

Adult Disability – Client Journey*

Processing

1. Take next task from ADP new applications work queue.
2. Case familiarisation
3. Check for duplicate applications
4. Check for GUID (Global Unique Identifier Number)
5. Clear verifications
6. Check for Tasks
7. Check Clients Part 2 of the application
8. Final Checks
9. Check Eligibility
10. Update Notes – Case passed to decision teams

Decision Making

1. Take next task from assigned tasks
2. Eligibility check & case familiarisation.
3. Introduction Call to Client (If required)
4. Supporting information request (If required)
5. Case Discussion/ Consultation (if required)
6. Making a decision using the information gathered/provided.
7. Uploading decision to Decision Questionnaire & complete Determination.
8. Eligibility Check & application denial/approval.
9. Creating the Product Delivery Case & submitting to DTM for approval.

*This is an abbreviated overview of our end-to-end Client journey for demonstration purposes only