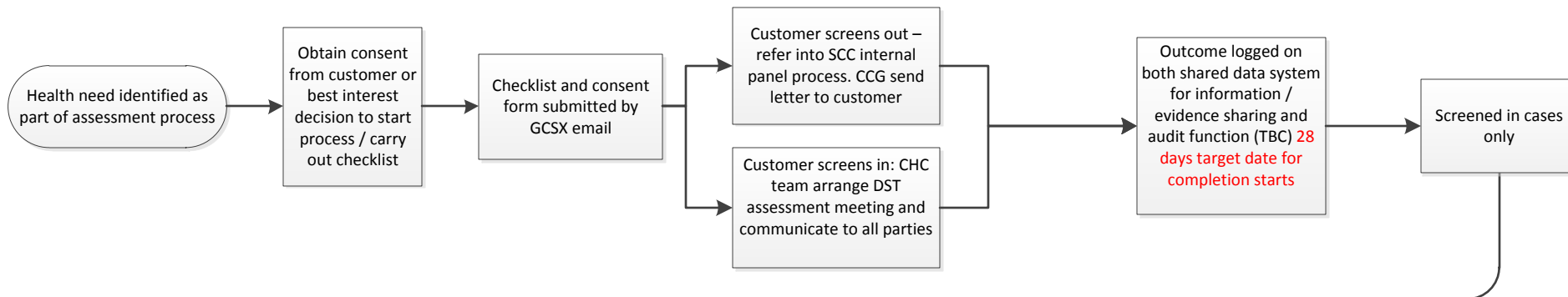
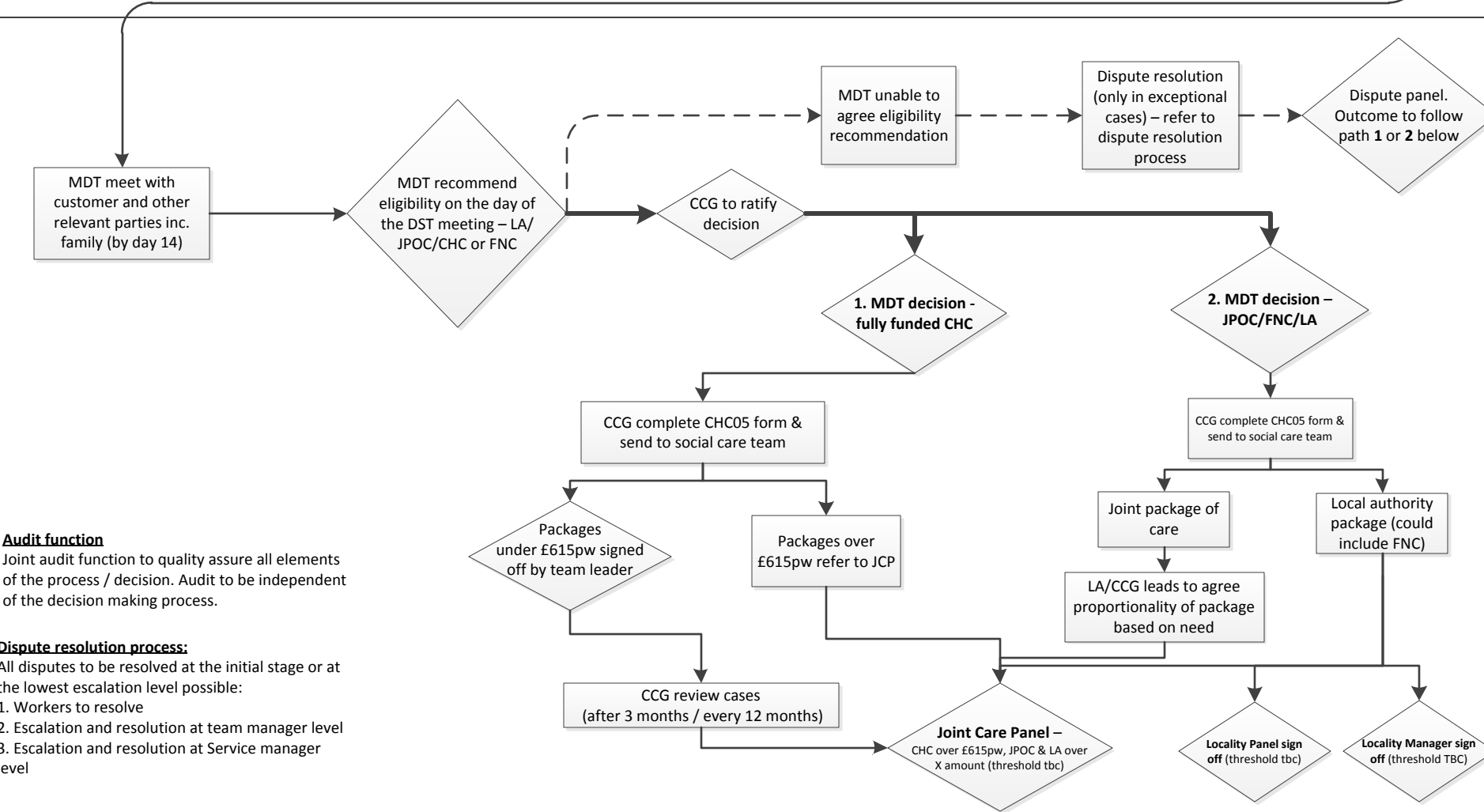


Assessment →
agree eligibility



DST meeting → agree package / decision pathway



Audit function

Joint audit function to quality assure all elements of the process / decision. Audit to be independent of the decision making process.

Dispute resolution process:

All disputes to be resolved at the initial stage or at the lowest escalation level possible:

1. Workers to resolve
2. Escalation and resolution at team manager level
3. Escalation and resolution at Service manager level