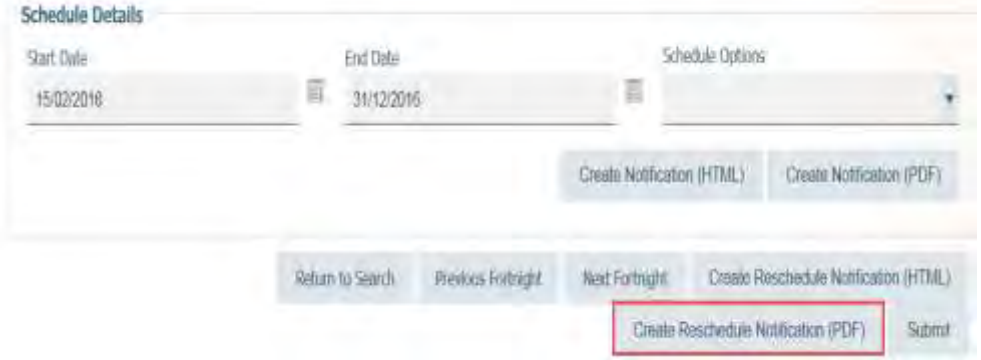
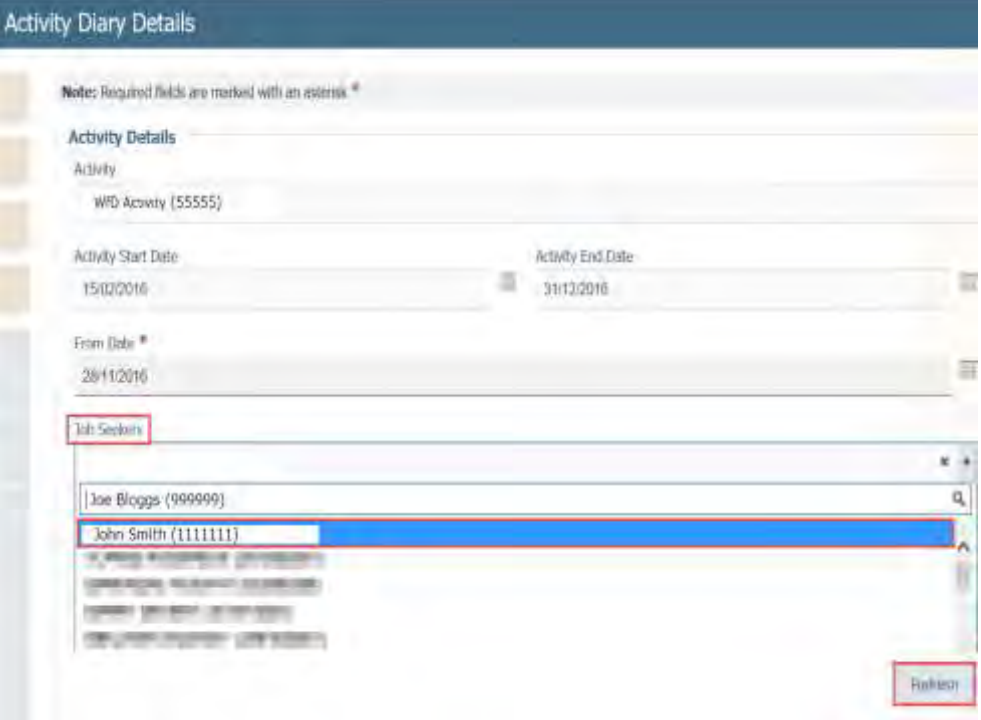
Create Notification (HTML) Create Notification (PDF)

Return to Search Previous Fortnight Next Fortnight Create Reschedule Notification (HTML)

Create Reschedule Notification (PDF) Submit

A record of the reschedule will be maintained and the planned hours will be displayed against the new rescheduled date.

The Activity Diary and Noticeboard

PROCESS: Recording Required Hours and Attendance for a job seeker	
	<p>You may need to add a break to the new rescheduled date.</p>
<p>STEP 12: A success message will be displayed, along with a reminder to issue a Reschedule notification letter to the job seeker.</p>	
<p>STEP 13:</p>	<p>To generate a notification letter for the job seeker, click Create Reschedule Notification (PDF).</p>
<p>STEP 12A: <i>If</i> there is more than one job seeker on the activity, you can easily select another job seeker from the Job seeker's field at the top of the screen. You must then click Refresh.</p> <p>STEP 13A: You can then update the new job seeker's hours and attendance.</p>	

The Activity Diary and Noticeboard

PROCESS: Record a Successful Completion of an Activity Placement

STEP 1:
Select **Activities** from the **Home** page.

STEP 2:
Enter the **Job seeker ID** and/or **Activity ID** as your search criteria.

STEP 3:
Click **Search**.

Under **Search Results**, any activities the job seeker has been placed in will be displayed.

STEP 4:
Open the job seeker's Activity Placement record by clicking on the job seeker ID returned in the Search Results.

The screenshot shows the 'Activity Placement Search' interface. At the top, there is a 'Search Criteria' section with a prompt: 'Please enter Job seeker Id and/or Activity Id'. Below this are input fields for 'Job seeker ID' (containing '99999999'), 'Job seeker name' (containing 'Joe Bloggs'), 'Activity ID' (containing '55555'), and 'Activity name'. There is also a 'Placement status' dropdown menu. A 'Clear' button and a 'Search' button are located at the bottom right of the search criteria section.

Below the search criteria is a 'Job Plan Activity List' table with the following data:

Job Plan Activity Code	Description	Status	Link Status	Currency	Start Date	End Date
ET60	Work related licences/quals/in-ships	Approved	Linked	Current		
J509	Job Search Contacts - Monthly	Approved	Linked	Current		
A012	Provider Appointment	Approved	Not linked	Current		
WE12	Work for the Date	Approved	Linked	Current	1/10/2015	30/06/2017

Below the table is a 'Search Results' section with a table showing search results:

Jobseeker ID	Jobseeker Name	Activity Type	Placement Status	Expected / Actual Start Date	Expected / Actual End Date	Exit Reason
99999999	Joe Bloggs	CDP Work for the Date	Placement Confirmed	20/08/2015	30/06/2017	

The Activity Diary and Noticeboard

PROCESS: Record a Successful Completion of an Activity Placement

Now you should have the Activity Placement Details screen for the required job seeker displayed.

STEP 5: Scroll to the bottom of the screen and click **Edit**.

The screen will update into 'edit' mode.

Activity Placement Details

Job Seeker and Activity Details

Job seeker ID: 99999999 Job seeker name: Jon Bloggs
 Activity ID: 55555 Activity name:

Job Plan Activity List

Job Plan Activity Code	Description	Status	Link Status	Currency	Start Date	End Date
ET62	Work related courses/qualifications	Approved	Linked	Current		
J509	Job Search Contacts - Monthly	Approved	Linked	Current		
ALL2	Provider Appointment	Approved	Not linked	Current		
WF12	Work for the Dole	Approved	Linked	Current	1/19/2015	30/06/2017
WF12	Work for the Dole	Approved	Linked	History	20/08/2015	30/09/2015

Activity Details

Activity type: GDP Work for the Dole Activity sub-type:
 Activity start date: 1/01/2015 Activity end date: 30/06/2017
 Police check required: No

Activity Placement Details

Expected start date: 20/08/2015 Expected end date: 30/06/2017
 Placement status: Placement Confirmed Actual start date: 20/08/2015
 Placement type: GDP WFD project Placement is a temporary relocation for remote job seeker
 EVR Reason: Actual end date:
 Comments:

Buttons: **Go Back** **Edit**

The Activity Diary and Noticeboard

PROCESS: Record a Successful Completion of an Activity Placement

STEP 6:
Record the **Exit Reason** of 'Successful Completion of Activity'.

STEP 7:
Record the **Actual end date** that the job seeker completed the activity.

STEP 8:
Click **Submit**.

You will now see the Activity placement details section.

Activity placement Details

Expected start date (DD/MM/YYYY) * 20/08/2015

Expected end date (DD/MM/YYYY) * 30/06/2017

Placement status * Placement Confirmed

Actual start date (DD/MM/YYYY) 20/08/2015

Placement type * CDP WHD project

Placement is a temporary relocation for remote job seeker

Exit reason: Successful Completion of Activity

Actual end date (DD/MM/YYYY) *: 20/08/2015

Comments

Location Details
Click View Location Details button to view the location details.

View Location Details

Cancel Submit

PROCESS: Search for Activities

STEP 1:
Select **Activities** from the **Home** page.

STEP 2:
Select **Search for Activity**.

Australian Government Community Development Programme

Activities Activities Home

Search for Activity

Add Activity

Search for Activity Placement

Add Activity Placement

Search for Activity Host

Activity Diary

Help Assistance

The **Activity Search** screen will be displayed.

The Activity Diary and Noticeboard

PROCESS: Search for Activities

STEP 3:
If you know the **Activity ID**, enter it into the **Activity ID** field.

STEP 4:
Click **Display Record**.

If you don't know the Activity ID, follow these additional steps.

STEP 5:
Enter your **Search Criteria**.

Step 6:
Click **Search**.

Search Results are displayed at the bottom of the page.

PROCESS: View and process Noticeboard Messages

STEP 1:
Click **View Noticeboard** from the **Home Page** to access the Noticeboard.

The Activity Diary and Noticeboard

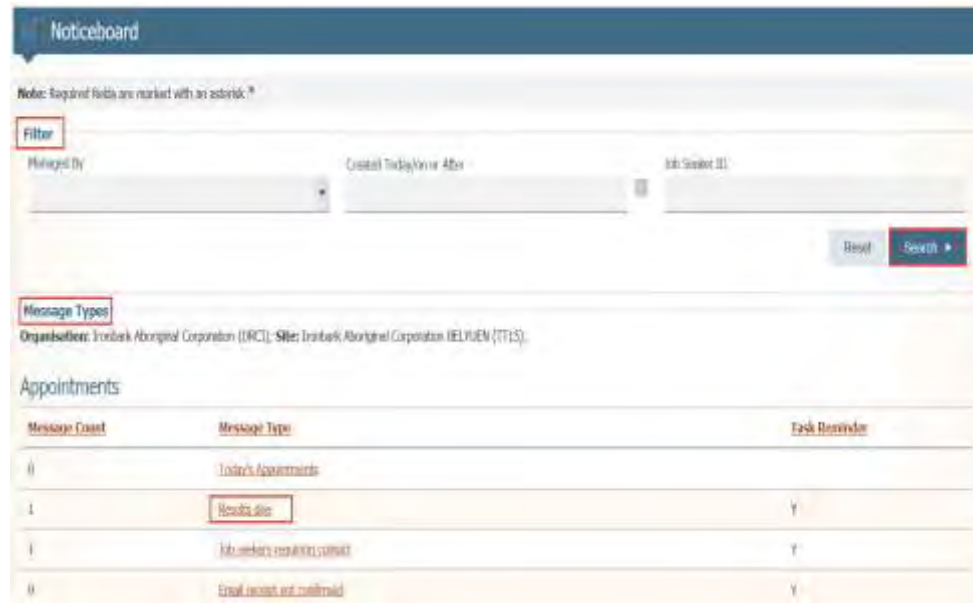
PROCESS: View and process Noticeboard Messages

STEP 2

Select filters as required and click **Search**.

The message types will be displayed.

The message details will be displayed.



STEP

Click the hyperlink to select the messages you would like to view or action. For example, select **Results Due**.

STEP 4

Select the job seeker you wish to process by clicking on the radio button.



STEP 5

Select the action you wish to perform. For example, **View Appointment**.

You will then be redirected to the relevant screen to action the Noticeboard message.

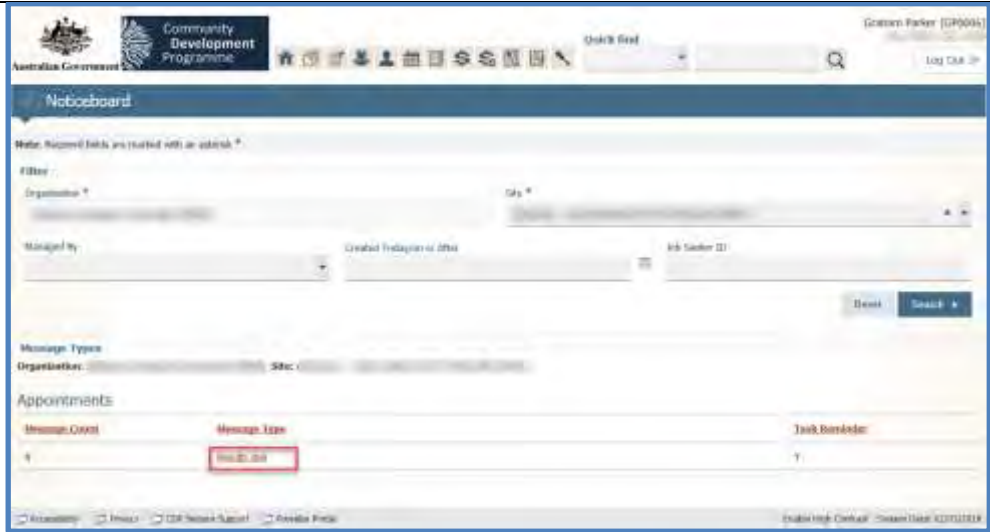
The Activity Diary and Noticeboard

PROCESS: Export Noticeboard Messages

You can export a list of noticeboard messages into a spreadsheet.

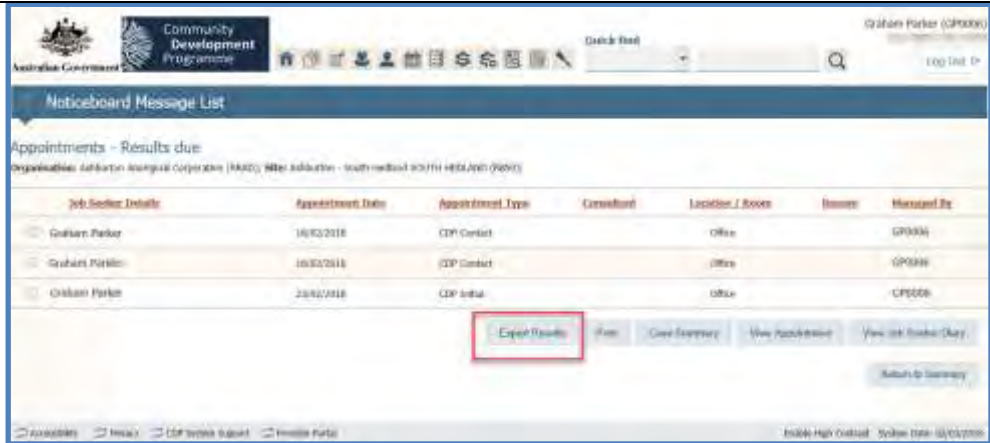
STEP 1

To do this you must first select the **Message Type**.



STEP 2



This will display the list of individual messages. Click the **<Export Results>** button.



The option to save or open will be displayed.



The Activity Diary and Noticeboard

PROCESS: SMS Notifications	
<p>STEP 1: Select Job Seeker from the Home page. After searching for the appropriate job seeker using their ID, CRN or details, open the job seeker profile by clicking on the job seeker ID hyperlink</p>	
<p>STEP 2:</p>	<p>Select Job Seeker SMS from the left hand navigation pane</p>
<p>STEP 3:</p>	<p>The job seeker SMS screen will be displayed. The job seeker’s mobile phone number will be pre-populated. Enter the message text in the Message Text field.</p>
<p>STEP 4:</p>	<p>Click Send Message. A Success Message will display.</p>
	 <p>Alternatively, you can navigate to the SMS Notifications screen from any other screen within the job seeker’s profile by clicking on the mobile phone icon in the top right menu.</p>

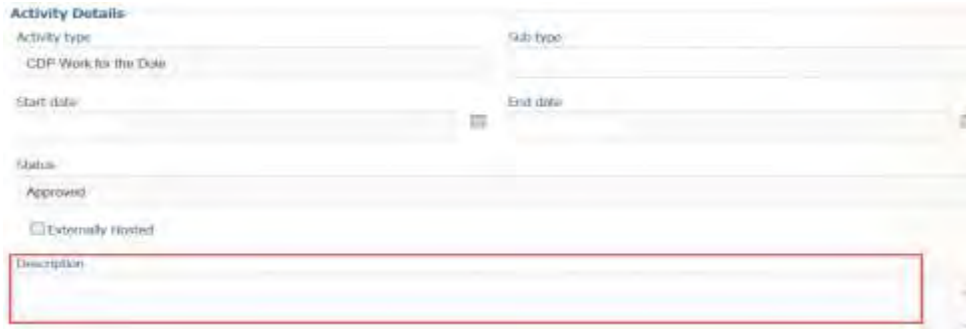
The Activity Diary and Noticeboard

PROCESS: SMS Notifications

Further Information

Activity Description Field

The Activity Description text field is found on the Activity Details screen.



The character limit for this field is 500 characters. You need to enter information in the Description field that is specific and outlines how the activity operates and what tasks job seekers will be performing.

For full details of **Noticeboard** messages see the [Noticeboard Reference Guide](#).

Noticeboard messages are divided into six main categories:

- Appointments
- Compliance
- Activity Management and Placements
- Job Seeker Status Information
- Servicing Information

Task Reminders are messages identified by an asterisk (*) and require an action to remove them from the Noticeboard. If you do not complete an action, the message will remain, but will be automatically removed by the IT system after a specified period of time, depending on the message.

The filter at the top of the Noticeboard page enables messages to be filtered to individual consultants, JSID or the date the message first appeared. These setting can be changed and will not be stored by the IT system for the next time you log on.

The Activity Diary and Noticeboard

Noticeboard Reference Guide: *How are Noticeboard messages triggered?*

Appointments

Message	Reason/Trigger process	Removal Condition	When to use
Today's Appointments	Generated for all appointments occurring on that day irrespective of the appointment type.	Message will be closed when the current day has passed.	You should check this message in the morning and throughout the day to stay up-to-date with appointments.
Results Due	All appointments less than 14 days in the past which currently do not have result entered.	Where the appointment result is entered; or Where the appointment occurred more than 14 days in the past.	You should enter appointment results at the time of the appointment. Note: all appointments must have a result entered by COB on the day of the appointment. Next Step: You need to enter in an appointment result. The 'Created Today' filter functionality in Noticeboard enables you to manage this message more effectively.
Job seekers requiring contact	Job seeker previously exited is reinstated in CDP; <i>or</i> Job seeker reinstated with changed eligibility and new referral required.	When the next appointment is booked (other than re-engagement) ; or The job seeker exits or transfers; or Message removed after displaying for 90 days.	You should use this message to manage job seekers who have been reinstated after an Exit or transferred into their CDP region. Next Step: You must make contact with the job seeker to arrange their next appointment.
Email receipt not confirmed	Triggered for job seekers who are notified of their appointment by email and did not confirm by email receipt 2 days prior to appointment date.	Receipt of email notification from job seeker 24 hours or more before the appointment, Notification type updated (e.g. change to Phone Notification) ; Appointment is cancelled or rescheduled; or Appointment date is in the past.	This message will notify you when an email receipt has not been received from a job seeker after an email notification has been issued. Next Step: You need to make contact with the job seeker to issue another mode of Formal Notification if the appointment is still valid (i.e. not cancelled).

The Activity Diary and Noticeboard

Compliance

Message	Reason/Trigger process	Removal Condition	When to use
CCA raised/outcome	Comprehensive Compliance Assessment request has been raised by provider, Human Services or triggered automatically.	CCA is cancelled; CCA outcome is received from Human Services; or Message removed after displaying for 7 days.	This message reports when a CCA request has been raised or triggered.
	Receipt of CCA outcome from Human Services.	Message removed after displaying for 7 days.	Provides information on CCA outcomes sent from Human Services.
Reports to submit	When a draft Participation Report is saved for the first time, or a Non-Attendance Report has been saved as a draft due to a systems transaction delay.	A Non Attendance Report or Participation Report is submitted. Appointment result changed to any result other than DNAI; or Message removed after 1 day.	This message is reminding you that there is a PR that has been saved in draft and needs to be submitted by close of business (otherwise it will be deleted overnight). Providers also need to ensure they submit the NAR for the missed provider appointment by close of business.
Participation Report/PAR outcomes	Receipt of Participation Report and PAR outcomes (final or interim) from Human Services.	Message removed after displaying for 7 days. Note: The message will be closed and regenerated when an interim outcome is received from Human Services.	This message reports the status/outcome of a Participation Report or PAR which has been sent from Human Services. Providers should review the outcomes and any rejected report information from Human Services.
Re-engagement	Re-engagement outcome received from Human Services.	If a Human Services Reconnection Appointment is rescheduled; or Message removed after displaying for 14 days. Note: Where the previous Re-engagement message for the Appointment is rescheduled by Human Services the message will be closed and a new message created.	This message advises whether or not job seeker was re-engaged and the type of appointment.

The Activity Diary and Noticeboard

Message	Reason/Trigger process	Removal Condition	When to use
Non-Attendance Report Finalised	Message is triggered when a NAR is finalised by Human Services – this may occur due to the job seeker attending their re-engagement appointment, provider recording that re-engagement not required or other circumstances to lift payment suspension.	This message will appear on the Noticeboard for 7 days.	Message advises when a NAR is finalised by Human Services.
NAR submitted – notification to be issued	Message triggered when either: An SMS or Email was automatically sent to the job seeker, based on their preferred method of contact, advising that they are required to contact their provider as their payment has been impacted following the submission of a NAR; <i>or</i> The provider must print and send a Letter to job seeker advising that they are required to contact their provider as their payment has been impacted following the submission of a NAR.	This message will appear on the Noticeboard for 28 days or until: A Re-engagement appointment is booked for the job seeker; <i>or</i> A letter notification is printed for the job seeker; <i>or</i> The provider records that it is not reasonable for the job seeker to attend a Re-engagement appointment through the Provider Re-engagement screen; <i>or</i> Human Services end the requirement to re-engage due to other circumstances and send an update outcome to the NAR.	This message is used to remind the provider that notification was or needs to be issued to job seeker. Letters need to be printed and mailed on the day of the missed appointment.
Job seeker re-engagement following NAR outstanding	It has been 7 days since the job seeker missed their provider appointment and a NAR was submitted, and the job seeker has still not yet made contact to re-engage.	A re-engagement appointment is booked for the job seeker; <i>or</i> The NAR is finalised (job seeker does not need to re-engage; <i>or</i> Job seeker exits or transfer provider.	Providers should consider if they should attempt contact with the job seeker again to re-engage them promptly.
Draft DSP report(s) are yet to be submitted	Provider has created and saved a draft Disability Support Pension Recipient under 35 with Compulsory Requirements report for failure to attend and appointment, activity or sign a Job Plan, but it is not yet submitted.	When the report is submitted or deleted; <i>or</i> When the job seeker transfers provider or exits CDP; <i>or</i> 28 days has passed since message triggered.	This message provides information on when providers need to action and submit a DSP report.

The Activity Diary and Noticeboard

Activity Management and Placements

Message	Reason/Trigger process	Removal Condition	When to use
ETS Activity Placements	Triggered for all 'Activity Placements' with status 'Expected-To-Start' for the job seeker, either on the current date or in the past.	Entry of 'Activity Placement' status is set to 'Placement Confirmed' and 'Activity Placement' 'Actual Start Date' is set; 'Activity Placement Status' set to either 'Created in error' or 'Did not start'; Where the job seeker is exited from CDP; <i>or</i> Message removed after displaying for 28 days.	This message provides information on job seekers who are 'Expected-To-Start' an activity. Next Step: You need to enter an actual start date for the job seeker's 'Activity Placement'.
Nearing completion of Activity Placement	Where a job seeker is due to finish an 'Activity Placement' in 14 days' time.	Entry of 'Activity Placement Exit Reason' and 'Actual End Date'; Update of 'Activity Placement Status' from 'Placement Confirmed' to any other Placement Status; 'Expected End Date' for the 'Activity Placement' is reset or extended into the future; The job seeker is on a suspension; The job seeker has been transferred to a new region; The job seeker has been exited from their current contract referral; <i>or</i> Message removed after displaying for 28 Days.	This message provides information on a job seeker's Activity Placements which will end in 14 days' time and may need to be reviewed/updated etc. Next Step: This can be done through the Activity Placement Details page.
Activity Diary results require update	When there are days in the Activity Diary which have no attendance result recorded up to 14 days in the past, or The Activity Diary has a Did Not Attend (DNA) preliminary outcome from the Supervisor App that requires follow up.	After 10 business days as providers only have this timeframe to submit a No Show No Pay Participation Report for non-attendance; <i>or</i> Attendance result is recorded in Activity Diary; <i>or</i> DNA outcome is updated to DNAV, DNAD, or DNAI (and a PR submitted).	Where no attendance result has been entered, providers should follow up on the job seeker's attendance at the activity and ensure appropriate results are recorded. Providers should also promptly follow up on Supervisor App outcomes that inform them that the job seeker did not attend.

The Activity Diary and Noticeboard

Message	Reason/Trigger process	Removal Condition	When to use
Activity Diary hours have changed	The activity supervisor, using the Supervisor App, has updated the required times the job seeker was meant to participate to less than what was initially required, eg. 10 am to 5 pm to 10 am to 1 pm.	When the associated activity day is more than 14 days in the past; <i>or</i> The job seeker has transferred/exited.	Providers should follow up on the changed hours to assess why the job seeker did not participate for the required time. Providers can then update the Activity Diary to record partial attendance.
Has WfD requirements, not placed in Activity (CDP)	A Job seeker in WfD but is not commenced in activity message is triggered for job seekers when they are in WfD but have not commenced in an activity.	When the job seeker is commenced in an approved activity; <i>or</i> When the job seeker has exited/transferred/suspended; <i>or</i> Message removed after displaying for 14 Days.	This message provides information on when a Job seeker has WfD requirements but not placed in an activity.

Plans and Agreements

Message	Reason/Trigger process	Removal Condition	When to use
Job Plan Pending approval	Job Plan has been in Pending Approval status for more than 5 days.	Job Plan approved; <i>or</i> Message removed after displaying for 1 day. Note: This message will be recreated every day as a new message with a new message start date until a Job Plan is approved.	This message appears when a Job Plan has been created for a job seeker and the Job Plan has been pending approval for more than 5 days; or when an offline Job Plan record is due to expire in 5 days' time. Next Step: You need to approve the job seeker's Job Plan or upload and unlock the offline Job Plan record.
	Job seeker's offline Job Plan record is due to expire in 5 days' time.	Offline Job Plan uploaded or the offline period for the record expires, resulting in the record being unlocked; <i>or</i> Message removed after displaying for 5 days.	
Job Plan compulsory activities expired	When compulsory activities in a Job Plan will expire in 2 weeks' time.	Job Plan approved with compulsory activities included.	This message is displayed for job seekers with requirements, and shows job seekers who will have no compulsory activities in their Job Plan in 2 weeks' time or have only expired compulsory activities in their Job Plan. Next Step: Providers need to contact the job seeker to

The Activity Diary and Noticeboard

Message	Reason/Trigger process	Removal Condition	When to use
	When compulsory activities in a Job Plan have expired. Triggered for each compulsory activities in a Job Plan that has expired.	Job Plan approved with compulsory activities included, or Message removed after displaying for 1 day. Note: This message will be recreated every day as a new message with a new message start date until a Job Plan is approved with compulsory activities included.	arrange an appointment to update their Job Plan to include new compulsory activities.
Plan Status Notices	Message is triggered when a job seeker agrees to their Job Plan on JobSearch website.	This message will remain on the Noticeboard for 7 days.	This message is for information only, but the provider may wish to ensure that if required, appropriate additional Notification is issued to the job seeker of their Job Plan requirements.
Job Plan Pending Approval on AJS	Message is triggered when a Job Plan has been sent to a job seeker's dashboard on JobSearch website but still has a pending status after 3 business days.	This message will remain on the Noticeboard for 5 days unless the Job Plan is agreed to or withdrawn beforehand.	You should consider why the job seeker has not yet agreed to the Job Plan and consider what the most appropriate action should be, such as submitting a PR for Failing to enter into a Job Plan or book an appointment for the job seeker to agree to the Job Plan in person.

The Activity Diary and Noticeboard

Job Seeker Status Information

Message	Reason/Trigger process	Removal Condition	When to use
Effective exits	Triggered for job seekers effectively exited either manually or via a system process.	Message removed after displaying for 28 days.	This message shows job seekers who exited from CDP.
Job seekers transferred from your site	Job seekers who have transferred out from your service.	Message removed after displaying for 14 days.	This message displays CDP job seekers who have Exited and been referred to another CDP region/provider.
Submitted ESAt/JCA Reports	Submission of an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) Report.	Message removed after displaying for 14 days.	This message shows all ESAt/JCA Reports that have been submitted by Human Services.
ESAt/JCA attendance and allowance status	This message will be triggered by Human Services if a job seeker's allowance has been suspended or cancelled due to non-attendance at an ESAt/JCA appointment.	Message removed after displaying for 14 days.	This message shows job seekers whose payments have been suspended or cancelled due to non-attendance at an ESAt/JCA appointment.
Participation requirements changed	A change in a job seeker's circumstances (as identified/triggered by Human Services) that leads to a change in their requirements.	Job seeker is exited from CDP via an Effective exit or transfer; <i>or</i> Message removed after displaying for 14 days.	This message provides information on job seekers whose requirements have changed as determined by Human Services. This will also be shown on the Participation Profile page. Next Step: You should review and update the job seeker's Job Plan and record as appropriate.
Historical rate information	This message will be triggered by Human Services if the job seeker has received a nil rate of payment within the last 28 days.	Job seeker is exited from CDP; <i>or</i> Message removed after displaying for 14 days.	This message shows the duration and reason for a job seeker's nil rate of payment. Next Step: This message should be considered by providers when determining whether it is appropriate to submit compliance action for a job seeker who has failed to attend or meet their requirements.
Job Placements	A Job placements message is triggered when a job placement occurs for a job seeker.	Where the associated job placement is Created in Error; <i>or</i> Message removed after displaying for 7 days.	This message informs providers that the job placement has been created for the Job seeker.

The Activity Diary and Noticeboard

Servicing Information

Message	Reason/Trigger process	Removal Condition	When to use
Service clock stopped/resumed	When a job seeker’s Period of Service clock has stopped (e.g. job seeker is suspended).	Period of Service Clock has resumed; Job seeker is exited from CDP; Job seeker transfers region; or Message removed after displaying for 7 days.	This message provides information on when a job seeker’s Period of Service Clock has stopped (for job seekers who are not volunteering) or resumed. Next Step: providers must make contact with the job seeker after their suspension to arrange their next appointment and resume.
	When a job seeker’s suspension has ended and servicing is to be resumed.	Period of Service Clock has resumed; Removed when appointment booked; Job seeker is exited from CDP; Job seeker transfers region; or Message removed after displaying for 14 days.	
	When a job seeker has a pending CDP referral placement, however is currently suspended.	Period of Service Clock has resumed; Job seeker is exited from CDP; Job seeker transfers region; or Message removed after displaying for 90 days.	
Job seeker services reviewed	This message will be triggered when a job seeker’s eligibility is updated or confirmed in the following circumstances: Where the job seeker has been initially referred to CDP (e.g. new job seeker) and is not yet commenced; Job seeker eligibility has changed and a new placement created, however no ‘Diary Appointment’ in the future to commence job seeker;	Pending Contract Referral Placement is removed; Upon creation of another “Job seeker Services Reviewed” message (Pending Commencement); or Message removed after displaying for 90 days (14 days for new pending placement created but no appointment booked).	This message provides information on when a job seeker’s eligibility is updated, for example after a Change of Circumstances, or when a job seeker is first referred to a region. Next Step: You need to make contact with the job seeker to update the job seeker’s record and begin the delivery of new eligible services.

The Activity Diary and Noticeboard

Message	Reason/Trigger process	Removal Condition	When to use
	<p>Job seeker eligibility has not changed as a result of a Change of Circumstances;</p> <p>Suspension has been lifted and job seeker is pending in placement;</p> <p>Job seeker who is pending in placement has been suspended but job seeker chooses to volunteer; <i>or</i></p> <p>When an ESAt/JCA assessment has been completed and job seeker eligibility has not been changed.</p>		
Moved Community	Triggered when a job seeker changes their residential address and community but remains within the same CDP region.	<p>Where the job seeker is transferred to another region,</p> <p>Where the job seeker is exited completely from CDP, or</p> <p>Message removed after displaying for 14 days.</p>	You need to check which location the job seeker is being serviced at, and contact the job seeker if there is a closer/more accessible location to attend.
ESAt/JCA Referral without outcome	Triggered when a job seeker has a current ESAt/JCA referral that was created 7 calendar days in the past and the status of the assessment is not submitted or finalised.	<p>When a ESAt/JCA is submitted, or</p> <p>Message removed after displaying for 14 days.</p>	Reminds providers that this is still outstanding, so that they can consider any barriers or issues when discussing participation with the job seeker.
Job seeker contact	The message will be generated when the job seeker requests contact from their provider through the JobSearch website system.	The message will remain for a maximum of three working days or until the jobseekers cancels the request.	You will need to make contact with the job seeker to discuss their contact request.

Community Development Programme

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Document 9.16



CDP GUIDELINES

ACTIVITIES THAT GENERATE INCOME

Activities that generate income

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Activities that generate income

Introduction

As outlined in the Setting up and Managing Activities chapter, you must develop a range of activities that meet the needs of job seekers, from basic 'engagement' activities to more sophisticated vocational activities. In some cases you might start to generate income as they mature and develop, supporting economic development and growth in your region. This also gives job seekers opportunities to build their skills and contribute to their communities.

Activities that generate income can provide job seekers with a broader range of work experience and skills, such as how to deliver good customer service and handle money. Participation in these activities can also provide incentives to job seekers by earning additional income for their communities and helping them to understand economic and business opportunities.

Activities can contribute to the economic development of the region by:

- generating income;
- keeping income in the local economy; and
- creating a pathway for the establishment of new commercial enterprises.

What is Activity Generated Income?

Activity generated income is money generated by the running of a CDP activity that creates goods for sale or provides services for a fee. The activity generated income is the gross income (or revenue) generated by the sale of the goods or services. It is not just the profit from running the activity (revenue minus the costs of running the activity).

CDP activities can have a positive impact on local communities. However, as CDP activities that generate income have the potential to adversely affect the viability of any existing businesses careful consideration of these activities is required. For example, income generating activities could produce cheaper goods or services and then offer them at below market rates or flood the market. Therefore, PM&C is unlikely to approve activities that duplicate existing businesses in the region.

You must ensure that the activities you deliver support economic development in your regions and **you must seek prior approval** from PM&C to undertake activities that generate income. This will enable PM&C to ensure that the pricing of goods and services from activities, and the distribution of activity generated income supports job seekers and the community.

What is economic development?

Economic development brings businesses and goods and services into local communities, creating more opportunities for training and employment. This builds wealth in communities resulting in a sense of pride and investment and less reliance on government-funded services and welfare payments.

Activities that generate income

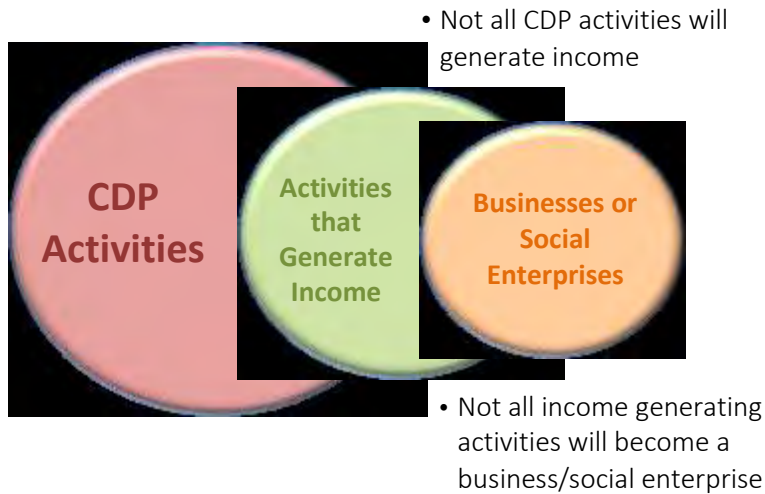
Income generating activities

In establishing activities that generate income you should consider how to best design the activity to support economic development in your region. Opportunities may arise to develop new activities that have the potential to generate income or CDP activities that you currently deliver may start to generate income.

Activities that generate income can be used to test what customers want and how much they are willing to pay for it. This will be important information if the activity is successful and generates enough income that you consider converting it to a business or social enterprise at a later stage.

Activities that generate income contribute to the economic development of the community. For example, it will increase the amount of money coming into the community and circulating through the local economy, boosting the purchasing power of local families.

Job seekers are also more likely to want to attend activities that allow them to earn extra income in their community, which in turn will increase your participation rates. You can also benefit from income-generating activities by keeping 10 percent of the total income the activity generates. For more on distribution of income see the section on provider retention of activity generated income on page 6 below.



Compliance Reminder: Prior approval

The PM&C Regional Manager must approve all activities that generate income prior to commencement. Activities will not be approved that could undermine the viability of existing enterprises and businesses or reduce employment opportunities in your regions.

Activities that generate income

Approval of income generating activities

You must seek approval for an income generating activity from PM&C before commencing the activity. If you wish to transition a current activity into an income generating activity, you must seek approval from PM&C before it starts generating income. This applies to all activities that generate income prior to commencing them, as well as any existing income-generating activities that commenced prior to 1 July 2016.

Activity approval process

The approval process requires you to complete the Income Generating Activity Approval Form (provided at **Attachment A** at the end of this chapter and also available on the Provider Portal) and submit this to your PM&C Account/Contract Manager for the approval of the Regional Manager. An activity must not be commenced before this approval is provided from PM&C in writing.

PM&C will periodically review income generating activities to ensure the activity continues to support economic development and reserves the right to review income generating activities more frequently. You must keep records of all activities you deliver that generate an income, including the written approval provided from PM&C and the details on the distribution of income, for review when requested.

Approval considerations

PM&C will consider the following:

If the product or service is already available in the community: You should develop activities that meet community needs. Activities should provide goods and services that are not available in the community or only available at high or unaffordable prices.

Whether the activity will affect employment opportunities: Activities must not displace work that would normally be done by paid employees or through labour hire or other businesses. If the client – for example the local government or business – would normally pay for the service, the service should be provided by paid employees. Activities should only provide services such as landscaping, mowing, cleaning, pest control and garbage collection where the client has very limited funds and could not afford to purchase them at usual market rates.

How much income is likely to be generated and how it will be distributed: Generally, you can keep **up to 10 percent** of the gross income an activity generates, and must distribute the remaining income in the way outlined in the section 'Distribution of income' in this chapter.

Whether you will charge a fair market price: You cannot undercut existing businesses by selling similar goods and services to the same target market at lower prices than existing suppliers.

Whereas existing businesses may charge higher prices if competition in the region is limited, you will need to balance the increased supply of similar goods and services from a CDP activity against any benefits that arise from in additional competition.

Activities that generate income

Existing competition in your regions

An increased supply of similar goods and services from a CDP activity can lower prices and make goods and services more affordable for the community; with more goods being sold existing businesses can usually operate sustainably even if prices are reduced.

You may charge lower prices to residents who cannot afford goods and services from existing businesses e.g. registered job seekers.

Activities that are likely to generate a significant amount of income should be turned into social enterprises or businesses and PM&C may only approve their delivery for a limited time only.

Case Study: Competition where prices are high

You identify an opportunity to set up a concreting activity in your community. There is a lot of demand for concreting work and there is only one concreting business that regularly supplies this service. The business charges a much higher price than they charge in regional areas.

PM&C approves the activity because they agree the income generating activity will offer more concreting at reasonable prices and will not reduce employment. While the activity cannot undercut the price of the existing business, the presence of the activity will add competition. It is considered that the existing supplier will still be able to operate sustainably even if they reduce their prices. This has the potential to increase economic activity and create new jobs because construction work is now more affordable.

Where prices are already low and existing enterprises are only just able to cover costs, competition from a Government-funded CDP activity could make these enterprises unviable. You must not run activities (including activities that provide goods or services free of charge) that take business away from existing enterprises and undermine their viability and PM&C will not approve activities in these circumstances.

Case Study: Competition in a small market

You want to set up a café as an activity that will cater to the broader community, but there are a few existing cafés in the region and these all have operating costs that include staff wages, rent and buying supplies.

PM&C does not approve your idea for a café activity because it could result in the closure of one or more of the existing cafés as there is only a limited customer base and the existing cafés have slim margins. Because much of your costs are paid through CDP, your presence could force existing cafés to lower their prices and be put in a position where their business becomes unsustainable. However, you might choose to start it as an independent business.

Activities that provide paid services to councils or businesses, such as construction, road maintenance, landscaping, pest control, garbage collection or office cleaning work can reduce or displace employment opportunities. This is because the council or business would normally employ staff or pay a labour hire or other business to do the work. For this reason, PM&C will not approve activities that would normally be done by casual or permanent employees, labour hire firms or other businesses.

Activities that generate income

Existing competition in your regions

In these circumstance, you could consider establishing a labour hire business (where these businesses do not already operate) to undertake this work and provide CDP job seekers with access to short-term employment opportunities.

Market prices

You must charge a fair market price for goods and services you deliver through CDP activities.

What is a fair market price?

A fair market price is what other businesses would reasonably charge for similar products or services. You must not take an unfair advantage due to a lower cost base (for example, charging less because the activity's labour comes at no cost), to cut existing businesses out of the market.

When can you charge a lower price?

PM&C would consider approving activities that will charge lower prices if it will supply products to cohorts of the community that do not buy goods or services from existing businesses because they are unsuitable or they can't afford to purchase them. In this case, you can sell goods and services at a price that these community members can afford and this may be lower than the price existing businesses are charging. However, PM&C considers that councils and businesses should pay current market rates for goods and services.

Case Study: Selling at a low but fair price

A catering activity you deliver makes healthy food and you charge a small amount to job seekers to provide them with lunch. Job seekers could purchase meals from local food carts but they do not sell healthy food and the shops in town charge prices that are unaffordable. PM&C approves this activity as the lunches are to be sold only to job seekers that would otherwise not afford to buy a healthy lunch.

The catering activity is very successful and you decide to seek further approval to expand the activity and begin producing lunches for sale in town. PM&C approve this as you will charge the same prices for lunches as other local cafés and food vendors in town. Should the activity continue to prove successful over time and generate enough income, the activity should be transitioned to a commercial business.

Provider retention of activity generated income

Activity generated income is the gross income (or revenue) generated by the sale of goods or services. It is not just the profit from running the activity (revenue minus the costs of running the activity).

Provider retention of income

You can retain **up to** 10 percent of the income. However, if you want to retain more than 10 per cent you must make this clear on the initial approval form (see **Attachment A**) or seek further approval at a later stage. Either way, you must provide a strong business case for why you should retain extra income and include supporting evidence.

Activities that generate income

Provider retention of activity generated income

This is because you already receive Government funding to deliver job seeker activities and you should not require extra funds to run quality activities in your region.

In some instances you may incur additional costs delivering an activity that generates income, for example to provide higher quality materials that are sourced from a range of suppliers. Retaining up to 10 per cent of the income the activity generates is intended to be an incentive to help you establish these types of activities and to cover any additional administration costs associated with keeping records of the distribution of activity generated income.

To retain more than 10 per cent of the activity generated income, you will need to demonstrate to the PM&C Regional Manager:

- That there are additional costs associated with running the activity as an income generating activity (rather than as an ordinary activity); and
- That these additional costs are more than 10 per cent of the estimated income.

You must keep documentary evidence of these additional costs and provide it to PM&C with your Income Generating Activity Approval Form. Documentary evidence may include receipts or quotes as evidence when seeking PM&C's approval.

Information on distributing income to job seekers is provided on page 8.

Case Study: Retaining more than 10 per cent of income

You run an approved activity that produces tables and chairs from a low quality timber and you retain 10 per cent of the income that is generated. You recognise there is an opportunity for the activity to generate more income if it sold furniture made from a better quality hardwood timber, but this is much more expensive and has to be sourced from a range of suppliers outside of your region.

You seek approval from PM&C to retain 20 per cent of the income generated to cover the additional cost of sourcing and purchasing the better quality timber. You include evidence such as quotes and receipts to prove where the hardwood was sourced and the extra costs incurred, confirming it is 20 per cent of the income generated from the activity. The PM&C Regional Manager provides approval in writing for you to retain the increased amount.

Distribution of income

After you have retained up to 10 per cent from the activity, the remaining income must be distributed in one of the following ways:

- the income is distributed to the job seekers in the activity;
- the income is put back into the community (for example, to purchase a new shade sail or to run a community BBQ);
- the income is reinvested back into the activity; or
- a combination of the above.

Job seekers participating in the activity must agree to the distribution of income.

Activities that generate income

Distribution of income

PM&C suggests that any new job seekers who are referred into an income generating activity are informed of the agreement for income distribution so they understand ahead of them commencing.

Distributing income to job seekers

Unless the job seekers agree otherwise, the activity generated income should be distributed to job seekers participating in the activity. This option has the benefit of increasing the purchasing power of families in the community, and helps keep money in the local economy.

Income should be distributed to all job seekers involved in the activity, in proportion with their attendance. For example, a job seeker that attends 20 hours per week in an activity is entitled to receive 20 per cent less activity generated income than someone who attended for 25 hours per week.

You must also distribute activity generated income to job seekers at regular intervals, for example in line with their income support payments. Between payment intervals, you are to hold income in trust on behalf of job seekers participating in activities and keep records of accounts and payments made.

Income is returned to the community

Job seekers may decide that any income they are entitled to should be put into an account for use by the community, for example to hold a monthly BBQ or to purchase something for the benefit of the community, e.g. a new shade sail for the community meeting place, children's play equipment or community sporting equipment.

Job seekers participating in the activity may agree to distribute the activity generated income in an alternative way, particularly if the activity generates only a small amount of income.

Income is reinvested into the activity

Job seekers may agree that some or all of the income should be reinvested back into the activity to provide them with better quality equipment that they can benefit from. For example, you may purchase bigger and better quality canvases and a broader range of paints for an art activity that will ultimately bring in more income when the art works are sold.

Case Study: Distribution of activity generated income from a market garden activity

You deliver a market garden CDP activity for 10 local job seekers, producing tomatoes, potatoes and lettuce, which are sold at a community market. You use your CDP outcome payments to purchase soil, seeds and fertiliser, and also pay a local community supervisor to oversee the activity.

You charge the same price as other vegetable producers in the region and make roughly \$300 each week from the sale of the vegetables. You keep 10 per cent of the earnings (\$30) and distribute the remaining \$270 to the job seekers based on their hours of attendance at the activity. Eight of the 10 job seekers met their full weekly mutual obligations of 25 hours and received \$29.35 each. The other two job seekers only attended for 15 of their weekly 25 hours so their share came to \$17.61 each.

Activities that generate income

Distribution of income



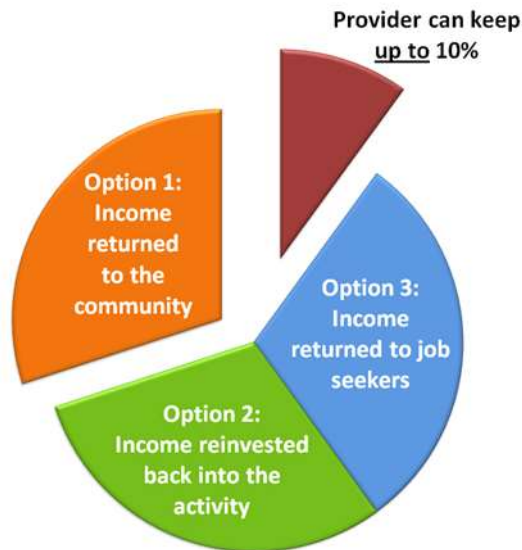
Compliance Reminder: PM&C must approve income distribution

Regardless of whether you reinvest activity-generated income back into the local community, or use a different distribution formula, you must seek prior approval from PM&C. See Attachment A for a Template approval form.

Combination of income distribution

Job seekers may agree that a combination of income distribution is their preferred option. For example they may agree to use the income earned for 3 months to purchase a portable BBQ, fold up outside table and chairs for the community and then once this goal has been achieved the income will be distributed to the job seekers participating in the activity.

Activity Generated Income – Distribution Pie



You can choose one, two, or any combination of all three options for distributing the income you do not keep.



Compliance Reminder: Holding funds separately

You are to set up a separate bank account and hold this income in trust on behalf of job seekers who participate in the activity between the period when the income is collected and when it is distributed. You should aim to distribute activity generated income to job seekers on a fortnightly basis. Any interest earned during that period should be distributed in accordance with PM&C’s approved distribution.

Approval of income distribution

You must indicate on the Income Generating Activity Approval Form the option for income distribution to be used. If this changes during the life of the activity you must first seek PM&C’s approval.

Activities that generate income

Approval of income distribution

You must provide supporting evidence that job seekers participating on the activity have agreed to the distribution, either when initial approval for the activity is sought from PM&C or at a later date. Evidence could be a simple statement outlining how the income will be distributed, including any timeframes and/or amounts. This must be agreed to and signed by the individual job seekers involved and updated and if a new job seeker is referred into the activity.

Evidence must be kept on file and provided to PM&C if requested to do so. PM&C may seek further verification from job seekers.



Compliance Reminder: Recording income distribution

You are required to maintain records of the amount of activity generated income collected from each activity, how much you retained, and how much was distributed to each job seeker and when. If an alternative option has been agreed then this must also be recorded and kept on file.

If you cannot agree on an alternative approach with the job seekers involved on the activity, PM&C can determine an approach to distribute the income, taking into account community needs and the potential for economic development.

Different rules apply for art activities that generate income. Details are provided below.

Art activities

Different activity generated income rules apply to art-based activities, which are outlined in this section.

Distribution of income

Income from the sale of art through an art or craft activity must be distributed to the actual artist and not distributed amongst other job seekers on the activity. As with other activities, you can retain up to 10 per cent of the income generated by the activity. We recommend that you consider signing up to the Indigenous Art Code when engaging with Indigenous artists and selling their artwork, whilst this is voluntary, it is still reflective of good governance practices when selling Indigenous art. A link to the code is provided at the end of this chapter.

Case Study: Art activity supporting a local Art Centre

You want to set up an art and craft activity and sell the artwork created by the job seekers. There are no existing arts organisations in the local community so PM&C approves the activity.

In accordance with the activity generated income rules, 10 per cent of the proceeds from the sale of any artwork are retained by you, and the remaining 90 per cent is distributed to the artist who produced the artwork.

In the following year a commercial art gallery plans to establish an art centre in the community, although the art gallery owners are cautious about entering into a community where they may be competing with a CDP funded art activity. You agree (with the consent of the job seekers on the activity) to exclusively supply the gallery

Activities that generate income

Art activities

artworks produced in the CDP art activity to the new gallery on a consignment basis. The gallery owners are also willing to support a job seeker in a workplace hosted placement. You provide the updated details to PM&C and they approve the activity.

The commercial art gallery agrees to pay each artist 60 per cent of the sale price of their artworks. The gallery retains the remaining 30 per cent of the sale price allowing it to operate on a commercial footing and you retain 10 per cent of the income to cover the additional costs. The job seekers are happy with this distribution because the art gallery owners have stronger links into the international art market and can achieve a higher price for their artworks.

Reporting income

Income that job seekers receive from an activity is reportable to DHS for income support purposes and you must inform job seekers ahead of them joining the activity that they will need to report to Centrelink any income received from participating in the activity. You must also explain to job seekers the potential consequences if they fail to do so. For example, cancellation of their income support and a potential debt owed to Centrelink.

If reportable income is greater than the job seeker's income test threshold, the job seeker may receive a reduced rate of income support. The information below provides more about the current income test thresholds and tax implications for job seekers who receive activity generated income.

Income free thresholds

Income that job seekers receive through a CDP activity is reportable for income support purposes and this could affect their income support payment amount. The income test free area for each payment (the amount of income a person can earn before payments are affected) can be found on the DHS website.

Case Study: Activity generated income and income support payments

Jenny, a single mother, and Jamie, a single NewStart Allowance recipient, are two of 10 job seekers who participate in a sandwich-making activity for their full 25 hours per week of Mutual Obligation Requirements.

The activity generates around \$2,000 a fortnight selling sandwiches in the community. After you take 10 per cent of the income, each of the 10 job seekers that attend would receive \$180 of the activity generated income each fortnight.

Since Jenny receives Parenting Payment Single and has one child, the activity generated income is below her fortnightly income free amount of \$186.60 and she remains on the full Parenting Payment Single payment. Jamie's share of the activity generated income is

greater than his NewStart Allowance fortnightly income test free amount of \$102 so he receives a reduced income support payment. This has implications on his Mutual Obligation Requirements, including the number of hours he has to participate in activities (see the Mutual Obligation Requirements chapter for more information).

Activities that generate income

Rotation of job seekers

Sharing opportunities

To ensure all job seekers in the community have an opportunity to undertake income generating activities; you should consider rotating job seekers so those who have shown an interest in participating can do so if there is not enough places available.

Tax implications of employment relationships for job seekers

Job seekers that receive income through activity generated income may need to pay tax on their earnings. The current tax free threshold is \$18,200 a year. A job seeker's income support and any activity generated income will contribute to their combined annual income. However, job seekers on income support should receive tax offsets including the beneficiary tax offset and the low income tax offset. This means job seekers may receive a partial or potentially full tax refund at the end of the financial year.

It is your responsibility to inform job seekers and ensure they understand that potential tax implications exist, ahead of them participating in an income generating activity.

Does payment of activity generated income create an employment relationship?

The activity generated income arrangements set out in this chapter are not intended to create an employment relationship between yourself and job seekers. As such, superannuation and other entitlements should not be triggered by these payments when a job seeker is participating on an activity that generates income.



Compliance Reminder: Reviewing by PM&C

PM&C will review income generating activities on a regular basis to ensure that the activity continues to support economic development. PM&C reserves the right to review income-generating activities more frequently, if required.

Converting activities into businesses or social enterprises

Generally, if an activity has paid contracts from local businesses or councils (i.e. to mow lawns, clean, clear land, or undertake weed and pest control services), it should also be converted into a business. This work should be undertaken by paid employees, for example through a labour hire business.

Additionally, if an activity starts to generate significant income, it should be converted into a business rather than being supported through CDP. Similarly, if you choose to distribute the income to the job seekers but the income to be distributed nears or exceeds the minimum hourly wage, you should also consider turning the activity into a business. This ensures job seekers are rewarded by obtaining employment rather than remaining in an activity.

Activities that convert into businesses or enterprises can:

- provide jobs;
- host job seekers;
- compete with other businesses; and
- generate profits for the owners or for reinvestment in the community.

Activities that generate income

Converting activities into businesses or social enterprises

You should contact PM&C about the potential for support to convert an activity into a business, such as business planning and mentoring.

Once registered with an Australian Business Number, the business will be eligible to claim CDP Employer Incentive Funding in the event that job seekers employed in the new business achieve 26 week employment outcomes.

PM&C can also approve a higher number of hosted places for job seekers for a period of up to two years if you are establishing a separate business (see the Experience in a Real Workplace chapter for more information).

Case Study: Native plum picking activity

You run a native plum picking activity with 10 job seekers participating during the dry season harvest. You sell the native plums to an exporter for \$50 a kilo.

Over the season, the job seekers collected around 2,000 kilos of plums. The total income generated came to \$100,000. You keep 10 per cent of the income and distribute the remaining \$90,000 to the 10 job seekers based on their fortnightly attendance over the following nine month period until the next harvest season. Each job seeker received around \$500 per fortnight over that period. All of the job seekers earned more than their fortnightly income test threshold and as a result did not have compulsory Work for the Dole requirements, but they all decide to keep attending the activity and receive the activity generated income.

Due to the high level of income generated, PM&C did not approve the activity for the following harvest season and you were informed you should convert the activity into a business. You work with PM&C to agree to a timeline and plan for turning the activity into an Indigenous-owned social enterprise with some extra funding provided by PM&C to assist the transition of the activity into a social enterprise.

Assets

What happens to assets when converting an activity to a business?

For assets purchased using CDP provider payments, no permission is required from PM&C to transfer or sell the asset to a new business. However, you will still need to comply with the CDP Funding Agreement and if you transfer the asset you will need to consider how you will continue to deliver quality CDP activities without it.

For assets purchased with funds from the former Participation Account (PA), you and PM&C will need to agree to arrangements before transferring the asset to a new business and you must seek PM&C's approval before doing so. PM&C may seek fair compensation for the transfer of any assets purchased through the PA if they are no longer going to be used in the delivery of remote employment services. When determining whether to seek compensation, PM&C will consider the value and age of the asset, and the employment opportunities and any other benefits generated from the new enterprise.

Activities that generate income

Assets

Case Study – Turning a landscaping activity into a business

You established a landscaping activity for CDP job seekers in your region.

You eventually start to charge for the services delivered and you realise that the service could generate enough income to become a sustainable business that provides a number of real jobs and quality hosted placements for job seekers. The landscaping activity is converted to a labour hire arrangement; therefore PM&C will no longer approve this as a CDP activity.

You receive a grant from PM&C and a loan from IBA to cover the costs of establishing the new business, including setting up systems and leasing more equipment. As part of the package of support, PM&C agree that initially your new business will have 10 hosted placements in addition to two staff who will be supervisors. In six months' time, the number of hosted placements will go down to five and the business is expected to employ two more job seekers to work on paid contracts.

After two years the new business, Desert Landscapes, employs five permanent staff and regularly hosts up to two job seekers. It also receives CDP Employer Incentive Funding for each job seeker it employs for 26 weeks.

Case Study – supporting job seekers to become sole traders

You run an activity that assists in the development of carpentry and furniture-making skills for local job seekers. Some of the job seekers become very skilled at producing high-quality furniture including coffee tables, chairs and bed frames. You recognise that these job seekers could begin selling their furniture.

You want to support local economic development but do not have an interest in running a furniture-making business. You therefore decide to assist some of the job seekers on the activity to become sole traders and sell their own furniture.

You allow these self-employed job seekers to continue using your tools and facilities for a small fee and you also organise for a local Indigenous business mentor to support them with on-call mentoring and back-office business support.

Assistance for Indigenous CDP providers or job seekers to start businesses

There may be Indigenous job seekers who have potential business acumen and/or an idea that could be shaped into a business.

Equally, as an Indigenous CDP provider, there may be opportunities to transition a CDP activity into a commercial business.

There is growing demand for Indigenous businesses through the use of the Indigenous Procurement Policy and Indigenous employment and procurement targets in other Government contracts.

Activities that generate income

Assistance for Indigenous CDP providers or job seekers to start businesses

Indigenous Entrepreneurs Fund

The Commonwealth Government's Indigenous Entrepreneurs fund (IEF) supports Indigenous businesses to start and grow.

There are opportunities for both Indigenous job seekers interested in starting their own business and Indigenous CDP providers to receive support from the IEF:

- **Indigenous job seekers** are able to seek business advisory support and apply for grants for business assets through the IEF to start their own businesses.
- **Indigenous CDP providers** may seek support to transition an activity generating income into a commercial business.

The IEF can provide support in two ways – business advisory services including help accessing commercial finance and other support and grants for plant and equipment.

Business advisory services

Business advisors provide face-to-face, tailored support to Indigenous start-ups and existing businesses including assistance with:

- developing business plans;
- assessing commercial viability of proposed business activities;
- preparing loan applications;
- preparing grant applications (where applicable);
- getting back office support; or
- networking and mentoring.

Grants for plant and equipment

The IEF provides one-off grants for business assets (plant and equipment), where commercial finance is not available.

IEF grant funding is provided through the Indigenous Advancement Strategy (IAS) community-led grants process.

You should contact PM&C to discuss your business idea in order to access business advisory support and IEF grant or funding.

Activities that generate income

Further Reading & Related Documents

Document: Indigenous Visual Art Industry Code

Where to find it: www.indigenousartcode.org

Specific Sections: Entire code

Why it's helpful: Providers and arts enterprises should adhere to this code to help establish appropriate, voluntary standards for the Indigenous art sector.

Document: Indigenous Advancement Strategy factsheet

Where to find it: PM&C website, using [this link](#)

Specific Sections: Entire factsheet (2 pages)

Why it's helpful: Provides a summary of the Strategy, which allows for access to start-up funding, business support and mentoring for remote businesses.

Attachment A: Income Generating Activity Approval Form

CDP region/Provider: _____

Income Generating Activity Approval Form		
Economic development and meeting community needs		
1)	What are the goods and/or services that the Activity will supply for sale? _____	
2)	Who are the customers of the Activity? _____	
3)	Is the product or service already available in the community? (If yes, how many suppliers?) Yes No Number of suppliers? _____	
4)	If there are existing suppliers for these products, how is the Activity filling a community need? _____ _____ _____	
5)	Would a local council, local business or organisation usually contract paid employees, casuals or labour hire businesses to undertake this work (e.g lawn mowing, landscaping, cleaning, pest control etc)? Note: if yes, providers should deliver these contracts through a labour hire business. Yes No Comment _____	
Pricing and competition		
6)	What are you proposing to charge? (if necessary, attach a separate sheet with a list of pricing) _____ _____	
7)	What is the usual price (if the product/service is available in the community)? _____	
8)	If you are charging below the usual price, please indicate the reason. _____ _____ _____ _____	
9)	If there are other businesses in the community that supply the product or service, would these existing supplier(s) be forced to reduce staff (including hours) if the Activity goes ahead? Yes No Comment? _____ _____ _____	

Income Generating Activity Approval Form

Distribution of Activity-generated income (AGI)

If the Activity is approved, providers may retain up to 10 per cent of AGI without additional approval from the Regional Manager.

10) In percentage terms, how much AGI do you intend to keep? ____%

With the Regional Manager’s permission, providers can keep more than 10 per cent of the AGI if there are additional costs associated with generating income compared to running it as a basic activity.

11) If you are requesting permission to retain more than 10% of AGI, what are the additional costs that you need to cover? Provide receipts as necessary.

12) What do you intend to do with the remainder of the Activity-generated income? Circle relevant options and provide details.

Distribute it to job seekers Please specify details of distribution _____

Community development Please specify details including evidence of community consultation

Arts and craft activities

13) Does the proposed Activity involve the sale of art, craft or cultural products?

Yes No Comment? _____

14) If yes, is there another supplier of a similar product in the community?

Yes No Comment? _____

15) Have you explored other options such as selling art on consignment through existing suppliers?

Yes No Comment? _____

Business opportunities

16) How much income is expected to be generated per year? _____

17) How many job seekers are likely to be involved in the Activity at any point in time?

Community Development Programme

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CDP GUIDELINES

CONTENTS

Contents

Introduction

The amended Guidelines have been updated to clarify, strengthen and expand on the current Guidelines. They incorporate CDP provider advice; common Remote Services Mailbox enquiries; new policy and IT changes; tips and compliance reminders. As the amended Guidelines are a living document, they rely on you using, testing and challenging them, and therefore will be updated as issues are identified and where further clarification is required.

To help you move around each of the Guideline chapters, this document has been developed to provide a high level introduction to each of the chapters to let you know what they contain and how they may be of assistance to you.

CDP Overview

The CDP Overview is designed to be a stand-alone document that provides a high level view of what CDP is, how it works and what its objectives are. The document can be handed to anyone in the general public, including businesses, stakeholders or interested people.

Code of Practice and Service Guarantee

This document is currently given to job seekers when they register with your organisation. The Code of Practice and Service Guarantee outlines the principles and standards that underpin the delivery of the Programme and what job seekers and the community can expect from providers.

Introduction to the CDP IT System

The chapter provides a high level introductory view of the components of the CDP IT System that you will frequently use. The Task Cards at the end of each of the relevant chapters will build on the information contained in this chapter. Also, it provides advice on the various levels of CDP IT system access according to your role in your organisation.

CDP Guidelines chapters

Broadly, the CDP chapters fall into three categories:

1. **Getting to know the job seeker**
Outlines the processes for engaging with job seekers, including support, assessment and managing attendance.
 2. **CDP job seeker pathways**
Steps through the pathways a job seeker may take in the Programme that lead to employment.
 3. **CDP Operational Directory**
Operational information CDP providers require for the successful delivery and management of the Programme.
-

1. Getting to Know the Job Seeker

These chapters outline the processes for engaging job seekers in CDP, including support, assessments and managing attendance.

Programme Access and Exits

Understanding how job seekers gain access to Community Development Programme (CDP) services and why job seekers leave the Programme – either temporarily or

Contents

1. Getting to Know the Job Seeker

permanently – is important, because it ensures you can provide appropriate services for job seekers, recommence services when required, or conclude service delivery appropriately and effectively. CDP is designed so that job seekers have entry and exit points in the Programme.

This chapter provides advice on what to do when registering a job seeker in CDP, and the IT systems to support you in managing job seeker access and exits to CDP.

Mutual Obligations Requirements

People who receive certain types of income support generally need to participate in suitable activities that will help them into employment and contribute to their local community. These are known as Mutual Obligation Requirements.

This chapter provides information about Mutual Obligation Requirements and how you can support job seekers to meet these requirements.

Job Seeker Assessments

Assessments assist you by identifying a job seeker's barriers to gaining and keeping a job. Identifying these barriers helps you to propose suitable activities for the job seeker, as well as develop an individual Job Plan.

There are three types of assessments:

- Job Seeker Classification Instrument (JSCI);
- Employment Services Assessment (ESAt); and
- Job Capacity Assessment (JCI).

This chapter explains what they are and how to use them.

Job Plans

CDP provides specific and tailored assistance to job seekers. As a provider, you work with job seekers to determine the support that you will deliver, now and into the future. All of this support is packaged up in an individual plan known as a Job Plan.

This chapter provides information on how to develop, populate and manage Job Plans for your job seekers.

Job Seekers with Disability

You must provide services to job seekers with disability who live in your CDP region and help them participate in work-like activities, so they can move towards finding long-term employment.

This chapter attempts to raise the profile of job seekers with a disability and how you may be better placed to service the job seekers including how to identify a job seeker with a disability, and what considerations you may like to consider in the development of their job plans.

The Activity Diary and Noticeboard

You are required to place job seekers in activities to meet their Mutual Obligation Requirements and manage their attendance in these activities. The Activity Diary and Noticeboard are tools in the CDP IT system to help you do this.

You record planned and actual attendance at activities in the Activity Diary. The Noticeboard generates important messages for you to manage a job seeker's participation in activities and in CDP.

Contents

1. Getting to Know the Job Seeker

This chapter provides information to assist you to develop activities in the CDT IT system, allocate supervisors, record attendance and a range of supporting processes.

Servicing Job Seekers

Your first meeting with the job seeker gives you the opportunity to build rapport and commence a discussion about the job seeker's abilities, strengths, barriers, education and work history (including skills, aspirations and opportunities). You will also gather important information by conducting the Job Seeker Classification Instrument (JSCI).

Following both the discussion and the assessment, you will be able to tailor the job seeker's Mutual Obligation Requirements in accordance with their unique circumstances and determine if additional assessments are required.

This chapter explains how to engage effectively with job seekers and use this information to identify and organise the assistance the job seeker will need.

Job Seeker Attendance and Compliance

Ensuring job seekers attend appointments and activities is a fundamental part of your role. It underpins the policy intent of CDP to increase employment for people in remote regions of Australia and to break the cycle of welfare dependency. This occurs when job seekers engage in the program and receive the skills and support they need to move along a pathway towards a job.

This chapter will look at the correct way to monitor and record job seeker attendance and the options available to you if job seekers do not attend.

Challenging Behaviours

You will encounter a variety of job seekers from a wide range of backgrounds that will present their own unique challenges. Some job seekers will present with particularly complicated situations as they display challenging behaviours.

This chapter provides you with information on the servicing of job seekers with challenging behaviours, including the management of incidents, the development of case management plans and the recording of incidents in the CDP IT system. It also sets out requirements for lodging Job Seeker Incident Reports in the CDP IT system.

2. CDP Job Seeker Pathways

These chapters step through the pathways a job seeker may take in CDP and shows the levels of complexity leading to employment.

Community Engagement

As the CDP provider, you are the single point of contact for job seekers, communities, employers and host organisations in each region.

Engaging with your community and stakeholders will form the basis for successful delivery of almost every element of the program. For example, talking with local employers can assist you to understand current employment opportunities, as well as opportunities which may emerge in the future.

This chapter provides information and tips as to how you may further develop your working with your community that will assist you in developing methods and strategies for delivering tailored, practical solutions to assist local community development and improving the employability of job seekers.

Contents

2. CDP Job Seeker Pathways

Risk and Insurance

This chapter will assist you to understand how you need to manage risks and insurance in the delivery of the CDP.

It is important for you to be aware of these requirements so that you can mitigate risk wherever possible, reduce the likelihood of harmful or unfavourable events occurring, and minimise the impact of any risks on yourself, on job seekers and on PM&C.

Setting Up and Managing Activities

Providers are required to establish and run quality activities for job seekers, in all communities, including Small Communities.

Quality activities give job seekers the opportunity to develop their skills for employment and support the community, while meeting their Mutual Obligation Requirements.

This chapter provides advice on how you may identify, develop and manage quality activities in your regions.

Experience in a Real Workplace

Working with not-for-profit organisations, businesses, social enterprises, State/Territory and Local Governments, and other entities can help you to increase the availability and the quality of activities available to job seekers.

You can arrange for another organisation to deliver work-like activities on your behalf through work experience or a hosted activity. This is known as a 'host organisation'.

Work experience in a real workplace can be an important step in a job seeker's transition from unemployment to a paid job, and is a good way for job seekers to satisfy their Mutual Obligation Requirements.

This chapter provides advice on the value of providing opportunities for job seekers experiencing work experience in a real workplace, how you set such experiences placements up, and how you manage these.

Activities that Generate Income

In some cases you might start to generate income as they mature and develop, supporting economic development and growth in your region. This also gives job seekers opportunities to build their skills and contribute to their communities.

Activities that generate income can provide job seekers with a broader range of work experience and skills, such as how to deliver good customer service and handle money. Participation in these activities can also provide incentives to job seekers by earning additional income for their communities and helping them to understand economic and business opportunities.

Employment

One of the Community Development Programme's (CDP) main objectives is to help job seekers to find a job and keep it.

You must identify suitable activities to upskill your job seekers and to make them competitive in the employment market.

Previous chapters have covered how you can assist job seekers on your caseload move along the pathway towards employment.

Contents

2. CDP Job Seeker Pathways

This chapter outlines how to assist your job seekers get into work by responding to your local employment market and taking advantage of available opportunities. It also outlines how to provide post placement support in order to give job seekers the best chance of keeping a job.

3. Operating Directory

These chapters provide operating information that providers require for the successful delivery and management of CDP.

Contracting with PM&C

Good contract administration is critical to the successful delivery of your contract with PM&C. It promotes good governance by maintaining appropriate and up to date records, and involves the fair, transparent and consistent application of the terms and conditions of the CDP Funding Agreement.

This chapter outlines key aspects of contract administration and governance including how to initiate and process variations to the Funding Agreement and your key relationships with PM&C.

Provider Performance

This chapter outlines how the Department of the Prime Minister and Cabinet (PM&C) will assess your performance against the requirements of the CDP Funding Agreement. The chapter and these Guidelines **replace the Programme Management Framework** and the Provider Performance Review (PPR) Provider Guide previously published on the Provider Portal.

These Guidelines will be updated for each PPR period to reflect changes in the performance framework. This chapter, released in March 2018, applies to the PPR6 period (1 April to 30 September 2018 inclusive).

Provider Compliance

This chapter details how we will manage our approach to your compliance obligations and assess risk in delivering CDP services.

We will use the following four risk-based strategies:

- prevention and deterrence;
- monitoring, assessment and detection;
- response and correction; and
- evaluation and reporting.

Payments

The CDP provider payment model is designed with clear incentives to support the Programme's dual and complementary objectives:

- To help encourage job seekers to participate in their communities each day through meaningful activities, and
- To support job seekers into work as it becomes available.

This chapter provides clear advice on what payments you may be entitled to, any prospective employers of your job seekers, and the IT process and Documentary Evidence requirements to secure those payments.

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3. Operating Directory

Complaints and Dispute Resolution

Feedback, whether positive or negative, ensures accountability, but also provides valuable insight into performance and conduct of your organisation.

By setting up a complaints and feedback process, users of your services can help you identify faulty or unworkable processes, trends, significant problems or other areas where you can improve service delivery. This kind of process can also assist you in identifying what works well.

This chapter outlines ways in which you can gain valuable feedback from job seekers, communities and employers and how to improve your services whilst complying with the CDP Funding Agreement

Other Agencies and Important Contacts

Knowing your stakeholders and who you should contact in other programs and agencies will be helpful when you need to access support services and other assistance for CDP job seekers. Establishing and maintaining local networks is essential to delivering effective and quality services to your job seekers.

This chapter provides you with some starting points for national and state level contacts. You will need to put together the contact points for local services in your CDP region. The contacts and facilities available at the local level will vary from region to region.

Glossary of Terms and Abbreviations

This Guideline chapter has been developed to assist you in understanding some of the commonly used terms or acronyms that you may come across in your reading of the Guideline chapters or hear your co-workers use in the office.

Community Development Programme

OFFICIAL

Document 9.18



COMMUNITY DEVELOPMENT PROGRAMME (CDP)

OVERVIEW

Effective Date April 2018. Version 1.0

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CDP Overview

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CDP Overview

Introduction

The Community Development Programme (CDP) is a community oriented program designed for remote Australia, providing opportunities for all job seekers to develop skills and transition to employment while they contribute to the goals of their communities.

The CDP provides a broad and flexible range of activities delivered and designed by CDP providers, working in partnership with local job seekers and communities to address their needs and available employment opportunities.

Aims of the CDP

The CDP is a community driven programme that prepares job seekers for work while contributing to the goals of the community. The aspirations of the broader community can be addressed by overcoming local issues through local solutions, which in turn supports the individual to achieve their aspirations. CDP activities are designed to respond to the specific needs of local communities and available employment opportunities. Providers can tailor a package of assistance to each individual job seeker based on their needs and readiness for employment.

Finding a job in a remote community is very different from finding a job in a major city. Some of the communities that are serviced by CDP have fewer than 20 residents and are located in very isolated regions of Australia. Remote communities tend to have fewer businesses and employers, and are located long distances from larger jobs markets.

CDP aims to overcome these challenges for remote job seekers. The programme goals are to ensure that:

- Job seekers are skilled to meet the needs of local employers;
- Work-like activities are delivered that benefit job seekers and their local community; and
- Job seekers get a job and keep it.

CDP offers job seekers a pathway to incrementally build their skills, experience and work-readiness through work-like activities and placements in real work settings.

Eligibility for CDP services

Eligibility criteria for income support payments are set out in social security law, and apply to all recipients regardless of whether they live in remote or non-remote Australia. The CDP applies equally to all job seekers living in remote Australia, including Indigenous and non-Indigenous people. Generally, all individuals living in remote Australia receiving income support payments and looking for a job are eligible to receive CDP services. Individuals not on income support may volunteer to participate in CDP.

The need to undertake mutual obligations as a condition of income support, and penalties for not undertaking these obligations are rules that apply to all Australians. All activity-tested job seekers, whether they live in the major cities or remote communities, have Mutual Obligation Requirements of up to 25 hours a week. In CDP regions, these Mutual Obligations Requirements are generally work-like activities, which include work for the dole activities, community and cultural activities, and training and support to overcome barriers.

CDP Overview

Eligibility for CDP services

Most job seekers receiving income support payments are required to participate in CDP services to continue to receive their income support. Indigenous and non-Indigenous job seekers aged 18 to 49 years participate in work-like activities five days a week, 12 months a year with leave provisions and a range of exemptions available. A broad and flexible range of activities are designed and delivered by CDP providers. CDP services also assist vulnerable job seekers and job seekers with a disability, with providers taking into account their capacity to participate in the programme and their individual needs and support requirements.

Support for CDP job seekers

CDP provides a framework to help each job seeker make positive contributions to their community and take up available employment opportunities. Their pathway is shaped by their individual circumstances, goals, aspirations and the opportunities available to them.

In addition to support being tailored to individual job seekers, CDP is also shaped by each local community, through:

- **Being community driven** – providers work with their local communities to highlight the potential of the programme and how it can work in the local environment. Providers also listen to what the community would like CDP to deliver for them and incorporate this into the development of CDP activities. CDP can also work in partnership with other programs and community groups to achieve better outcomes for all parties;
- **Catering to job seeker needs** – CDP services meet the needs of all job seekers, being mindful they each have different interests and levels of work readiness. The range of services allow job seekers to move along the right pathway for them;
- **Tailoring to local employment opportunities** – CDP providers work with employers to understand existing opportunities and potential opportunities in the pipeline; and
- **Building partnerships** – CDP providers build partnerships to improve the delivery of CDP and take advantage of other programs delivered in their region(s). This may include programs or initiatives of local councils or State/Territory agencies, such as infrastructure, health or housing projects.

A CDP provider's service delivery is influenced by all of the above factors. Providers that acknowledge and respond to these factors can effectively support individual job seekers to take up the range of services on offer.

Job seekers typically have access to an extensive range of CDP activities. Activities can be vocationally based, for example: learning construction skills leading directly to paid employment; working in a local market garden and assisting the community achieve health and wellbeing outcomes; and participation in social enterprises such as Op Shops where job seekers learn product sales, business planning and retail-type skills. A range of non-vocational activities such as mental health support and drug and alcohol rehabilitation are also available to help job seekers address barriers to work and participation in the community.

CDP Overview

Support for CDP job seekers

Furthermore, there is flexibility for providers to deliver activities specifically designed to enable communities and individuals to enrich and preserve culture. This includes supporting men and women in promoting, revitalising and maintaining traditions, language and cultural heritage and through the creation of arts, crafts and bush products.

A package of support for a job seeker will typically include a combination of:

- vocational and non-vocational training (including on-the-job training);
- essential skills training and assistance to overcome personal barriers to employment (for example, literacy problems);
- job search assistance;
- work-like activities designed to boost the job seeker's skills and experience;
- job placements and work experience placements;
- support for job seekers and employers when a job seeker gains employment; and
- mentoring.

Support provided under the CDP has helped bring positive change to remote job seekers, families and communities. Remote job seekers are now standing up and participating, building daily routines and establishing social norms. Many remote job seekers have a renewed sense of pride as they are contributing to their communities.

Opportunities for Employers

CDP providers work with local employers to understand their workforce needs and employee requirements. This enables them to deliver appropriate activities that prepare job seekers for current and future employment opportunities.

Activities are an important step in building a job seeker's skills, but they are not an end destination. CDP supports the transition from activities into employment by giving job seekers experience in real workplaces. To achieve this, providers:

- build strong links with employers to identify ongoing job opportunities, training and work experience pathways and to understand employers' workforce needs now and in the future;
- offer work experience arrangements with employers;
- regularly assess the suitability of job seekers on their caseload for job opportunities with employers;
- provide the job seeker with Post-placement Support as they commence in employment for up to 26 weeks; and
- support employers for the first 26 weeks of a job seeker's employment placement.

Employers are encouraged to take on CDP job seekers from remote areas for up to 26 weeks in a work experience placement. A work experience placement is a long term opportunity. It can be up to 25 hours a week or 50 hours worked flexibly over a fortnight depending on the job seeker's Mutual Obligation Requirements. During this time, job seekers remain on income support and have obligations under the CDP.

CDP Overview

Work Experience

Note: Work experience was previously called a hosted placement.

Work experience may be in a business, social enterprise, not-for-profit organisation, entity related to the provider, or a state/territory or local government agency.

A work experience placement offers:

- a boost to the job seeker's employability by increasing their work experience;
- demonstration to a job seeker of what is expected in a workplace and the expectations of employers;
- a prospective employer the opportunity to see how a job seeker performs in the workplace;
- improvements to a job seeker's self-esteem; and
- encouragement to a job seeker to get into paid employment, rather than rely on welfare.

Providing job seekers with work experience is a critical link to facilitating their transition into paid employment, however, there are rules in place to ensure job seekers who take part are protected, and to make sure placements do not displace paid jobs. For this reason, the following limits apply to the number of job seekers that can be placed in work experience in a workplace at any one time:

- Employers with up to 10 employees can offer up to two work experience placements.
- Employers with 11 to 20 employees can offer one work experience placement for every five ongoing employees.
- Employers with over 20 employees, including businesses and government agencies, can have four work experience placements plus one additional placement for every 10 ongoing employees.

PM&C may approve additional work experience placements on a case by case basis, but this will be monitored closely to ensure they are not displacing existing jobs.

Work experience placements are a great way to help build the skills and employability of job seekers. This is why a work experience placement must be as work-like as possible. Employers will need to ensure there is a reasonable ratio of job seekers to employees. That way, job seekers will be well-supervised and able to learn from workmates. Job seekers in work experience placements will require on-the-job training and appropriate supervision. Employers can negotiate a payment with the local CDP provider to cover these costs.

Employers can contact their local CDP provider and ask them to suggest a suitable job seeker. Details on how to find a provider can be found at the end of this document. Employers can also advertise directly and select job seekers for work experience placements, provided they are CDP participants.

Employers must enter into a contract with the CDP Provider to define work experience arrangements, including the supervision of participants and reporting of attendance.

CDP Overview

Work Experience

Providers can also assist with support such as mentoring and training for a job seeker in a work experience placement.

Employers are encouraged to offer employment to CDP participants at the end of their placement. To assist in the conversion of work experience into real jobs, employer incentive funding is available as outlined below.

Employer Incentive Funding

Under CDP, incentive funding is available for employers to help Australian businesses manage the costs of employing remote job seekers. Transitioning a remote job seeker into the workforce can offer employers many opportunities and rewards, although some job seekers may need a little more support as they settle into their new workplace.

Employers can use Employer Incentive Funding in any way they choose, including to cover additional training and supervision costs or as a wage subsidy. The incentive is paid once a remote job seeker has been employed full time for 26 weeks and is payable through the CDP provider. An employer is eligible to receive a one-off payment of up to \$7,500 (exclusive of GST) for full time employees or up to \$3,750 (exclusive of GST) for part time employees.

The 26 weeks of employment do not need to be consecutive, though they must be with the same employer. A job seeker can have a break of up to four weeks in each 13 week period. This could be for the job seeker to take cultural leave, to manage short seasonal gaps, or down time between projects. Paid annual leave or paid sick leave does not count as a break.

For more information on assistance with finding employees, work experience arrangements and Employer Incentive Funding, employers are encouraged to contact their local CDP provider. Information on how to do this is provided in **More Information** on page 7.

Partnership arrangements and linkages with CDP

The CDP is a community-driven programme that requires effective partnerships and linkages with employers, community groups, and other key organisations and programs. The various ways in which any of these stakeholders can become involved in CDP will vary from community to community.

CDP providers develop linkages and partnerships with local authorities, organisations and employers to maximise opportunities for job seekers and to benefit communities. For example, they may deliver an activity in partnership with the local council that involves planting shrubs and bushes and regenerating community areas. This would provide a meaningful and work-like activity for job seekers and allow them to gain valuable skills and experience.

The council may supply the shrubs, fertilizers, etc. and the provider would supply the tools required for the activity and a suitable supervisor and job seekers to participate.

CDP Overview

Partnership arrangements and linkages with CDP

This initiative benefits all parties, as the job seekers are able to attend a quality activity, the council gets the shrubs planted, the provider delivers a work-like activity at a reduced cost, and the community enjoys access to a revegetated area.

Partnership arrangements, including who pays for what, will vary depending on the provider involved and the activity being delivered and would need to be negotiated on a case by case basis. The general rule is that an activity should not compete with a local business or displace a real job.

CDP providers may also arrange for an organisation to host an activity for a group of job seekers on their behalf. These differ from a work experience placement with an employer as they are usually with an organisation normally staffed by volunteers, such as in a women's centre, a men's shed or a charity store, and are therefore not subject to limits on numbers or duration as per work experience arrangements with an employer.

Supporting local employment markets

The CDP also supports local employment markets through economic and enterprise development to increase the number of employment opportunities. CDP activities can be used to generate income, establish new enterprises and keep more income locally. They can also be used to build skills and develop goods and services that community members want, such as furniture, clothes lines, smoke alarm installation, outdoor shelters and other minor construction projects. Establishing sustainable enterprises can build wealth and empower remote communities to take control over their future.

The Indigenous Entrepreneurs Fund (IEF) primarily targets Indigenous businesses in regional and remote Australia. Through the IEF, prospective Indigenous enterprises can receive business advice and support to apply for commercial finance. Where commercial finance is not available, grant funding is available for the purchase or lease of plant and equipment infrastructure.

A range of funding and programs are available in remote regions to support the establishment and growth of new and existing businesses.

How the CDP is administered

While the CDP delivers employment service in remote regions, it is only one component of Australia's social security system. Other Government agencies have a role in administering the policy for employment services programs. The Department of the Prime Minister and Cabinet (PM&C) for CDP, Department of Jobs and Small Business (DJSB) for jobactive and Department of Social Services (DSS) for Disability Employment Services. The Department of Human Services (DHS) is the service delivery agency responsible for the delivery of the overarching social security system that CDP operates within.

PM&C is responsible for engaging providers to deliver employment services to job seekers in remote Australia. Specifically, PM&C implements the CDP in accordance with social security law, and develops policy advice on the programme. PM&C also monitors and manages the performance of CDP providers to ensure remote job seekers receive a

CDP Overview

How the CDP is administered

high standard of service and are provided with appropriate activities to meet their Mutual Obligation Requirements under law.

Through the Regional Network, PM&C maintains an 'on-the-ground' presence, which supports active engagement with communities, providers and other stakeholders.

DJSB is responsible for the National Jobseeker Compliance Framework and participation policies for income support payments, which are activity tested. Further, the agency is responsible for policy related to the Job Seeker Classification Instrument (JSCI), which is used by DHS and providers to assess a job seeker's barriers and work capacity. DJSB also administers jobactive, which operates in urban and regional areas of Australia.

DSS is responsible for income support and participation policy for people of working age and policy for Employment Services Assessments (ESAt) and Job Capacity Assessments (JCS). DSS also administers the Disability Employment Services (DES) program, which operates alongside jobactive in non-remote regions of Australia. This service provides employment support to people with disabilities, injuries or health conditions.

The policies of these individual agencies come together through DHS service delivery. DHS delivers services in relation to income support received by remote job seekers (including assessing eligibility and paying income support), administers the National Jobseeker Compliance Framework (penalties for non-compliance), and refers remote job seekers to the CDP. Further, DHS assesses and determines a job seeker's work capacity and Mutual Obligation Requirements, including whether exemptions for medical incapacity, undertaking cultural business, and other special circumstances should apply.

More Information

For more information about the CDP and other opportunities for economic development in remote Australia you can visit the Department of the Prime Minister and Cabinet's website at: <https://www.pmc.gov.au/CDP>

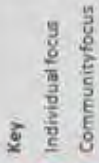
The Department of the Prime Minister and Cabinet Regional Network (PM&C Regional Network) provides an on the ground presence that supports active engagement with communities, providers and other stakeholders. The department's website has a list of regional network office addresses at: www.dpmc.gov.au/contact-us/regional-network-addresses

To find the contact details of the CDP provider in your local area, you can use the Australian Government's JobSearch tool, which allows you to search by town or postcode. You can find the tool by visiting: [Find Your Employment Services Provider](#)

CDP providers should refer to the CDP Manual for detailed information on operational elements of the programme.

How the Community Development Programme works

Every community is different and CDP responds by
being community driven | catering to caseload needs | tailoring to local employment opportunities | building partnerships



to deliver positive outcomes to benefit the community

GETTING TO KNOW THE JOBSEEKER

Providers work with job seekers to understand the specific and tailored support they need

- Assessments**
 - Skills and strengths
 - Work Capacity
 - Aspirations
 - Difficulties obtaining work
- Individual plans**
 - Package of support
 - Right starting point
 - Pathway to a job
 - Every plan and pathway is different

CDP JOBSEEKER PATHWAYS

BUILDING JOB READINESS

Providers offer a variety of activities to suit the needs of their caseload and local employers

- Skills increase within or between activities
- Work-like activities to suit job seekers:
 - Interest
 - Skills/work readiness
 - Available jobs
- Assistance built into activities or separate
- Activities can generate an income

LINKING TO JOBS

Providers support a transition from activities to employment in a way that suits the job seeker's individual pathway



ONGOING SUPPORT

- Regular contact
- Respond to changes
- Progress along a pathway
- Engage through incentives and compliance
- On-the-job support

Community Development Programme



CDP GUIDELINES

CHALLENGING BEHAVIOURS

Challenging Behaviours

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Challenging Behaviours

Introduction

You will encounter a variety of job seekers from a wide range of backgrounds that will present their own unique challenges. Some job seekers will present with particularly complicated situations as they display challenging behaviours.

This chapter provides you with information on the servicing of job seekers with challenging behaviours, including the management of incidents, the development of case management plans and the recording of incidents in the CDP IT system. It also sets out requirements for lodging Job Seeker Incident Reports in the CDP IT system.

This chapter is not intended to be prescriptive. You need to adapt the strategies that are outlined here to suit the particular circumstances. These guidelines should supplement, not replace, existing internal operational policies and procedures. It is your responsibility to know your legal obligations and taking appropriate measures to comply with these obligations.

Challenging Behaviours

What is challenging behaviour?

Challenging behaviour is any behaviour that a reasonable person would consider unacceptable or hostile and that creates an intimidating, frightening, threatening, offensive or physically dangerous situation in the workplace or other location.

What does challenging behaviour look like?

Challenging behaviours may include but are not limited to:

- physical violence against any person—for example, hitting, kicking, punching, spitting on, or throwing objects at, a person;
- acting in a way that would cause a person to have a reasonable belief that assault was intended;
- adopting a physical position or state and/or producing an object that a reasonable person would consider constitutes a serious and imminent threat of physical violence;
- oral or written (including email or communication through social media) threats, abuse or harassment, inappropriate touching and stalking of staff members;
- damaging, defacing or destroying property intentionally or through inappropriate and aggressive behaviour such as throwing objects or punching and kicking property;
- theft of property, illicit drug taking on provider's premises or in CDP activities, use of provider's equipment and/or property for illegal purposes;
- swearing, making offensive noises or gestures, inappropriate or suggestive comments, vilification;
- threatening suicide or causing injury to oneself; or
- any other behaviour that is deemed inappropriate and warrants an incident being recorded.

Challenging Behaviours

Challenging Behaviours

When do behaviours become challenging?

Challenging behaviours may occur for a number of reasons, so it is in your best interest to be alert to potential job seeker circumstances that may trigger challenging behaviour.

You should be aware of the individual circumstances of each of the job seekers on your caseload, and should put in place a range of activities/interventions to assist the job seeker to address existing barriers, and subsequent behaviours before they result in them becoming challenging and to prevent any potential incidents occurring.

The job seeker's JSCI and ESAt/JCA (refer to the Job seeker assessments chapter for further information) will contain identified barriers that the job seeker may have. It will provide a starting point to understanding the current barriers and any emerging ones of the job seeker, and then to determine any potential interventions, i.e. referral to the local drug and alcohol clinic, psychologist for anger and behavioural issues, or to a dedicated Centrelink social worker.

Preventative action to challenging behaviour

It is impossible to prevent all incidents occurring, however you can minimise the risks by:

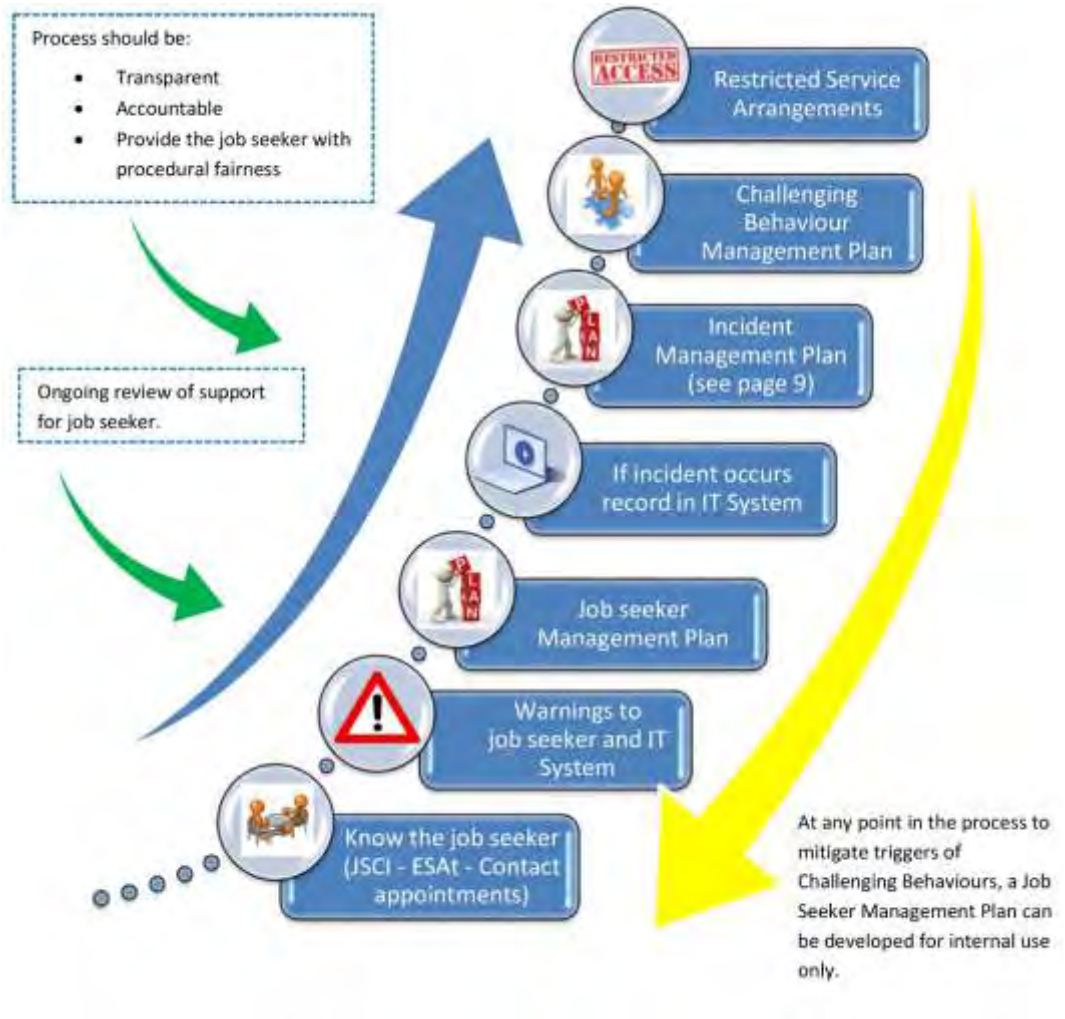
- maintaining contact with the job seeker;
- being aware of the job seeker's circumstances and listening to their concerns;
- getting to know the job seeker's family/community;
- understanding the triggers for a job seeker that lead to an incident occurring;
- helping the job seeker address barriers to employment and providing relevant actionable feedback where appropriate;
- planning for a situation/incident;
- linking in with other stakeholders who may be affected (eg police, DHS); and
- Ensuring staff are trained and supported to respond appropriately.

These are considered to be the foundations for supporting a job seeker. If a job seeker displays, or has potential to demonstrate, challenging behaviours, the development of a case management plan may assist in managing the job seeker to a level that prevents challenging behaviours from being exhibited, and therefore reduce the likelihood of an incident occurring.

Challenging Behaviours

Challenging Behaviours

Challenging behaviours processes



There are a number of options available to you in responding to job seekers with challenging behaviours.

The options are important as each step provides accountability, transparency and offers the job seeker procedural fairness.

- Warnings (verbal/written) recorded (CDP IT system).
Incidents recorded (in the CDP IT system and relevant level assigned).
- Enact Incident Management Plan (as appropriate – review).
- Enact formal challenging behaviour management plan (advise job seeker, monitor and review as appropriate).
- Approach CDP Contract/Account manager re: Restricted Service Arrangements.

Your goal is to reduce the likelihood of the challenging behaviours escalating.

Challenging Behaviours

Management Plans for job seekers with challenging behaviours

There are two types of management plans:

1. The internal **job seeker management plan** you have developed for all staff in contact with the job seeker to ensure a preventative and holistic response to the job seeker. This is for internal use only by the CDP staff and is not shared with the job seeker.
2. The formal **challenging behaviour management plan** you have developed includes: a summary of the incident/challenging behaviours; a strategy to manage challenging behaviours; and the servicing arrangements. This plan sets out the roles and responsibilities of both yourself and the job seeker.

What is a job seeker management plan?

You can develop a job seeker management plan to inform staff about the types of behaviour a job seeker may demonstrate and an agreed response to this behaviour. The job seeker management plan describes the challenging behaviour of the job seeker, and relevant information such as potential triggers.

It will also include responses to positive behaviour demonstrated by the job seeker. For example, simple phrases acknowledging the job seeker doing the right thing or statements staff are to use when the job seeker demonstrates inappropriate behaviour.

When does job seeker management occur?

If a job seeker exhibits challenging behaviours you should create a job seeker management plan.

Job seeker management plans need not apply only to job seekers who have had a temporary service restriction applied. However, if a service restriction is applied, a challenging behaviour management plan **must** be created.

Why is job seeker management necessary?

Job seeker management is necessary as it allows you and the job seeker to set clear expectations to bring about a desired acceptable change in the job seeker's behaviour.

How is case management conducted?

Job seeker management in the context of challenging behaviours may be conducted formally, by developing a challenging behaviour management plan (refer to Attachment A), or may be less formal through regular servicing. You will be best placed to determine how case management is to be delivered to the job seeker.

Challenging behaviour management plan

A challenging behaviour management plan should include: a summary of the incident/challenging behaviours; a strategy to manage challenging behaviours; and the servicing arrangements for post temporary service restriction.

Contact with the job seeker as per your servicing arrangements needs to be maintained, Mutual Obligation Requirements must be met and the terms of the job seeker's Job Plan need to be adhered to.

Challenging Behaviours

Management Plans for job seekers with challenging behaviours

You should speak to the relevant Account Manager and /or Contract manager when creating and maintaining a challenging behaviour management plan. Refer to the Job Seeker Compliance chapter for additional information.

Warnings and Temporary Restricted Service Arrangements

Warnings

As part of the challenging behaviour management plan, it may be necessary to provide warnings to a job seeker regarding their challenging behaviour.

Warnings **should** be given to job seekers who show tendencies toward or display challenging behaviours so that they are aware of the consequences of their behaviour. Warnings may be verbal or in writing. Any warnings given to a job seeker **must** be recorded on the comments screen on the job seeker's record in the CDP IT system.

What is a Temporary RSA?

A Temporary Restricted Service Arrangement (RSA) is a set of arrangements, approved through the CDP Contract/Account Manager, which restricts the way in which the job seeker engages with the provider. The temporary RSA does not restrict or reduce the job seeker's Mutual Obligation Requirements.

Who approves a Temporary RSA?

You will request the temporary RSA through your Account Manager, who will either approve or not approve the request as appropriate, and may require you to consult with other stakeholders such as DHS to help inform PM&C when considering the request.

When can a Temporary RSA be put in place?

If a job seeker presents with challenging behaviours, and may have caused an incident or a series of incidents, you are required to follow the process of issuing warnings, recording incidents as appropriate in the CDP IT system, and implementing a challenging behaviour management plan for the job seeker. A temporary RSA should only be considered after these processes have been followed and with approval from your Account manager.

A temporary RSA to a site may be applied for up to six months.

The Account Manager will review the following to determine whether or not an RSA request should be granted. You should demonstrate the following has taken place:

- Warnings provided to the job seeker are documented appropriately in the CDP IT system, be it Level 1, 2 or 3 incidents, or in the job seeker comments field.
- All incidents are recorded appropriately, as above.
- Your incident management plans have been followed/reviewed to reduce any further occurrences.
- The job seeker case management plan has been developed and reviewed to help prevent any identified triggers from being escalated and that post incident activity has been appropriately managed.

Challenging Behaviours

Warnings and Temporary Restricted Service Arrangements

What happens when a Temporary RSA is approved?

Where you have applied a temporary RSA the job seeker is not permitted to attend your premises, alternative arrangements **must** be made. For example, alternative arrangements may include providing access to your premises between certain times only, or servicing the job seeker by telephone, email or post.

In making decisions about how to provide access during this time, any special needs of the job seeker should be taken into account, including the needs of people with disability.

Where the request for a temporary RSA has been approved by the Account Manager, you **must**:

- record all restrictions that are issued on the Comments screen on the job seeker's record on the CDP IT system;
- write to the job seeker to inform them of the service restrictions that have been applied, the duration of the restrictions, the way in which they will receive assistance during the period of restriction, and their continuing obligations to fully satisfy their Mutual Obligation Requirements (please refer to sample letter on page 14).
- where accessibility to written English is a difficulty, take steps to ensure that the letter is accessible to the job seeker. This may include one or more of the following:
 - delivery of the information verbally;
 - with the agreement of the job seeker, use of a suitable third party (e.g. an established community contact) to deliver the information;
 - use of an interpreter;
- use your discretion in deciding whether it is appropriate for the information to be delivered in person or by phone;
- regularly review temporary restricted service arrangements to ensure that they are appropriate; and
- keep documentary evidence of warnings and service restrictions.

If the job seeker who has had temporary restricted service arrangements is transferred to another CDP provider, the receiving provider will be able to view incident reports and temporary restricted service arrangements information created by the transferring provider. This information can be viewed by the new provider for 12 months from the commencement date of the temporary restricted service arrangement.

Note: A temporary RSA is not transferred with the job seeker (it will end before the transfer takes place).

If a proposed temporary RSA has an impact on DHS staff, full consultation with the service centre manager is required. This includes arrangements where Centrelink premises are being considered for joint interviews. Each arrangement must be negotiated on a case by case basis and confirmed in writing or by email prior to the job seeker being advised of the arrangement.

Challenging Behaviours

Warnings and Temporary Restricted Service Arrangements

IMPORTANT

If a job seeker is under a temporary RSA period, their job seeker status does not change and they are still required to meet their full Mutual Obligation Requirements by attending the activities stated in their Job Plan. If the job seeker does not fulfil their full Mutual Obligation Requirements, they will be subject to the normal Job Seeker Compliance Framework. A temporary RSA **only** restricts the way they engage with you, and doesn't affect anything else.

Post Temporary Restricted Services Arrangements

It is important to consider and record in the job seeker's case management plan how the job seeker will be serviced after a temporary RSA has been lifted.

Consideration should be given to what ongoing measures will be implemented to ensure job seeker compliance and improved positive behaviour.

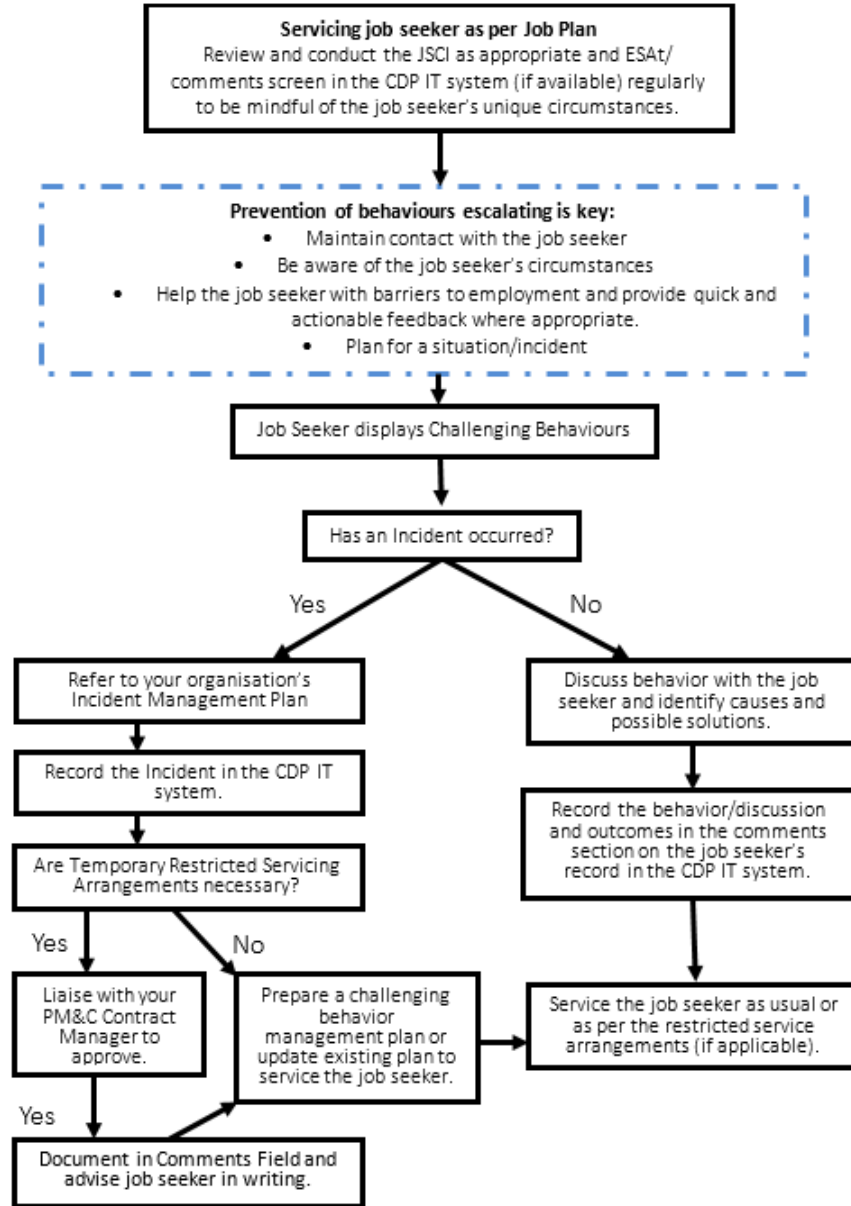
This could include, but is not limited to:

- Ensuring a senior consultant is allocated to the job seeker.
- Access to CDP premises is restricted to particular times.
- Compliance action.

Challenging Behaviours

Warnings and Temporary Restricted Service Arrangements

Dealing with challenging behaviours and recording incidents flow chart



Challenging Behaviours

Incident management

Incident management plan

You should have an incident management plan in place that outlines your organisation's approach to managing situations where job seekers display challenging behaviours, or where staff identify that a situation has the potential to result in this behaviour.

What is an incident?

An "Incident" is an occurrence of the job seeker displaying a challenging behaviour as defined previously, or being involved in an incident where they have been hurt, and they have suffered an injury for which medical attention was sought or should reasonably to have been sought. It is important to manage incidents as they occur to ensure you, the job seeker, and others are safe.

Why is incident management necessary?

Incident management is necessary as it reduces the severity and frequency of incidents and strengthens the safety of your staff, general public, property and the job seeker.

How is incident management conducted?

Incident management is conducted in line with the relevant incident management plans that you have developed to mitigate the occurrences and ramifications of any incidents.

Developing incident management plans

An incident management plan can include:

- Strategies to notify other staff and receive support in handling the incident.
- Arrangements for involving a more senior/experienced staff member in discussions with a job seeker.
- Where there are cultural and/or language issues, arrangements for involving a staff member(s) with relevant background and/or language skills or the use of interpreters.

Furthermore, general principles for staff involved in incident management that may be listed in the incident management plan include the following:

Immediately:

Where staff assess that people and/or property are at risk and negotiation/discussion is not an option (e.g. an incident is already occurring), you should immediately contact police for support and implement the relevant part of your incident management plan.

What to say:

- Staff to stay calm and avoid raising their voices.
- Be polite but speak with firmness and authority. Speech speed, voice volume and body language can influence behaviour.
- Explain things clearly and give the job seeker enough time to think about the situation and what has been said.
- Do not make promises that cannot be kept.

Challenging Behaviours

Incident management

What to do:

- If an incident relating to delivery of service occurs outside the office, staff member(s) should withdraw from the situation if they consider their personal safety is being compromised.
- Direct the job seeker away from other job seekers to a quieter area where there is no 'audience'. However, personal safety should always be considered and staff should avoid isolating themselves in an office or room without appropriate exits.
- Maintain a safe distance from the job seeker – distance will vary depending on the assessment of the risk to personal safety.
- Deal with the facts when addressing the concerns and focus on what can be done to help the job seeker.
- Ensure the job seeker knows they are being listened to and paid attention to by paraphrasing their concerns.
- Offer concessions or alternative assistance where this is appropriate:
- If behaviour is, or is becoming unacceptable the job seeker should be warned of the consequence of such behaviour.
- Spell out the next step(s) in resolving the issue(s). If uncertain of the next steps, and if appropriate, consider asking the job seeker to come back later when the staff member has had time to consider the issues and/or consult on options.

Staff responses to incidents

Appropriate staff training can help reduce risk and minimise the impact of any incidents. The confidence and expertise of staff in responding to challenging behaviours can have a significant influence on diffusing potential and actual incidents.

Following an incident

Once a situation has been resolved, or has been de-escalated to a point where all parties are comfortable you should:

1. Follow your incident management plan.
2. Report and record the incident (in accordance with the instructions provided in the 'reporting incidents' section).
3. Review the incident management plan and add steps with lessons learnt (what worked, and what did not work).

Types of Incident Reports

There are two types of Incident Reports that will need to be completed, and which one to submit depends on the type of incident that has happened.

- ***CDP IT System – Incident Report***
As mentioned above, this type of Incident Report is prepared in the CDP IT system and is a result of job seeker behaviour.
- ***Job Seeker Personal Accident Notification Report***
This Report is a paper-based report that is prepared due to a job seeker being involved in an incident where they have been hurt, and they have suffered an injury for which medical attention was sought or should reasonably to have been sought.

Challenging Behaviours

Incident management

Incident reports

Incident reports are intended to record incidents, inform providers of potential for further incidents and support compliance measures where relevant.

There are three levels of incident reports for providers when recording an incident in the CDP IT system:

- **Level 1** – No police involvement but incident was recorded to ascertain a pattern of behaviour.
- **Level 2** – Police were contacted and/or attended, but job seeker was not threatening, aggressive or violent (could include theft, inappropriate behaviour).
- **Level 3** – Police attended and job seeker has shown threatening, aggressive or violent behaviour or has threatened to harm themselves or others.

If there is a Level 3 incident report on the job seeker's CDP IT system record the job seeker cannot be transferred to a provider without the involvement of the Department of Employment (DoE) National Customer Service Line (Help Desk) or their CDP Contract Manager, who can authorise the request.

The Department of Human Services (DHS) has its own incident identification process and may also record job seeker incident reports in the IT system; DHS has four levels of Incidents reports:

- **Level 1** – Incidents where the service officer believes they have been abused but no warning letter will be issued to the job seeker (DHS refer job seeker as customers), e.g. verbal abuse.
- **Level 2** – A warning letter will be issued indicating that further inappropriate behaviour may result in alternative servicing arrangements.
- **Level 3** – Repeated inappropriate/aggressive behaviour where alternative servicing arrangements may be required.
- **Level 4** – Serious incidents where alternative servicing arrangements may be required.

Reporting incidents

Serious Incidents

You must notify PM&C immediately if a serious incident (CDP Level 3) occurs or almost occurs (that is, any circumstances that could have resulted in the occurrence of a serious incident).

A serious incident is an incident that occurs during, or as a result of provider activities that results in:

- death;
- injury for which medical attention was sought or should reasonably to have been sought; or
- police involvement (including drawing the attention of the police).

Challenging Behaviours

Reporting incidents

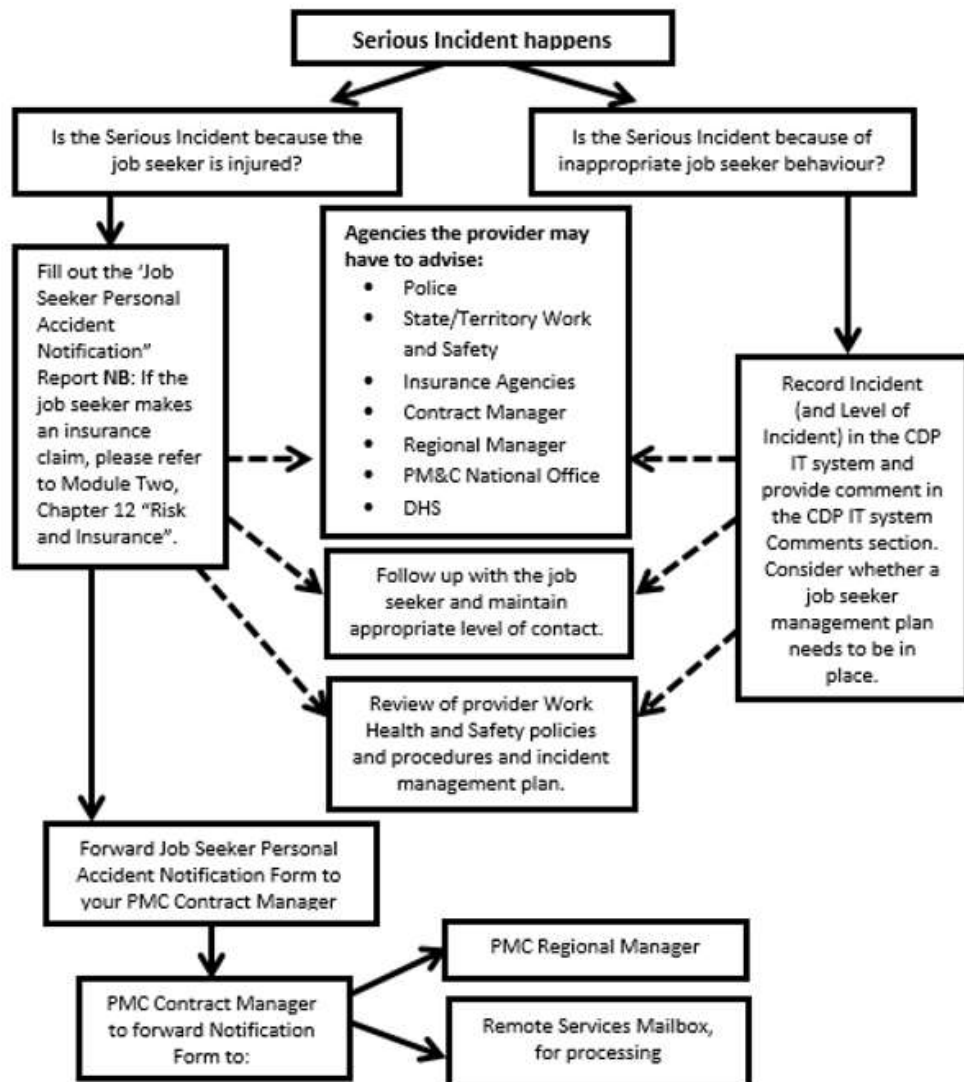
If death occurs, then you must contact PM&C immediately.

If any other serious incident occurs you must submit a Notification of Serious Incident Report to PM&C within 24 hours.

Immediate notification requirement

Where an incident has occurred and you have reason to believe that the job seeker who is displaying threatening, aggressive, or violent behaviour poses an imminent threat to another organisation, you **should** immediately telephone that organisation to advise them of this.

Incident Reporting Flow Chart



Challenging Behaviours

Reporting incidents

Submitting incident reports

You must provide a detailed written report to PM&C within 10 business days. The written report must include:

- a description of the incident and injury;
- what action has been taken to manage the incident;
- what you have done to reduce the risk of the incident happening in the future;
- how you will minimise disruption to services or activities; and
- any other details of the incident that you considers relevant, or as requested by PM&C or the insurance broker.

PM&C will then advise what other actions need to be taken.

Incident report screen in the CDP IT system



Screen shot of the Comments screen in the CDP IT system

You should use the incident report screen in the CDP IT system to record all instances where a job seeker exhibits challenging behaviours. By recording incidents, staff are informed about the potential for further incidents. The record also assists with future servicing arrangements. Incidents should be recorded appropriately so that if the job seeker is transferred to another site or provider, the servicing site or provider is aware of the challenging behaviours and can arrange to service the job seeker accordingly.

For further information on how to create, view and review an Incident Report, refer to the Task Card at the end of this chapter.

Managing requests for transfer

Where a request for transfer is made for a job seeker with a Level 3 incident report, you should contact the Department of Jobs and Small Business' National Customer Service Line (Help Desk) on 1800 805 260 or their CDP Contract manager, who can authorise the request.

The Job Seeker Incident Alert in the CDP IT system displays the number of active incident reports that have been recorded against a job seeker in the previous 12 months, providing a visual indicator of potential risk. The incident alert is activated at the time the user selects the job seeker's record, and will also display (if in place) the existence of a temporary restricted service arrangement.

The number of active incident reports includes both those created by providers and those created by DHS. See Task Card at the end of this chapter for more information.

Attachment A: Example of a Challenging behaviour management plan

Challenging Behaviour Management Plan					
JSID					
CRN					
Name					
Organisation /Site					
Site ID.					
Most Recent Incident Date		Incident Report Submitted	<input type="checkbox"/> Yes <input type="checkbox"/> No	Incident Report Level	<input type="checkbox"/> Level 1 <input type="checkbox"/> Level 2 <input type="checkbox"/> Level 3
Challenging behaviour management plan effective from			Challenging behaviour management plan to be reviewed on		
Temporary Service Restriction effective from			Temporary Service Restriction to end		
<p>Summary of Incident/Challenging Behaviour</p> <ol style="list-style-type: none"> 1. Mr/Mrs [insert name] has had five incident reports lodged against them since [insert date]. Of these, four were Level 1 incident reports. 2. Mr/Mrs [insert name] has been issued four warnings. Of these, three were given verbally and one warning was given in writing. 3. On presentation at the office, Mr/Mrs [insert name] has, over time, displayed a pattern of increasingly aggressive and challenging behaviour. 4. Mr/Mrs [insert name] typically displays offensive behaviour, including frequent use of inappropriate language. 5. On [insert date], Mr/Mrs [insert name] behaviour escalated to violent and threatening behaviour. Police were called and a level 3 incident report was created. Further information can be found in the report. <p style="text-align: center; color: red; font-weight: bold; margin: 10px 0;">Example only</p> <p>Strategy to Manage Challenging Behaviour</p> <ol style="list-style-type: none"> 1. A temporary service restriction has been imposed effective from [insert date] to [insert date]. Alternative servicing arrangements are as follows: <ol style="list-style-type: none"> a. Mr/Mrs [insert name] will be serviced by phone by a senior employment consultant, Mr/Mrs [insert name]. b. Mr/Mrs [insert name] access to the premises is restricted to the hours of 4:00pm – 5:00 pm on Thursdays only. c. Mr/Mrs [insert name] is permitted to phone and email Mr/Mrs [insert name] directly if he/she has a query in relation to his/her participation requirements. 2. These alternative servicing arrangements have been outlined to Mr/Mrs [insert name] via a postal letter sent on [insert date]. 3. In the event of non-compliance by Mr/Mrs [insert date] with the arrangements listed above, the following steps are to be taken: <ol style="list-style-type: none"> a. Staff members are to alert Mr/Mrs [insert name] immediately. In the event that Mr/Mrs [insert name] is unavailable, the staff member should alert the nearest available senior employment consultant. b. In all events, the procedures listed within this site’s incident management report should apply. 4. Post Temporary Service Restrictions <ol style="list-style-type: none"> a. A senior consultant allocated to Mr/Mrs [insert name]. b. Normal compliance procedures to apply. 					

Attachment B: Sample Letter for Temporary Service Restriction

CDP provider Letter Head

Date

Job Seeker Name
and Address
here

Dear Mr/Mrs [Job Seeker Name]

This letter is in reference to an incident [describe incident] that occurred at [provide details of where incident occurred] on [Date]. This type of behaviour is distressing to staff and other job seekers and is unacceptable. I ask that in future visits to [provide details] and future dealings with our staff, you behave in a more appropriate manner. As a result of this incident, a decision has been made for [CDP provider] to restrict services to you for a period of [number] months until [end date].

Following consultation between the Department of the Prime Minister and Cabinet (PM&C), approval has been given for [CDP provider] to restrict your access to onsite employment services for the above period.

Your contact will be on a [frequency] (phone only) basis. You will not be required to attend any appointments with [CDP provider] onsite, and we request that you do not attend any [CDP provider] offices during this time. Should you have any work or employment services related enquiries, please contact Mr/Mrs [Insert name] on [phone number].

Alternatively, you may wish to contact Mr/Mrs [insert name] via any of the means listed below. In the exceptional circumstance that you need to attend [CDP provider] in person, a prearranged appointment (including day and time), must be made by telephoning Mr/Mrs [insert name]. All contact should only be directed to Mr/Mrs [insert name]. Contact with other staff members is not permitted.

We note that your record shows that you have an upcoming appointment booked with [CDP provider] on [date and time]. Do not attend that appointment. Your employment service will be delivered by telephone by Mr/Mrs [insert name].

Please note that you must still meet your Activity Test requirements as per section 601 of the Social Security Act 1991 (Cwlth). You must also continue to meet the terms of your Job Plan as per section 606 of the Social Security Act 1991 (Cwlth). Failure to do so may result in compliance action, including payment penalties, being undertaken.

A copy of this letter has been sent to PM&C. If you have any questions in relation to this letter and your alternative servicing arrangements, you may also contact Department of Jobs and Small Business' National Customer Service Line on 1800 805 260.

Your employment consultant's details:

Mr/Mrs [insert name]
Senior Employment Consultant
Phone [insert number]
Email [insert email address]

Yours sincerely

[CDP provider]

Attachment C: Job Seeker Personal Accident Notification Report

Please do not use personal identifiers													
Report Date:	Incident Report Number:												
Significant or Minor Incident:	Did the incident involve a staff member?												
Information about the Job Seeker Accident													
Date of Incident:	Type of injury (<i>please tick</i>) <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Contusion/crush</td> <td><input type="checkbox"/> Superficial Injury</td> <td><input type="checkbox"/> Amputation</td> </tr> <tr> <td><input type="checkbox"/> Laceration/open wound</td> <td><input type="checkbox"/> Sprain/Strain</td> <td><input type="checkbox"/> Internal Injury</td> </tr> <tr> <td><input type="checkbox"/> Concussion</td> <td><input type="checkbox"/> Dislocation</td> <td><input type="checkbox"/> Dermatitis</td> </tr> <tr> <td><input type="checkbox"/> Burn</td> <td><input type="checkbox"/> Foreign Body</td> <td></td> </tr> </table>	<input type="checkbox"/> Contusion/crush	<input type="checkbox"/> Superficial Injury	<input type="checkbox"/> Amputation	<input type="checkbox"/> Laceration/open wound	<input type="checkbox"/> Sprain/Strain	<input type="checkbox"/> Internal Injury	<input type="checkbox"/> Concussion	<input type="checkbox"/> Dislocation	<input type="checkbox"/> Dermatitis	<input type="checkbox"/> Burn	<input type="checkbox"/> Foreign Body	
<input type="checkbox"/> Contusion/crush	<input type="checkbox"/> Superficial Injury	<input type="checkbox"/> Amputation											
<input type="checkbox"/> Laceration/open wound	<input type="checkbox"/> Sprain/Strain	<input type="checkbox"/> Internal Injury											
<input type="checkbox"/> Concussion	<input type="checkbox"/> Dislocation	<input type="checkbox"/> Dermatitis											
<input type="checkbox"/> Burn	<input type="checkbox"/> Foreign Body												
Location of Accident:	<table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Head/Face</td> <td><input type="checkbox"/> Hip/Leg</td> <td><input type="checkbox"/> Internal organs</td> </tr> <tr> <td><input type="checkbox"/> Hand/Fingers</td> <td><input type="checkbox"/> Eye(s)</td> <td><input type="checkbox"/> Trunk (other than back)</td> </tr> <tr> <td><input type="checkbox"/> Shoulders/Arms</td> <td><input type="checkbox"/> Foot/Toes</td> <td><input type="checkbox"/> Back</td> </tr> </table>	<input type="checkbox"/> Head/Face	<input type="checkbox"/> Hip/Leg	<input type="checkbox"/> Internal organs	<input type="checkbox"/> Hand/Fingers	<input type="checkbox"/> Eye(s)	<input type="checkbox"/> Trunk (other than back)	<input type="checkbox"/> Shoulders/Arms	<input type="checkbox"/> Foot/Toes	<input type="checkbox"/> Back			
<input type="checkbox"/> Head/Face	<input type="checkbox"/> Hip/Leg	<input type="checkbox"/> Internal organs											
<input type="checkbox"/> Hand/Fingers	<input type="checkbox"/> Eye(s)	<input type="checkbox"/> Trunk (other than back)											
<input type="checkbox"/> Shoulders/Arms	<input type="checkbox"/> Foot/Toes	<input type="checkbox"/> Back											
Address of Accident:													
Details of Accident: (<i>prompt questions below</i>) <ul style="list-style-type: none"> • What was the job seeker doing at the time of the accident? • Had the job seeker been trained in the activity (safety briefing/correct operation of equipment)? • Why did the accident occur? • Did the job seeker seek medical treatment? If so, what is the prognosis? • What has the provider done, or will do, to reduce the risk of the accident happening again? 													
Information about the Individuals(s) [where required]													
Additional Details/Follow Up													
Known action of PM&C or other agencies/authorities? (Eg: DHS)													
Proposed follow up actions:													
Likely interest from media or other significant leaders/community:													
Other Issues:													
Contact Details													
Provider Name:	CDP Region:												
Provider Site:													
Person filling out Report:													
Name:	Position in organisation:												
Contact Number:													

Community Development Programme

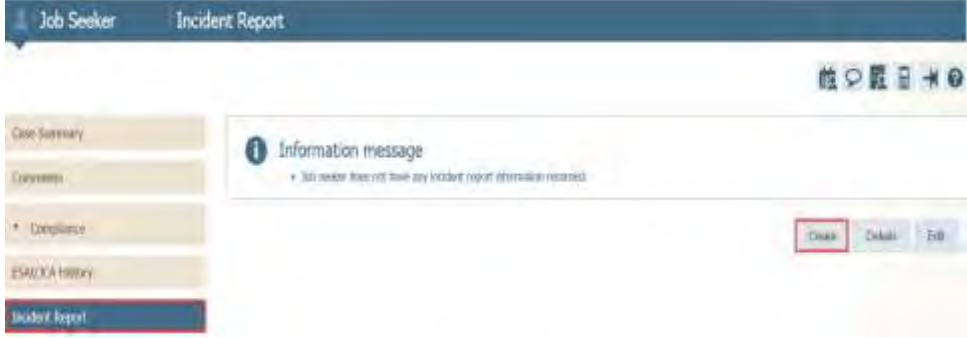
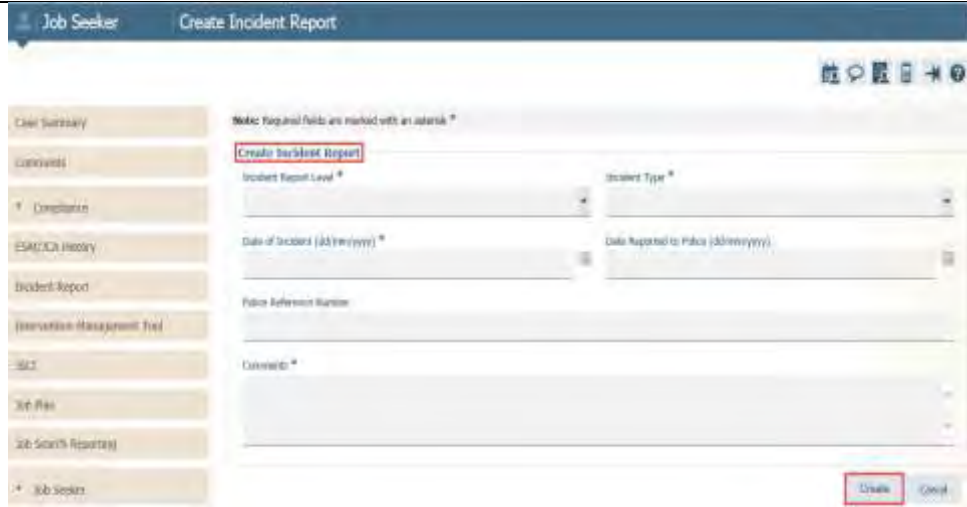


CDP GUIDELINES

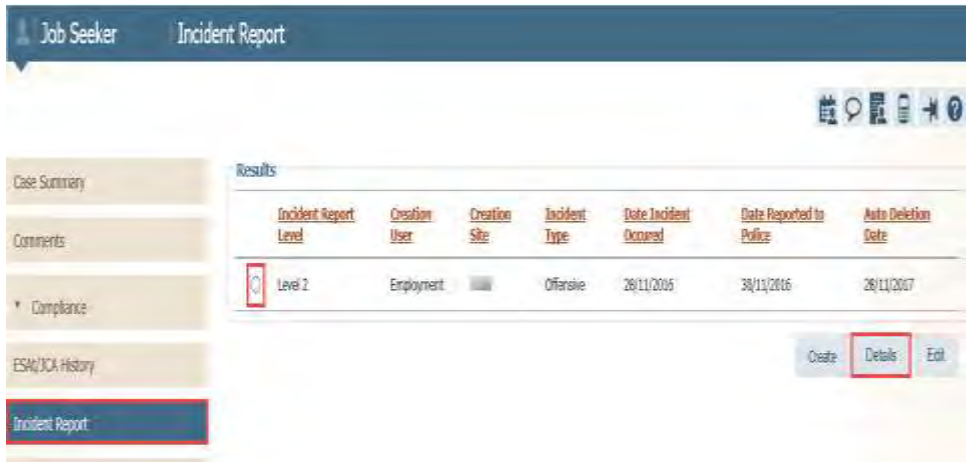
CHALLENGING BEHAVIOURS

TASK CARDS

Challenging Behaviours

PROCESS: Create an Incident Report	
<p>STEP 1</p> <p>Select Job Seeker from the Home page.</p>	 <p>The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.</p> <p>Once you have opened the job seeker’s profile, select Incident Report from the left hand navigation menu. Click Create.</p>
<p>STEP 2</p> <p>The Create Incident Report screen will be displayed. Select the Incident report level, Incident type, the Date of incident and the Date reported to police by using the date picker.</p>	 <p>Enter a Police reference number in the free text field. Enter any Comments relating to the incident. Click Create.</p>
<p>Further Information</p>	<p>The date of the incident cannot be more than 7 days in the past.</p>

Challenging Behaviours

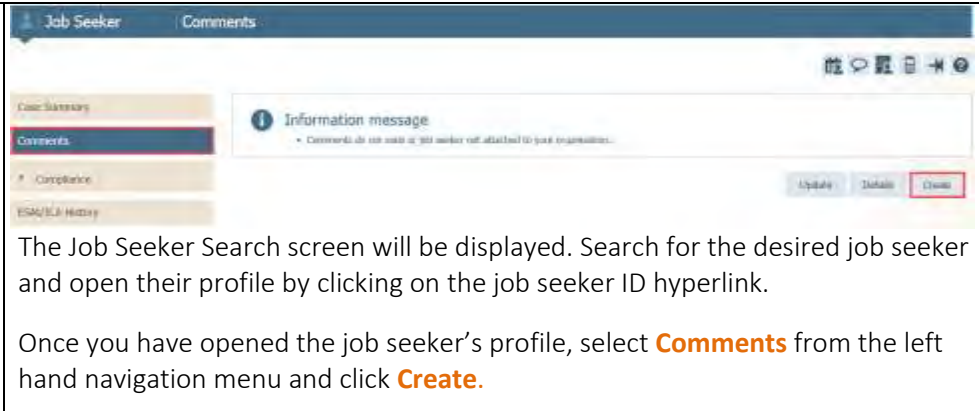
PROCESS: View Incident Report details	
<p>STEP 1</p> <p>Select Job Seeker from the Home page.</p>	 <p>The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.</p>
<p>STEP 2</p> <p>Once you have opened the job seeker's profile, select Incident Report from the left hand navigation menu.</p>	<p>Select the radio button of the incident you wish to view from the results listed. Click Details.</p> <p>The details of the incident report will be displayed.</p>
<p>Further Information</p>	<p>You can only view the details of an Incident Report if the job seeker has a current contract referral to your organisation, regardless of who raised the report.</p>

Challenging Behaviours

PROCESS: Adding Comments to a job seeker's profile

STEP 1

Select **Job Seeker** from the **Home** page.



The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

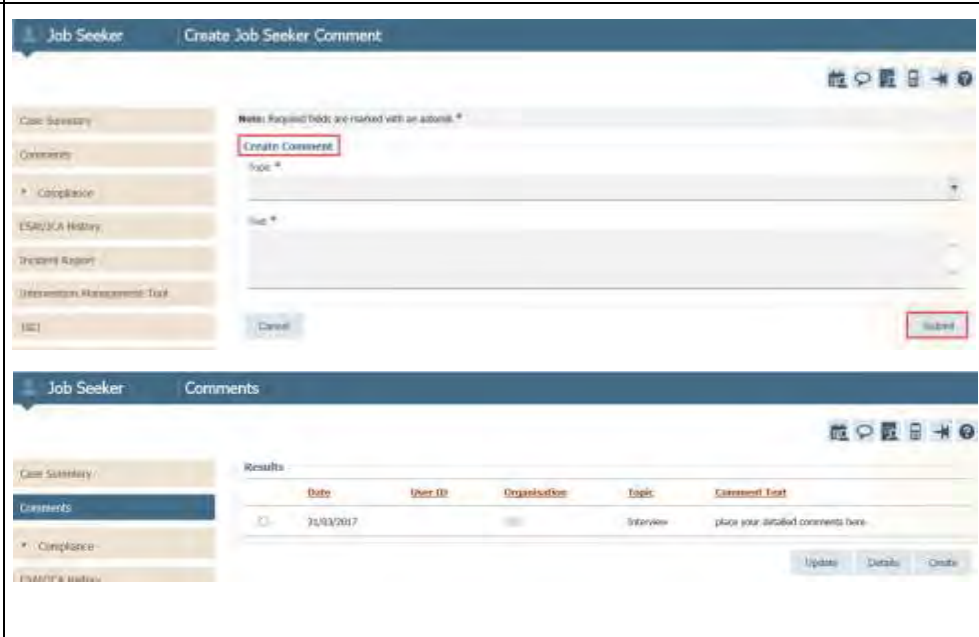
Once you have opened the job seeker's profile, select **Comments** from the left hand navigation menu and click **Create**.

STEP 2

The Create Job Seeker Comment screen will be displayed. Enter the topic and comment text.

Click **Submit**.

Your comment will be listed on the comments screen.



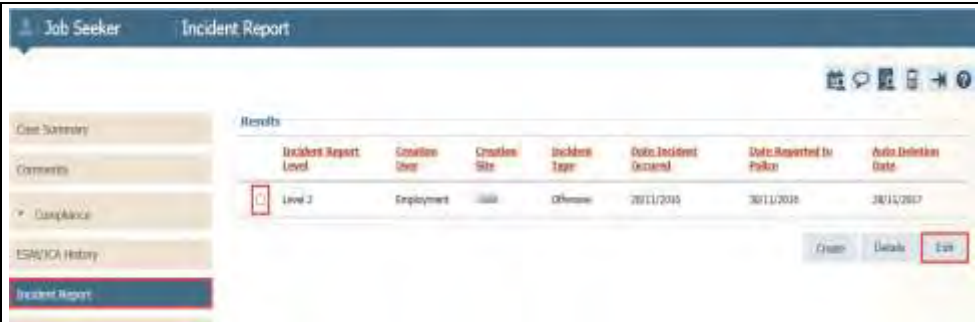
Date	User ID	Organization	Topic	Comment Text
21/01/2017			Interview	place your detailed comments here

Challenging Behaviours

PROCESS: Review an Incident

STEP 1

Select **Job Seeker** from the **Home** page.

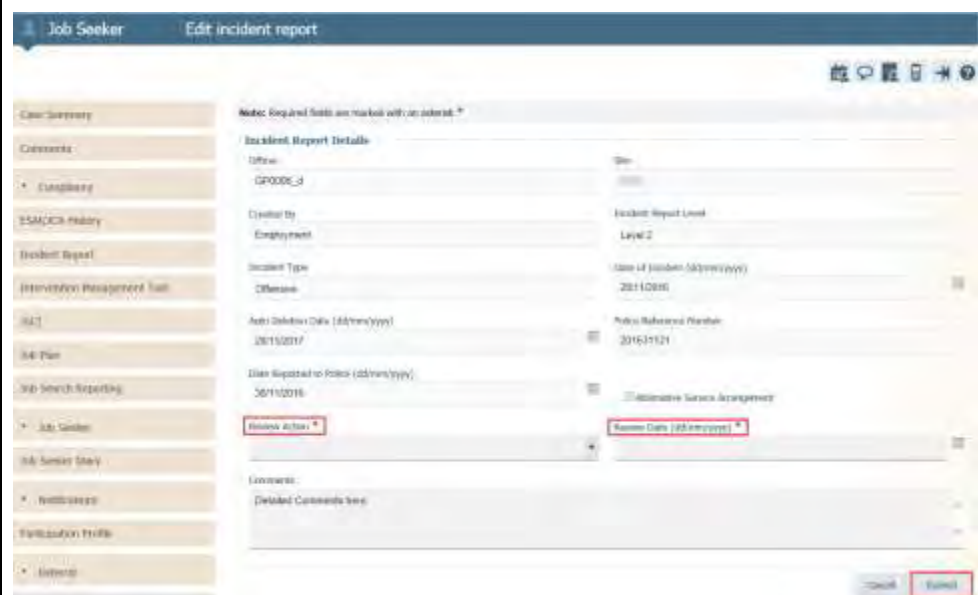


The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

Once you have opened the job seeker’s profile, select **Incident Report** from the left hand navigation menu. Select the radio button of the incident you wish to review from the results listed. Click **Edit**.

STEP 2

The Edit incident report screen will be displayed. Select a **Review action** and the **Review date** using the date picker. Click **Submit**.



Challenging Behaviours

This **Taskcard** includes the following:


- ✓ How to view comments on the job seeker’s record – **STEP 1**
- ✓ How a provider adds a comment to the job seeker’s record – **STEP 4**
- ✓ How to view any previous job seeker incidents reports – **STEP 6**
- ✓ How to record an incident? - **STEP 8**
- ✓ How to review and edit an Incident report to add additional detail, or to amend a review date etc – **STEP 11**

Please refer to the flow charts within this chapter to identify when it may be necessary to Review or Add a Comment on the job seeker’s record in the CDP IT System or to Review or Create a job seeker incident report in the CDP IT System.

PROCESS: How to view comments on the job seeker’s record.

STEP 1 Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

STEP 2 Select, by pressing the round radio button for the comment that you would like to read and press the **Details** button.



STEP 3 The comment will be displayed.

PROCESS: How to add a comment to the job seeker’s record to document job seeker servicing issues, such as:



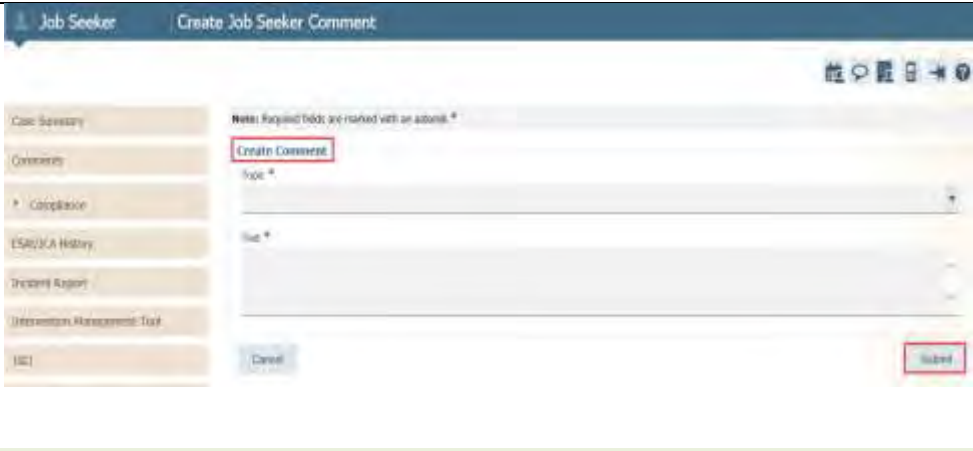
- A warning to the job seeker for exhibiting Challenging Behaviour.
- The development of a Job Seeker Management Plan (if appropriate).

Record additional information for any incidents that occur, including if the job seeker has has a personal injury and an offline job seeker personaly injury notification form has been filled out.


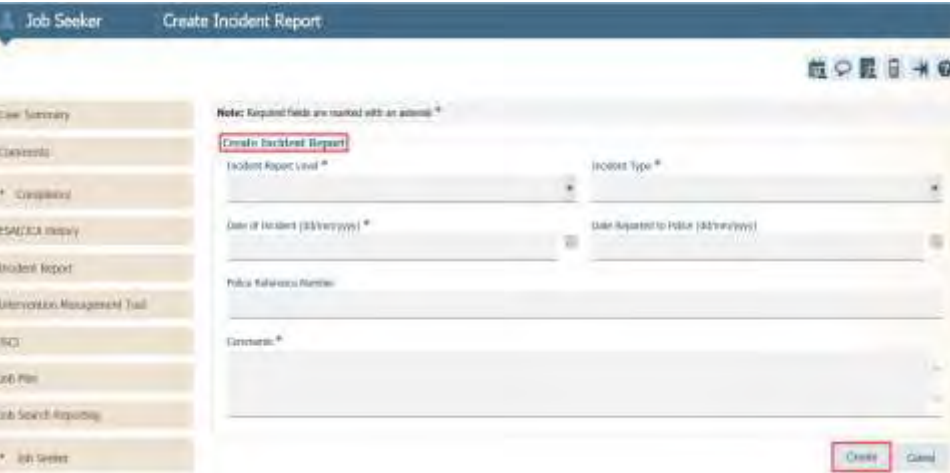
Any information about the job seeker that will provide an accurate record of the job seeker’s behaviour and actions taken by the provider (including content of conversations etc.)

STEP 4 Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

Challenging Behaviours

<p>STEP 5</p> <p>Once you have opened the job seeker’s profile, select Comments from the left hand navigation menu and click Create.</p>	
<p>STEP 6</p> <p>The Create Job Seeker Comment screen will be displayed. Enter the topic and comment text. Click Submit.</p> 	 <p>Remember: Comments in the job seeker’s record in the CDP IT System are subject to Freedom of Information requests. Therefore, use appropriate language and stick to the facts of the situation.</p> <p>It is <u>best practice</u> to include in your comments, some of the following:</p> <ul style="list-style-type: none"> • Date and Author will be auto populated to the comment. • Description of the incident / nature of the contact. • What was said and confirm job seeker understanding (ie: use interpreter if necessary). • Next Steps to manage the challenging behaviour or incident(s). <p>For an incident or if the job seeker presents a challenging behaviour you may record a comment similar to this:</p> <p>“We discussed [<u>description of incident/challenging behaviour</u>]. Job seeker stated [<u>quote the job seeker</u>]. Job seeker was advised that there would be a consequence [<u>add consequence if appropriate</u>] if the incident or challenging behaviour happens again. Job seeker stated he understood what was said and understands the consequences of any further challenging behaviour or incidents.”</p> <p><i>You may have become aware through discussions with DHS, other stakeholders, such as community nurse/clinics, police, that the job seeker may have had a history of creating incidents, it may become necessary to view these.</i></p>

Challenging Behaviours

<p>STEP 7</p>	<p>Select Job Seeker from the Home page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.</p>
<p>STEP 8</p> <p>Once you have opened the job seeker’s profile, select Incident Report from the left hand navigation menu.</p>	<p>Select Job Seeker from the Home page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.</p>  <p>Important: Select the radio button of the incident you wish to view from the results listed. Click Details. The details of the incident report will be displayed.</p> <p><i>You can only view the details of an Incident Report if the job seeker has a current contract referral to your organisation, regardless of who raised the report.</i></p>
<p>PROCESS: How to record an incident: If an incident occurs, the provider is to create an incident report for that job seeker on the job seeker’s record in the CDP IT System.</p>	
<p>STEP 9</p> <p>The Create Incident Report screen will be displayed.</p>	 <p>Select the Incident report level, Incident type (refer to chapter for explanation of levels), the Date of incident and the Date reported to police (for a level 2 or 3 incident) by using the date picker.</p> <p>For a Level 2 or 3 Incident Report, enter a Police reference number in the free text field. Enter any Comments relating to the incident. Click Create.</p>

Challenging Behaviours

Important Note: *The date of the incident cannot be more than 7 days in the past.*

PROCESS: How to review and edit an Incident report to add additional detail, or to amend a review date etc.

STEP 10 Select **Job Seeker** from the **Home** page. The Job Seeker Search screen will be displayed. Search for the desired job seeker and open their profile by clicking on the job seeker ID hyperlink.

STEP 11 Once you have opened the job seeker's profile, select **Incident Report** from the left hand navigation menu.

Select the radio button of the incident you wish to review from the results listed. Click **Edit**.

STEP 12 The Edit incident report screen will be displayed. Select a **Review action** and the **Review date** using the date picker. Click **Submit**.



Provider Code of Practice and Service Guarantee

What **You** can expect from your CDP provider

Your CDP provider will:

- Explain what you need to do to continue to receive your income support payments.
- Identify your strengths and any challenges you face in getting a job.
- Provide you with support to overcome any barriers you have in getting and keeping a job.
- Work with you to develop a Job Plan that sets out the services and activities you agree to participate in.
- Help you to develop a résumé, submit job applications and prepare you for job interviews.
- Deliver activities that build your skills and contribute to your community.
- Provide opportunities for you to gain work experience with local employers.
- Refer you to suitable jobs.
- Provide you with support when you find a job.
- Sensitively and appropriately manage information collected.

What is expected of **You**

You will:

- Treat CDP staff and other job seekers with respect at all times.
- Co-operate with CDP staff and other job seekers.
- Never use threatening, abusive or use offensive language towards CDP staff and other job seekers.
- Never use offensive or rude gestures towards CDP staff and other job seekers.

What your **Community** can expect from your CDP provider

Your CDP provider will:

- Behave honestly, fairly and treat everyone in your community with respect.
- Deliver activities that meet community expectations and priorities.
- Support and promote economic development in your community.
- Provide and promote local employment opportunities.
- Respond to feedback provided by your community.

What **Employers** can expect from your CDP provider

Your CDP provider will:

- Work with employers to identify job opportunities and training needs.
- Place job seekers into hosted work experience placements and job vacancies with employers.
- Promote employment opportunities for local people.
- Provide support to employers when they give you a job.

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CDP GUIDELINES

COMMUNITY ENGAGEMENT

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Introduction

As the CDP provider, you are the single point of contact for job seekers, communities, employers and host organisations in each region.

Engaging with your community and stakeholders will form the basis for successful delivery of almost every element of the program. For example, talking with local employers can assist you to understand current employment opportunities, as well as opportunities which may emerge in the future.

Working with your community will assist you in developing methods and strategies for delivering tailored, practical solutions to assist local community development and improving the employability of job seekers.



Compliance Reminder

Under the Funding Agreement, you have community-focussed obligations to meet. You must:

- work in cooperation with the programs and initiatives run by key local stakeholders, including Commonwealth and state/territory governments;
- develop linkages with non-government organisations to help deliver your services;
- identify programs or initiatives which would help address job seekers needs or help them fulfil the activities in their Job Plan; and
- help your local community to develop and build better economic opportunities and increase work participation.

If you do not maintain strong connections to local organisations and identify challenges or opportunities in your community, you will not be able to meet these obligations.

Engagement aims

Engagement aims to make the delivery of CDP easier for you. It does this by drawing in the expertise, resources and contributions from other people in your community.

*Diagram:
Fundamental
elements of
community
engagement*



You should regularly re-evaluate your engagement strategy against caseload and community needs.

Engagement aims

With these outcomes in mind, it is a good idea to work backwards to plan out the ways you can achieve this.

A good place to start is by identifying the key people and other stakeholders in your local community.

Working with stakeholders

No one, single stakeholder or partner has all of the skills and knowledge required to deliver all the elements of CDP. However, the various groups and stakeholders in your community have most of what you will need to deliver an effective program.

Your role is to coordinate the various expertise and contributions available.

You will not be able to deliver CDP successfully if you only work with job seekers. Subsequently, some of the relationships you will need to build and develop include the following groups and stakeholders in your local community :



You need to work and consult with the groups in your community (or as many as are present in your community) to highlight the potential of the program and how it can work in the local environment. You also need to listen to what the local community would like CDP to help deliver for them.

Some of the groups may also be able to deliver activities, or provide job seekers with work experience. Others may agree to act as a sponsor or patron for activities in areas in which they have a particular interest or expertise.

Successful ‘coalition building’ in your community can help improve the number and quality of hosted activities and hosted placements. You can also make sure that CDP activities generate positive outcomes for the community, such as benefits to the elderly or youth, increase school attendance, or improve the community’s facilities.

Working with stakeholders



Compliance Reminder

You must:

- work with your community to identify the strategies and resources needed to address barriers to employment and participation;
- help your community to build strong social foundations that lead to better economic opportunities; and
- assist your community with development and participation, economic development and strengthening of community capacity.

Working with your communities

As a community-driven program, CDP requires buy-in and interest from both major, local stakeholders, as well as grass roots community members.

Everyone needs to know the plan for their community, how they contribute to that community as individuals and families and how they all need to work together for community health and success.

Meaningful engagement

Community interactions and consultations need to be more than a visit or one-off event.

Your aim is to facilitate longer term changes which can help move more job seekers along the pathway to employment.

The below list provides some ideas for engaging with local people and stakeholders in the community:

- connecting with existing inter-agency programs, meetings or forums;
- conducting group information sessions with job seekers and seeking their ideas;
- one-on-one meetings with influential community members and seeking their involvement for significant activities;
- developing communications material which you can use with different groups, and which describes your services and how CDP can support community organisations and individuals to achieve their goals;
- sharing illustrative examples or case studies of activities at other locations that help stakeholders and the community to visualise success and see what has worked elsewhere;
- showcasing your progress through local or social media; this can update everyone about the progress of activities or other successes, and help to maintain interest and momentum;
- using uniforms, badging, signage or other promotional material to promote a sense of familiarity, pride and unity; and
- community events like barbecues, art exhibitions, or educational classes can be helpful for participants, and timed for maximum benefit, for example with tourism season or visits by Minister.

Specific kinds of engagement activities

You will need to match specific engagement methods to purpose, including the target audience for engagement and what you need to achieve in the immediate term. Each kind of engagement method will come with its strengths and weaknesses. These are outlined for a handful of activities below (but note that this is not an exhaustive list of ways you can engage with the community).

Method	Advantages	Disadvantages
Public meeting (i.e. "town hall" style)	<ul style="list-style-type: none"> • Allows you to engage with a large number of people at the same time. • Gives you the opportunity to control the content of discussion and explain key concepts or information. • Shows openness and transparency. • Can attract good publicity. 	<ul style="list-style-type: none"> • Discussions and feedback can be dominated by those who feel comfortable speaking in front of large audiences. • Not everyone is inclined to attend a public meeting. • Bad publicity can result if there are contentious or controversial discussions.
Forum (i.e. public meeting with a panel of speakers)	<ul style="list-style-type: none"> • Can be dedicated to a specific issue, cause or topic. • Ability to express and see different views and opinions on a range of topics. • Can draw in experts in the field. • Can facilitate engagement between panel and community members. 	<ul style="list-style-type: none"> • Can become a 'talk fest' instead of an action-oriented activity. • More likely to be dominated by speakers than members of the community. • Can be difficult to attract non-local speakers to a remote location.
Workshop	<ul style="list-style-type: none"> • Can be tailored to a specific topic or purpose. • Can be targeted to groups or demographics who may not otherwise be engaged by other activities. • Time and resource specific. 	<ul style="list-style-type: none"> • Requires experienced coordinators. • Workshops can be dominated by small numbers of participants who may be more confident in speaking.
Social media or web-based engagement	<ul style="list-style-type: none"> • Good way of engaging with key groups, such as younger people, or people who are homebound. • Cost effective. • Can reach a large number of people quickly. 	<ul style="list-style-type: none"> • In some remote areas, web access is patchy or unreliable. • Can only reach the people who use social media. • Less effective with older audiences.

Community driven solutions

Identifying issues

As you build and maintain relationships with key community leaders, employers, charities, schools, State/Territory programs, and other stakeholders, you will find it easier to understand the aspirations of your community, and how you will go about achieving any desired goals with teamwork and partnerships within the community.

Effective community engagement will help you to appreciate the challenges and opportunities faced by your community, as well as any areas of strength you can play into.

Identifying issues and solutions

CDP can help to solve some local challenges or problems, but you need to identify key issues which you as the provider can help address. You should consider factors such as:

- Areas of community need (e.g. kids going to school hungry, no organisers/coaches for community sport events).
- Infrastructure gaps (e.g. no place for meetings and events, no safe play areas for local children, no laundry facilities).
- Social challenges (e.g. domestic violence, preventable disease outbreaks).

Finding solutions

You need to identify whether there are any projects or infrastructure which could help achieve community goals. For example, if a common aspiration is for your community to have healthy food options for its members, you could consider an activity for fruit and vegetable growing which includes hygiene and healthy eating education, as well as upskilling job seekers in the skills required to grow plants and manage crops, etc.

You will also need to identify if there are special resources or skills needed to meet community goals; for example, will some job seekers need to be upskilled to take part in some activities? Do you have somewhere suitable to establish the activity? Will your supervisors require specific qualifications to manage job seekers in the activity?

Having identified the skills required to meet aspirations, you will need to link these to existing employers and future employment opportunities in your region. Can you get training and hosted placement support from these employers?

When you have identified skills required to meet aspirations, how do you link these to existing employers and future employment opportunities in your region?

Do your related entity employers have a local recruitment requirement with targets to enable them to be on your related entity list (and therefore receive incentive payments)? Can you get training and hosted placement support from these employers as stakeholders in your larger plan?

Community driven solutions

PM&C Regional Network

The PM&C Regional Network has place-based staff, such as Government Engagement Coordinators (GECs) in many communities as well as contract managers that can provide practical support to you in scoping and developing activity proposals with communities.

PM&C Regional Network staff can facilitate meetings, make introductions, seek information from other agencies, or source information about the funding provided to a particular community to run programs and deliver services. This information can be used to identify key stakeholders and consider how CDP activities can support or expand on these investments to deliver more or achieve more.

Identifying issues

As you build and maintain relationships with key community leaders, employers, charities, schools, State/Territory programs, and other stakeholders, you will find it easier to understand the aspirations of your community, and how you will go about achieving any desired goals with teamwork and partnerships within the community.

Effective community engagement will help you to appreciate the challenges and opportunities faced by your community, as well as any areas of strength you can play into.

Effective planning and evaluation

Engagement strategies for your community

You should determine what is currently in place and what has worked in the past, what community needs are, who would be willing to assist with activities and in what capacity.

Engagement strategy

The engagement strategy process will require planning, coordination and follow up.

- How often do you consult with community (monthly, six monthly) and is this consistently reliable and regular enough?
- How is this done? What processes and structures are already in place that can facilitate engaging with community, ie. regular council meetings, forums, existing governance arrangements?
- Do you have interpreters so that all community members feel included?
- Do you have sufficient time to fully engage so you have a reasonable amount of time for the discussions?
- How will you record the feedback you receive, including outside of structured meetings, and how do you share it with the community?

Effective planning and evaluation

*Diagram:
Community
focussed plan*



Communications

You should also consider how you will communicate the process to the community members.

A communications strategy is very important to make sure your staff, job seekers and the broader community knows their role in CDP and how they can contribute to better outcomes, including the decision-making process and how information is turned into activities.

Your communication materials need to be written in plain English and free from jargon. Some job seekers use English as a second or third language, so you should be mindful of this, and try to be clear and concise with your messages.

In many communities there is a strong oral tradition of news and communication, so simplified messaging can help support this.

Case studies and clear examples will also be helpful to communicate what CDP can achieve or deliver for communities, or how it can help individual job seekers.

Evaluation

You should evaluate how you engage with the community on a regular and ongoing basis. You can do this by seeking feedback from the people you are interacting with in the delivery of CDP. This will help you determine if your engagement strategy is hitting the mark, and the information you gather can help to inform engagement activities in the future.

Effective planning and evaluation

Some examples of the details you should consider (following specific engagement activities):

- Did you gain anything out of it? (e.g. new data, feedback, contacts).
- Was it well attended? (If not, why? Was this because of lack of interest, poor choice of venue, poor promotion, etc.).
- Did you receive feedback? (positive or negative).
- Did you engage with the stakeholders or groups of people you aimed to?

Limitations

You must be mindful of limitations when organising engagement activities or planning your strategy; you may find it helpful to include these in your strategic documents.

Other considerations

- **Demographics and census data:** This will be useful if you are considering linking into intervention type activities or services. Depending on the number of people who need particular interventions, it may be easier to book appointments or visits by qualified health or allied health professional in bulk. You may be able to coordinate this through your local Centrelink contacts if you don't have a permanent presence.
- **Cultural considerations:** Potentially, there may be a number of factors you will need to plan for in advance; for example you may need to obtain permission before visiting certain communities, or you may need to be aware of sorry business. Are there areas of cultural areas of 'pride' or 'shame' which need to be considered in your region when facilitating discussions about aspirations?
- **Action Plans:** You may consider developing action plans specific to the communities in your region/s. These may assist developing and driving CDP activities and achieving your goals and objectives and those of communities.
- **Seasonal or cultural events:** Some of these could impact your strategy. For example, if certain events or practices are held the same each year, how can you help plan ahead by developing supporting activities so that participants are not disadvantaged? Can you develop clear messaging to everyone in the community so that there is a common knowledge of any issues impacting the attendance at activities? This can help job seekers let you know of any absences in advance.
- **Knowing your caseload:** Do you have people with disability on the caseload (either diagnosed or undiagnosed)? Are there particular knowledge or skill gaps amongst numerous job seekers on your caseload which you can address?

Bringing it all together

Effective engagement with your community is going to rely on drawing in a diverse range of stakeholders and participants. Community input – including input from job seekers, employers, or community groups – can improve the quality of CDP, making it more practical and relevant.

Early identification of emerging issues allows you as the provider to position CDP to address them in a proactive way. Being mindful of the demographics and needs of your community will help deliver higher quality activities and achieve stronger engagement and support.

Good engagement also strengthens your reputation as open, accountable and willing to listen.

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CDP GUIDELINES

COMPLAINTS AND DISPUTE RESOLUTION

Complaints and Dispute Resolution

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Complaints and Dispute Resolution

Introduction

Feedback, whether positive or negative, ensures accountability, but also provides valuable insight into performance and conduct of your organisation.

By setting up a complaints and feedback process, users of your services can help you identify faulty or unworkable processes, trends, significant problems or other areas where you can improve service delivery. This kind of process can also assist you in identifying what works well.

This chapter outlines ways in which you can gain valuable feedback from job seekers, communities and employers and how to improve your services whilst complying with the CDP Funding Agreement

Who is a “customer”?

The CDP Funding Agreement outlines that “customers” include:

- job seekers
- employers
- members of a community in a provider’s region
- any other user of your services.

The provider feedback process

What is the CDP customer complaint process?

You must establish a customer feedback process and inform customers how they can use it. Customer feedback can include requests for information, referrals, compliments, suggestions for improvements and complaints about the delivery of CDP services.

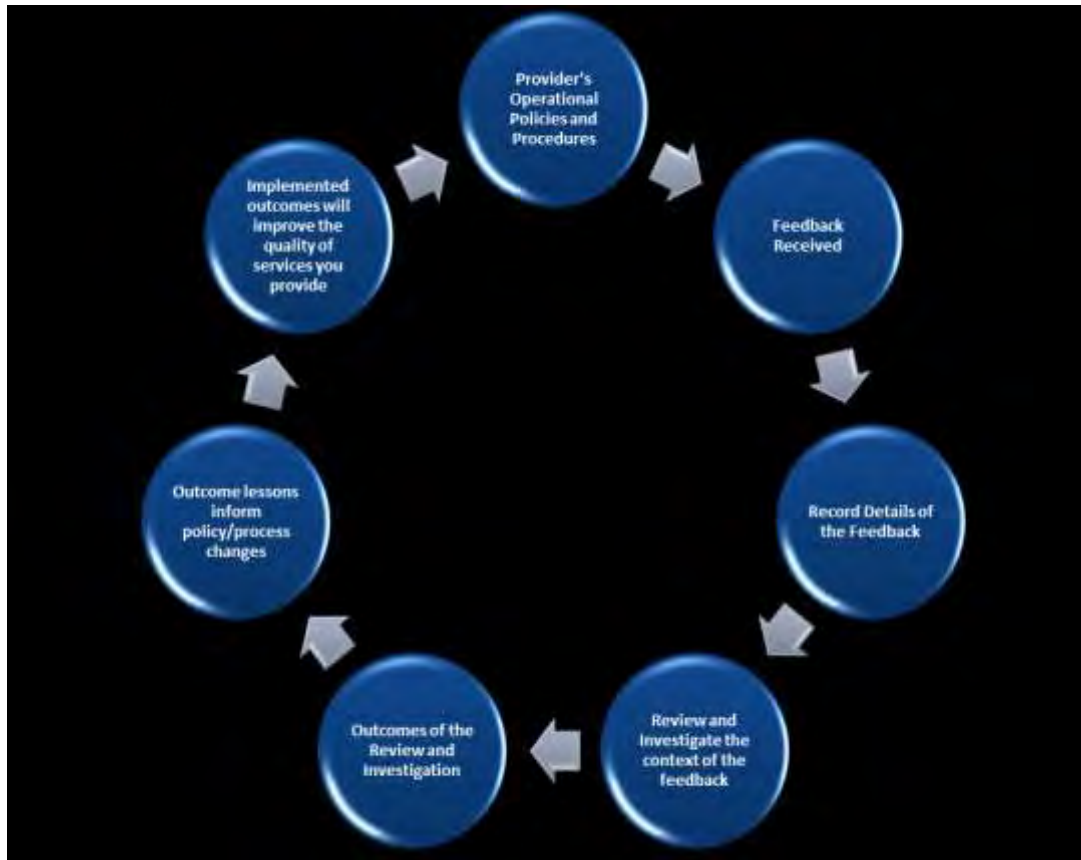
You must keep a register that details, amongst other things, all customer feedback you directly receive as the provider, including the details of any complaints received and the steps you took to address any complaint.

You must also clearly indicate that in addition to making complaints directly to you as the provider, customers may also make complaints to the National Customer Service Line (NCSL) on **1800 805 260**.

Any complaints that you receive, including those for resolution from the NCSL, should also be recorded in your register.

Complaints and Dispute Resolution

The provider feedback process



What is a complaint?

A *complaint* is an expression of dissatisfaction with your policies, procedures, employee performance or the quality of the services you or your staff have provided.

The following are not counted as complaints:

- a request by a job seeker;
- a request for information or for an explanation of a policy or procedure; or
- lodging an appeal against a decision when this is a normal part of standard procedure or policy.

How is the CDP complaint management system conducted?

CDP has a three tiered complaint management system:

1. **Provider managed feedback** in which you initially address customer concerns. If a customer is not satisfied with the results of a provider managed feedback process you must refer the customer to the NCSL for further investigation.
2. **Department managed feedback:** If a customer does not wish to approach you, they have multiple ways for lodging a complaint, including through the NCSL, the local PM&C Regional Office and through the formal PM&C complaints process.

Complaints and Dispute Resolution

The provider feedback process

The details for PM&C's complaints process can be found at:
<https://www.pmc.gov.au/pmc/complaints>, or Phone: (02) 6271 5688,
Email: complaints@pmc.gov.au,
Post: Complaints
Ministerial Support Division
Department of the Prime Minister and Cabinet
PO Box 6500
Canberra ACT 2600

3. *Third party investigations*: A customer can also raise their concerns with a number of independent bodies:

The Commonwealth Ombudsman who investigates complaints from people who believe they have been treated unfairly or unreasonably by an Australian Government agency.

The Australian Human Rights Commissioner who can investigate and resolve complaints of discrimination, harassment and bullying based on a person's sex, disability, race or age.

The Office of the Australian Information Commissioner that manages complaints about the handling of personal information by Australian and Norfolk Island government agencies and private sector organisations.

Why is complaint management necessary?

Complaint management is good business practice. It not only identifies weaknesses in operations, but it also encourages continuous improvement. It helps improve transparency and accountability and provides an avenue for customers to have their concerns reviewed. In some instances, it can also lead to new solutions for customer concerns as well as increased business improvement processes. Feedback and complaints from customers are also important indicators of your performance.

Customers should be supported to make enquiries and ask questions about services and provide feedback, including lodging compliments or complaints about the service they receive from you as their provider. The process of receiving and managing complaints/feedback allows you to look at your policies and procedures in a different way, providing you with a unique opportunity to improve your business processes. Every organisation that seeks to improve for their stakeholders invests resources into a robust complaint/feedback management process.

National Customer Service Line (NCSL)

What is the National Customer Service Line?

The National Customer Service Line (NCSL) is a telephone service that puts customers in contact with a Customer Service Officer.

The NCSL can be contacted at **1800 805 260** (free call from landlines) or email nationalcustomerserviceline@jobs.gov.au

Complaints and Dispute Resolution

National Customer Service Line (NCSL)

The NCSL is managed by the Department of Jobs and Small Business allowing customers to provide feedback separately from any provider-managed feedback process.

Who is the National Customer Service Line for?

Customers who are dissatisfied with a provider's response to a complaint, or are uncomfortable in making a complaint directly to you, can use the NCSL. The NCSL also provides general information on the CDP to callers.

How are complaints on the National Customer Service Line conducted?

The NCSL is the entry point for customers to PM&C's complaint management process. Where a customer lodges a complaint, the NCSL will:

- investigate fairly, treating both customer and provider equally
- refer a complaint to a provider (where appropriate) for resolution
- advise a provider of a complaint referral that requires a response to the Department of Jobs and Small Business.

Where a complaint reveals poor service standards or non-compliance with the CDP Funding Agreement, particularly where a provider has not attempted to remedy a situation of concern, the complaint may be referred to PM&C for further assessment and action.

PM&C will regularly review your complaints handling procedures to ensure you are complying with your requirements set out in these guidelines and the Funding Agreement.



Compliance Reminder

As part of your customer feedback process, you must ensure that customers are advised of their right to complain directly to the National Customer Service Line.

If a customer is not satisfied with your response to their feedback, you must advise them that they may complain directly to the National Customer Service Line.

What is the customer feedback register?

You must establish and publicise a customer feedback process to manage feedback. The feedback process must include maintaining a Customer Feedback Register for each of your regions, including both complaints made directly to you and complaints referred by NCSL and third parties as listed above.

How is the Customer Feedback Register managed?

Customer feedback, including complaints, should be dealt with appropriately by a senior staff member. You should ensure that staff members are aware of the Register and that appropriate staff have access to the Register.

Every job seeker must be able to provide feedback if they wish to, and so job seekers must be able to give feedback or make complaints at sites other than where the Register is located.

Complaints and Dispute Resolution

National Customer Service Line (NCSL)

The customer feedback process should:

- be consistent with the CDP Funding Agreement, guidelines, Code of Practice and Service Guarantee;
- inform people that they may also lodge a complaint with the NCSL;
- include a Customer Feedback Register for each of your regions; and
- be explained to new job seekers on your caseload as part of the registration process.

What details do you record in the Customer Feedback Register?

When you have received a complaint from a job seeker, or other stakeholder (such as an employer/member of community etc.), you must record the complaint in your Customer Feedback Register. When recording the complaint in your Register, it is important you record the following information as this will allow you to formulate a comprehensive response and resolve the issue quickly:

- a. the name(s) of the customer(s) (if known);
- b. if relevant, the name(s) of staff members the complaint concerns;
- c. the name of the staff member handling the complaint;
- d. the location or community in the provider region(s) to which the complaint relates;
- e. the date of the complaint;
- f. the nature of the complaint;
- g. whether the complaint was referred to the provider by PM&C, NCSL or third party;
- h. key contacts with the complainant and the action taken, including dates;
- i. the outcome of the investigation;
- j. the date the response to the complaint was finalised;
- k. any follow-up action required;
- l. whether a complainant has been referred to the NCSL, including the date; and
- m. any changes to the conduct of services or procedures, or other actions, resulting from the complaint.

How to develop a customer feedback process

It is expected that all of your staff who are handling complaints will:

- be appropriately skilled and knowledgeable;
- be trained in the provision of employment services and in complaint handling practices; and
- will have a positive attitude when dealing with complainants.

Complaints and Dispute Resolution

National Customer Service Line (NCSL)

Customer feedback principles

There are certain principles you should consider in developing and delivering your customer feedback process. These are outlined as follows (note that the list is not exhaustive).



Principle	Details	Why it's important
Responsiveness	Identifying and addressing complaints promptly and in a planned manner, with a view to resolution.	A lack of responsiveness from a provider may mean that a vulnerable person does not receive assistance when they need it.
Clarity	The response to the complainant should be clear and informative.	A clear and simple process is easier to understand for customers who are not familiar with your everyday processes.
Efficiency	On site operational staff members are best placed to resolve complaints promptly as they are able to make decisions about the services being offered to the customer. You should have protocols in place to escalate serious matters to senior management when deemed necessary and to avoid conflicts of interest (such as when a complaint is about a particular staff member).	Escalating a complaint to the NCSL, PM&C or Commonwealth Ombudsman for resolution may seem efficient when resolution at the provider level is difficult. However, escalation may require a provider to investigate a complaint a number of times, resulting in a slower outcome for the customer and a slower complaint system overall.

Complaints and Dispute Resolution

National Customer Service Line (NCSL)

Principle	Details	Why it's important
Fairness	The process should be accessible (i.e. suitable for non-English speaking customers, customers with disability and/or special needs, and culturally appropriate).	All customers have the right to ask reasonable questions and to receive an answer. Vulnerable people may also be less likely to offer feedback or make a complaint.

In addition, when developing your Customer Feedback Register, you must ensure that:

- You establish and publicise the details of a customer feedback process, which will deal with feedback, including complaints.
- You explain the customer feedback process to job seekers upon their first referral, direct registration or otherwise on initial contact with them. You must also explain to the job seeker their right to make complaints directly to the NCSL.
- If you service more than one CDP region, there must be separate Customer Feedback Registers for each region you cover. The register(s) records all feedback including requests for information, referrals, compliments and complaints about the delivery of CDP services in your regions.

Australian Government Services Fraud Tip-Off Line

The Australian Government Services Fraud Tip-Off Line is an online service that allows people to report suspected welfare fraud by an individual, business or organisation to Centrelink, particularly for those who wish to remain anonymous.

The Tip-Off Line can be contacted by phone on **131 524** or by completing the designated form (MO029), which can be downloaded on the [DHS website](#)

Issues raised through tip-off line will be investigated appropriately and may be referred to the Commonwealth Director of Public Prosecutions if the investigation identifies sufficient evidence of criminal behaviour.

You can also report incidents of suspected Fraud relating to the delivery of CDP directly to PM&C. PM&C takes all allegations of fraud seriously. To report suspected or potential fraud on PM&C funding or other activities that PM&C administers contact:

- The Fraud helpdesk email: fraud@pmc.gov.au
- The Fraud hotline: **02 6152 3598**