



Australian Government

CDP Provider Code of Practice and Service Guarantee*

As the CDP provider in your community, we commit to building and delivering quality services to the community by:

- Behaving honestly, fairly and treating everyone with respect.
- Respecting community policies and protocols and delivering services and activities in a culturally sensitive and appropriate manner.
- Engaging with communities to identify, design and deliver activities that meet community priorities and job seeker aspirations and needs.
- Supporting community and economic development by assisting local businesses to expand or establish local businesses and economic opportunities.
- Providing and promoting local employment by employing local job seekers within our organisation.
- Listening to feedback from the community and responding to improve our services.
- Sensitively and appropriately managing any information collected.

As the CDP provider in your community, we will support job seekers by:

- Supporting you to participate in activities that provide a daily work-like routine, build your skills and make a meaningful contribution to your community.
- Working with you to develop a Job Plan personalised to your needs and assessed level of capacity, that will put you on a pathway to a job, and updating it with you as your needs change.
- Explaining the assistance you will receive, what we can do for you and what you need to do in order to receive your income support payments.
- Being sensitive to your individual needs, and tailoring assistance to job seekers with disabilities, injuries or health conditions, and caring or parenting responsibilities.
- Providing you with professional support if you need it, e.g. counselling and other referrals.
- Providing work experience opportunities through activity placements hosted by local employers as available and appropriate.
- Helping you overcome any barriers to work, including assisting you with your resume, job applications and job interview skills and providing advice on available work opportunities.
- Providing mentoring and support following placement in employment to help you settle into work routines and unfamiliar environments.
- Providing a fair and accessible feedback process.

As the CDP provider in your community, we commit to assisting employers to meet their skill and labour shortage needs by:

- Working with employers to identify job and industry specific training needs and how they can be met.
- Understanding the requirements of your business, ensuring job seekers are trained/up-skilled according to the needs of the labour market.
- Working with employers to identify current and emerging work experience and job opportunities.
- Matching and placing suitable job seekers into hosted activity placements and job vacancies employers have identified.
- Working with employers to promote and utilise employment opportunities for local people with disabilities.
- Providing packages of support for you including outcome payments for employing and retaining job seekers in a job.

**This document is not a stand-alone document and does not contain the entirety of Providers' obligations. It must be read in conjunction with the Funding Agreement and any relevant Guidelines or reference material issued by Department of the Prime Minister and Cabinet under or in connection with the Funding Agreement.*