Remote Jobs and Communities Program

Community Action Plan Guidelines
Program Overview

The Remote Jobs and Communities Program (RJCP) is part of the Australian Government’s commitment to the Closing the Gap strategy agreed in 2008 by the Council of Australian Governments and is consistent with the Indigenous Economic Development Strategy 2011-18.

The new program will build on the strengths of existing employment and participation and community programs, while providing a more flexible and responsive service to better meet the needs of people living in remote Australia. The four main programs currently delivering employment and participation services and community development in remote Australia - Job Services Australia, Disability Employment Services, Community Development Employment Projects (CDEP) and the Indigenous Employment Program – will be rolled into the new integrated service.

It will provide a single point of contact for job seekers and employers in every remote region and will have a greater focus on adapting activities to local requirements and opportunities. Further information on RJCP and RJCP Providers can be found at [http://deewr.gov.au/remote-jobs-and-communities-program](http://deewr.gov.au/remote-jobs-and-communities-program).

RJCP will be managed jointly by the Department of Education, Employment and Workplace Relations (DEEWR) and the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). FaHCSIA is responsible for the operation of the Community Action Plans (CAPs).

Community Action Plan Overview

RJCP has been designed to help build sustainable communities – communities that have strong leadership, that support young people to move into work and to develop the economic potential of the region. Through RJCP, communities will have a central role and a strong voice in planning a strategic vision for each remote region and identifying priorities for the communities within a region.

The purpose of this CAP is to guide the delivery of the RJCP in line with the priorities set out by communities.

The CAP template has been developed to support RJCP Providers to engage with and consult communities and key stakeholders to identify economic and social development priorities for inclusion in the CAP and for these priorities to tailor the services and support to individual job seekers.

There are three key areas of the CAP:

**Part One:** Consultation and Engagement Plan

**Part Two:** Regional Profile and Strategic Priorities

**Part Three:** Employment and Participation Pathway Plan

Providers must ensure that the Remote Employment and Participation Activities are consistent with the CAP.
What will be in the CAP?
The CAP will outline the priorities for social and economic participation and development for the region up to 2018 as well as an agreed plan of action to achieve the objectives of RJCP, particularly by helping people in regions to get and keep jobs and by ensuring that people who are not working are participating in activities that contribute to developing strong and sustainable communities.

The CAP is made up of three key areas:

- **The Engagement and Consultation Strategy:** This section will ensure that communities are at the centre of the CAP process and the RJCP model. It will also outline the governance and ongoing engagement arrangements between the community and the RJCP Provider;

- **Region Profile and the Region Priorities:** This section will describe the high level priorities for the region as well as list the current opportunities and barriers to economic participation, development and employment in the region and sets the priorities for improving these elements; and

- **The Employment and Participation Pathway Plan:** This section will outline what Providers and communities will each do to deliver the region’s priorities including the employment and participation activities. This section will guide the delivery of the broader RJCP program, including ensuring that Remote Employment and Participation Activities are consistent with the CAP.

Community level schedules

There is the opportunity to include community level schedules to the CAP and a template has been provided at Appendix A of the CAP for this purpose. It is not a requirement to include individual community schedules for every community in a region. Where a community has social or geographical circumstances that are vastly different from the majority of the region, a community level schedule may be required to add value to the regions CAP and to insure that all communities are able to participate in the priorities identified in the CAP. Where a community has particular cultural participation activities and/or wishes to identify particular community values or rules that Providers should be aware of and comply with, these would also be included in the community specific schedule.

Commitment to participation

The CAP will provide an opportunity for the Provider and the communities to describe how they will support and promote RJCP participation in a region. The CAP will also describe the strategies for overcoming social, cultural and geographical issues unique to the region that may impact on RJCP participation and will allow communities and Providers to define the boundaries of what constitutes a reasonable excuse for failing to meet their RJCP obligations. The CAPs will also provide an opportunity for the Provider and communities to agree what cultural activities are acceptable for RJCP participation.

Through the Remote Employment and Participation Activities, RJCP Providers will:

- Ensure job seekers on income support and participants on CDEP wages are aware of their participation and compliance obligations, monitor their participation in activities and contact job seekers or participants who fail to meet their obligations; and

- For job seekers on Activity Tested income support, report non-compliance to the Department of Human Services (DHS) if compliance action is considered the best means of securing the job seeker’s re-engagement in active participation.

Refer to relevant clauses of the RJCP Funding Agreement.
DEVELOPMENT AND APPROVAL PROCESS

Consultation and Engagement

The CAP must demonstrate how the RJCP provider has engaged with and will continue to engage with the communities in their region, including Indigenous and non-Indigenous jobseekers, young people, women, older people and people with a disability. In undertaking this engagement and in their day to day operations RJCP Providers are required to factor in community imposed rules and regulations or cultural practices, of the Indigenous community (i.e. rules about closure of community/number of acceptable days for Sorry business, alcohol restrictions, etc.).

In developing the CAP, RJCP Providers must demonstrate consultation with local industries and key employers to identify the skills need in the region and the availability of employment. RJCP Providers are required to provide detail in the CAP of local employer and employment opportunities to which local job seekers and participants can be linked.

RJCP Providers will also need to link with Government agencies and community organisations that provide services in the region. These may be useful for some participants/job seekers who require vocation or non-vocational services prior to becoming job-ready. These links may be required to facilitate community participation activities for job-seekers, CDEP wage recipients and volunteers.

CAP Development

Each remote region must have a CAP and it must be inclusive of all communities within the region and should have support from all major communities within the region. In developing the CAP the RJCP Provider will need to consider existing local plans that have been agreed by government, such as Local Implementation Plans (LIPs) and CDEP Community Action Plans.

In developing the CAP the RJCP Provider and communities identify priorities that link to RJCP objectives and strategies to achieve these priorities. The strategies and priorities should be sufficiently broad so they are inclusive of all communities in the region and consider what is most needed to support increased participation and employment outcomes. The priorities can be reviewed and adjusted to take account of regional progress and community development.

RJCP Providers will work in partnership with communities and Government representatives including Government Engagement Coordinators, Indigenous Engagement Officers and Indigenous Coordination Centres within their Remote Region in the ongoing development and implementation of the CAP. The FaHCSIA CAP Agreement Manager for the region will work closely with RJCP Providers and communities to develop a CAP and will also provide ongoing support for implementation and annual reviews of CAPs.

RJCP Providers are required to undertake a number of activities in relation to the development and implementation of their CAP. Providers must, in consultation with the communities, conduct a comprehensive assessment of their region so as to identify:

- The demographics of the region and the communities within it;
- The employment and development opportunities that exist in region and the barriers to participation and employment (skills gaps or social disengagement);
- The communities’ employment, economic and community development goals;
- Existing infrastructure in the communities;
- Service gaps, economic and social issues and needs; and
- Communities’ unique issues, and the strategies and resources required to address these.
In developing the CAP and as part of their engagement with communities, RJCP Providers should also consider how their service delivery model and projects funded through the Community Development Fund or other funding sources could support the communities’ economic and social objectives.

**Submitting a CAP**

Once the CAP has been developed and agreed by communities and the RJCP Provider it must be submitted to FaHCSIA in the format provided in the template at Attachment A. RJCP Providers should develop a CAP as soon as possible and are able to be submitted as soon as they are completed. The first CAP must be submitted by 28 February 2014.

The CAPs will be reviewed and accepted by FaHCSIA, in consultation with DEEWR, before it is submitted to the Minister for Families, Community Services and Indigenous Affairs for approval.

In order for the CAP to be accepted by FaHCSIA the Provider must describe community specific engagement strategies and demonstrate that the CAP:

- Has been created in partnership and through genuine engagement with communities in the region;
- Has been developed with engagement with community groups and Government representatives- including Government Engagement Coordinators, Indigenous Engagement Officers, Indigenous Coordination Centres and Regional Operation Centres (where applicable to Remote Service Delivery locations);
- Has been developed with consideration to existing local plans that demonstrate community aspirations, priorities and needs relevant to the scope of the RJCP; and
- Aligns with the needs and priorities for the region and the objectives of RJCP.

**Approval**

Once accepted by FaHCSIA, the CAPs will be provided to the Minister for Families, Community Services and Indigenous Affairs for approval. RJCP Providers are required to review the CAPs at least annually to ensure they are up-to-date and continue to reflect the community needs and these revised CAPs must be submitted to FaHCSIA for approval by the Minister each calendar year. Changes made to the CAP during the 12 months will be reviewed by the Department and where the Department considers these changes significant, may require approval from the Minister.

**Activity performance assessment and reporting**

*Six month health check -* Providers must report on the progress of activities outlined in the CAP every six months (CAP health check). The report will include whether participation activities and employment outcomes have aligned to the CAP and describe any deviations from these outcomes. FaHCSIA will provide a reporting template to be completed and submitted by the RJCP Provider. The reports provide FaHCSIA and DEEWR with information about how the RJCP Provider is meeting its objectives in the CAP. Reporting will be used to monitor the activities of local service Providers on an ongoing basis.

As part of the six month health check FaHCSIA may invite the communities to provide feedback on the performance of the CAP and their level of engagement in the RJCP model.

Information gained through site visits and telephone contact as well as other relevant information on hand will be used by FaHCSIA and DEEWR Departmental staff as a component of the performance assessment. The information will be used to assist service delivery improvement and to inform the Departments of any issues related to the performance of the Provider against the terms of the RJCP Funding Agreement.
Annual CAP Performance Review - As part of the CAP development key performance indicators will be set and agreed by FaHCSIA, communities and the RJCP Provider. These will be reviewed annually and may be updated to meet changed business requirements.

FaHCSIA and DEEWR will monitor and evaluate performance indicators to ensure that RJCP Providers operate in accordance with their Funding Agreement and a set of three Key Performance Indicators (KPIs) specific to the CAP, specifically:

1. Did the RJCP Provider achieve the agreed objectives/prior stated in the CAP?
2. Has the RJCP Provider adequately addressed the priorities stated in the CAP?
3. Have issues been managed as described in the CAP?

FaHCSIA and DEEWR will also consider the extent to which the key priorities identified in the CAPs have been addressed and progressed in achieving stated objectives.

When measuring these KPIs, the following factors will be considered:

- Intermediate outcomes/impacts - did the projects make a lasting difference;
- Immediate outcomes/impacts - did the projects make an immediate difference; and
- Service outputs - how many were done.

Performance Reports and CAPs must be completed using templates provided by FaHCSIA. Periodically, examples of good practice service delivery and/or de-identified (with personal details removed for privacy) good news stories may be sought from RJCP Providers.

RJCP Funding Agreement details the three Key Performance Indicators against which RJCP Provider performance will be assessed. The timeliness of preparation of the CAPs and the quality of the CAPs and related activities will be considered as part of the performance assessment of the RJCP Provider.

Poor performance

Remedial action in line with the terms in the RJCP Funding Agreement will be taken where a Provider is assessed as not meeting their obligations in relation to the CAP.
## Remote Jobs and Communities Program
### Community Action Plan

<table>
<thead>
<tr>
<th>Remote Region:</th>
<th>Insert region name</th>
</tr>
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<tbody>
<tr>
<td>RJCP Provider:</td>
<td>Insert RJCP service provider name as it appears on the RJCP Funding Agreement</td>
</tr>
<tr>
<td>Contact Details:</td>
<td>Insert RJCP service provider contact information including details on RJCP Provider office location(s)</td>
</tr>
</tbody>
</table>
Part One: Community Engagement
This section will ensure that communities are at the centre of the CAP process. It should outline the governance and ongoing engagement arrangements that have been agreed between the community and the RJCP Provider.

Engagement covers any process that involves giving and receiving of information, discussion of issues or problems and the development of options and solutions that can be used to make better decisions. Effective engagement is about being clear about the purpose of the engagement activity, the type of involvement being sought from people and the degree of influence they can exercise.

Section 1: Community Engagement and Consultation Strategy
Describe the methodology used for community engagement and consultation and demonstrate the CAP was created in partnership with communities. Describe how the RJCP Provider and the communities will develop, engage and sustain relationships with employment and training stakeholders within the Remote Region.

<table>
<thead>
<tr>
<th>Who was engaged and consulted?</th>
<th>Provide details of individuals, communities and other providers/agencies/Departments you spoke to/consulted during the development of the CAP</th>
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</thead>
<tbody>
<tr>
<td>How were they engaged and consulted?</td>
<td>Provide details of how people were engaged and consulted (including dates and locations)</td>
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<tr>
<td>Was there anyone else who wasn’t consulted? Why?</td>
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<tr>
<td>What were the key points that came out of the consultation?</td>
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<td>Where there any alternative or competing views that should be acknowledged?</td>
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<tr>
<td>Provide the details of members of the community that can verify endorsement of the CAP.</td>
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Section 2: Ongoing management of the Community Action Plan
Describe the ongoing management of the Community Action Plan, including:
How will communities in the region be represented in the development, endorsement and ongoing management of the CAP
Details on how the CAP will be developed and updated, including how input from all communities will be distilled into a region level CAPs
Describe how you will provide feedback on achievements and progress of the CAPs to communities
Part Two: Remote Region Summary
This section will describe the high level priorities for the region as well as list the current opportunities and barriers to economic participation, development and employment in the region and sets the priorities for improving these elements.

Section 1: Region Priorities
Provide details on the key priorities for the region that align to the objectives of RJCP. The priorities should be sufficiently broad so they are inclusive of all communities in the region and consider what is most needed to support increased participation and employment outcomes. The priorities can be reviewed and adjusted to take account of regional progress and community development. Additional rows may be included, but the total number of priorities should be limited to 5.

<table>
<thead>
<tr>
<th>Priority Name</th>
<th>Priority Description</th>
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<td>1.</td>
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<td>2.</td>
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Section 2: Region Review Statement
Give an overview of economic and employment related barriers across communities within the region. The overview should also describe the region in terms of participation and economic development/self-reliance and provide jobseeker data and population data for the region. Provide details on what the economic and community development related service gaps are within the Remote Region. Provide details on social or cultural aspects of the region in terms of the opportunities or barriers these aspects may create to employment, participation, economic and community development across the region. Identify infrastructure and assets available to assist in delivering the services in the region (e.g. resource centre, training computers) and how these would be used.

Section 3: Opportunities
Provide details on local employment, participation and training opportunities within the region.

Identify key local employers and industries, their employment needs and opportunities and how they will be engaged in RJCP.

Identify potential projects/activities that could be applied for under the Community Development Fund.
Section 4: Remote Region Participant Profile

Generally describe the opportunities and challenges faced by the various categories of jobseekers within the region. This table below should be used to build a representative profile of the various categories of jobseekers in the region. If real data or examples are used the information should be de-identified. This section will assist the RJCP Provider to tailor the support they provide to maximising individual outcomes. This table can be expanded so that sufficient information can be captured.

<table>
<thead>
<tr>
<th>Typical skills and abilities and employment or participation related experience</th>
<th>Indigenous Jobseekers</th>
<th>Non-Indigenous jobseekers</th>
<th>Female jobseekers</th>
<th>Jobseekers with disability</th>
<th>Young jobseekers</th>
<th>Older jobseekers</th>
<th>Other jobseekers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typical barriers to employment and participation</td>
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<td>Career aspirations and interests they would like to pursue</td>
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<tr>
<td>Personal development and training requirements</td>
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<td>Community work experience; and enterprise and business experience</td>
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Section 5: Commitment to jobseeker participation

Describe what RJCP participation means for the communities/region and how communities have been consulted in relation to jobseeker participation requirements. Describe how the RJCP Provider and the communities will support and promote participation in a region.

Describe the unique social, cultural or geographical aspects within the region that may impact on RJCP participants meeting their obligations and describe those aspects that the RJCP Provider and the communities considered a reasonable excuse for not participating in RJCP and the boundaries around what is considered a reasonable excuse (e.g. the number of days a participant might be involved in Sorry business).

Describe the cultural activities that the RJCP Provider and the communities consider to be acceptable for the purposes of RJCP participation and the time commitments associated with the particular cultural activity.
Part Three: Employment and Participation Pathway Plan

This section should address the barriers to employment and participation and draw on the opportunities described in Part 2. The section should map out a clear, measurable path for what the RJCP Provider and communities will each do to deliver the priorities including the employment and participation activities listed in Part 2. This section will guide the delivery of the broader RJCP program, including ensuring that remote employment and participation activities are consistent with the Community Action Plan.

### Section 1: Regional Strategy

Describe the regions strategy to addressing the barriers to employment, participation, economic and community development across the region.

Describe the regions strategy for addressing the economic and community development related service gaps.

Describe what local employment, participation and training opportunities will be harnessed to support the priorities of the region.

### Section 2: Strategies/ Activities

Provide details on what strategies/activities the RJCP Provider and communities will put in place to achieve the regions priorities (listed at Section 1 Part 2).

These strategies and activities should be sufficiently broad so that they are inclusive of all communities and have specific actions to be taken for youth, women people with a disability, older jobseekers, Indigenous and non-Indigenous jobseekers. This section will be used by communities, the RJCP Provider and the government to measure the progress of the region towards achieving their priorities and will inform the structure of the six monthly CAP health check and the annual CAP review.

<table>
<thead>
<tr>
<th>Priority Name: ...............</th>
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<tbody>
<tr>
<td>How will this priority be achieved (short, medium and long term steps)</td>
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<tr>
<td>What are the timeframes, activities and milestones by which the progress of the priority can be measured</td>
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<tr>
<td>What are the performance indicators and progress measures that success of the priority can be measured</td>
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<tr>
<td>What Remote Employment and Participation Activities will contribute to achieving this priority</td>
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<tr>
<td>What risks or barriers to success have been identified and what mitigation strategies have been put in place to manage these</td>
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<tr>
<td>What strengths/enablers in the region will support this priority</td>
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<tr>
<td>What resources will be used to address this priority and how they be sourced</td>
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</tbody>
</table>
**APPENDIX A: Community Level Schedule** (to be included as attachments to the CAP where necessary)

It is not a requirement to include individual community schedules for every community in a region, however, where a community has social, cultural or geographical circumstances that are vastly different from the majority of the region and which may impact on the region's ability to participate in the CAP a community level schedule may be required to add value to the region's CAP and to ensure that all communities are able to participate in the priorities identified in the CAP.

Community Name:

<table>
<thead>
<tr>
<th>Section 1: Community Profile</th>
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<tbody>
<tr>
<td>Provide high level summary of the community. The summary should describe the community in terms of participation and economic development/self-reliance and provide jobseeker data and population data for the region and outline how these items differ significantly from the region. Provide details on what the economic and community development related service gaps are within the community.</td>
</tr>
<tr>
<td>Provide details on social or cultural aspects of the community in terms of the opportunities or barriers these aspects may create to employment, participation, economic and community development and how these may impact on the community’s ability to participate in the region’s priorities. Identify infrastructure and assets available to assist in delivering the services (e.g. resource centre, training computers) and how these would be used.</td>
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<tr>
<th>Section 2: Region Priorities</th>
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<tr>
<td>Provide details of key priorities for the community that align to the objectives of RJCP. Describe how these priorities will contribute to the development of the region and will ensure that the community is progressing in line with the region's priorities. Additional rows may be included, but the total number of priorities should be limited to 5.</td>
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<tr>
<th>Section 3: Community Employment and Participation Pathway Plan</th>
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<tbody>
<tr>
<td>Part three of the CAP should be used as a template for this section of the community level schedule.</td>
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