

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.

*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.