



INTRODUCTION TO THE CDP OPERATIONAL GUIDANCE



Contents

Introduction.....	3
CDP Overview	3
Introduction to the CDP IT System.....	3
How the Guidance works.....	3
Getting to know the job seeker	4
Program Access and Exits	4
Mutual Obligations Requirements.....	4
Job Seeker Assessments	4
Job Plans.....	4
Job Seekers with Disability.....	5
The Activity Diary and Noticeboard	5
Servicing Job Seekers.....	5
Job Seeker Attendance and Compliance.....	5
Challenging Behaviours.....	5
Job seeker pathways.....	6
Community Engagement	6
Risk and Insurance.....	6
Setting Up and Managing Activities.....	6
Experience in a Real Workplace.....	6
Activities that Generate Income	7
Employment	7
CDP Operational Directory.....	7
Contracting with NIAA.....	7
Provider Performance.....	8
Provider Compliance.....	8
Payments.....	8
Capital Investment Fund (CIF).....	8
Complaints and Dispute Resolution.....	8
Other Agencies and Important Contacts	9
Glossary	9



Introduction

The CDP Operational Guidance (the Guidance) and associated documents are designed to support you to provide Community Development Program services. Getting to know the Guidance and associated documents will assist you to achieve the aim of supporting job seekers in remote Australia into work, while contributing to the cultural, social and material well-being of their communities.

The Guidance aligns with the requirements and conditions as set out in your funding agreement. You should become familiar with your agreement and use this Guidance as a companion to the agreement.

Associated with the funding agreement and this Guidance is the Code of Practice and Service Guarantee and the Introduction to the CDP IT System.

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 Overview can be handed to anyone in the general public, including businesses, stakeholders or interested parties.

Code of Practice and Service Guarantee

You will see on the Provider Portal your Code of Practice and Service Guarantee. The Code of Practice and Service Guarantee outlines the principles and standards that underpin the delivery of the CDP Program and what job seekers and the community can expect from you. When job seekers register with you, you must give them a copy of the Code of Practice and Service Guarantee.

Introduction to the CDP IT System


This document provides a high level introduction to the components of the CDP IT System that you will frequently use. It provides advice on the various levels of CDP IT System access according to your role in your organisation. This CDP IT introduction is a supplement to the Task Cards that you will find at the end of relevant sections throughout the Guidance.

How the Guidance works

The Guidance is informed by your feedback; job seeker and community feedback; other stakeholders and common queries received by the Agency (most commonly to NIAA's Regional Network).

The Guidance will be updated from time to time to reflect new policy and IT changes and contains helpful tips and compliance reminders. As a living document, the Guidance benefits from your feedback, and is updated when the need arises, or when there are changes to operational conditions or policy. Broadly, the Guidance sections fall into three categories:

- Getting to know the job seeker which outlines the processes for engaging with job seekers, including support, assessments and managing attendance.
- CDP job seeker pathways which steps through the pathways a job seeker may take in the Program that lead to employment.

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- CDP Operational Directory which details the operational information CDP providers require for the successful delivery and management of the Program.

Getting to know the job seeker

The following sections outline the processes for getting to know the job seeker, engaging them in CDP and includes guidance on support, assessments and managing attendance.

Program Access and Exits

Program Access and Exits section provides advice on what to do when registering a job seeker in the CDP, and the IT systems to support you in managing job seeker access and exits to the CDP.

Understanding how job seekers gain access to CDP services and why job seekers leave the program – either temporarily or 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. The CDP is designed so that job seekers have entry and exit points in the program.

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. The Mutual Obligations section steps you through what you need to understand to assist job seekers meet their requirements.

Job Seeker Assessments

Job seeker assessments assist you to identify a job seeker’s barriers to gaining and keeping a job. Identifying these barriers helps you to develop and propose suitable activities for the job seeker, as well as develop an individual Job Plan.

There are three types of assessments dealt with in this section:

- Job Seeker Classification Instrument (JSCI);
- Employment Services Assessment (ESAt); and
- Job Capacity Assessment (JCI).

Job Plans

The CDP requires the delivery of 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. How you set a Job Plan up and keep it updated is detailed in this section.



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 section advises you on how 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 you may take into consideration 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 must 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 the CDP.

This section 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. The Servicing Job Seekers section explains how to engage effectively with job seekers and how to use this information to identify and organise the assistance job seekers 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 the 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 section looks 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 section provides you with information on how to manage 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.

Job seeker pathways

The following sections step through the journey a job seeker may take in the CDP and goes through the pathways 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 section 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.

Risk and Insurance

This section 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 NIAA. It will also take you through the procedures to follow if an incident occurs.

Setting Up and Managing Activities

You are required to establish and run quality activities for job seekers, in all communities, including small communities.

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

This section provides advice on how you may identify, develop and manage good quality activities in your region/s.

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 section 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 them.

Activities that Generate Income

In some cases you might start to generate income as enterprises 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 CDP’s 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 sections have covered how you can assist job seekers on your caseload move along the pathway towards employment.

The Employment section 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.

CDP Operational Directory

The following sections provide operating information that you will require for the successful delivery and management of the CDP.

Contracting with NIAA

Good contract administration is critical to the successful delivery of your contract with NIAA. 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 section outlines key aspects of contract administration and governance including how to initiate and process variations to the Funding Agreement and your key relationships with NIAA.



Provider Performance

This section outlines how NIAA will assess your performance against the requirements of the CDP Funding Agreement. This Guidance replaces the Program Management Framework and the Provider Performance Review (PPR) Provider Guide previously published on the Provider Portal.

This section of the Guidance will be updated for each PPR period to reflect changes in the performance framework. This section is currently mapped to PPR7.

Provider Compliance

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

Included in this section is an outline of the following four risk-based strategies that the Agency utilises:

- 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 Program’s dual and complementary objectives:

- to help encourage job seekers to participate in their communities through meaningful activities; and
- to support job seekers into work as it becomes available.

The payments section 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.

Capital Investment Fund (CIF)

The Capital Investment Fund (CIF) is available for purchasing items to better support CDP activities, including enterprise development and to improve job seekers engagement in CDP activities. This section takes you through what the CIF looks like and the guidance on how to apply for and use items purchased through the fund.

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.

The Complaints and Dispute Resolution section 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 and this Guidance.

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 section 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/s. The contacts and facilities available at the local level will vary from region to region.

Glossary

This Guidance section 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 Guidance sections or hear your co-workers use in the office, or during your meetings with your NIAA contract and account manager.