Appendix 1 End to End Process Customer Portal Service user enters information into the system and uploads docs System checks eligibility and homelessness and decides if service user needs an appointment Emergency Serivce user books Assessment drop in appointment through officer system Prevention Housing interview and Relief officer Officer to assess reason Officer to contact Officer to interview the to believe Priority Need if landlord if the case is in Officer to verify Eligibility service user during a Officer to assess service in Relief stage. possession or and/or homelessness if home visit if an exclusion user regarding domestic proceedings stage. abuse/FOV its complex or rejected case or unsuitable Officer to book service accommodation user in if applicable. Officer to do a 360 check. Prevention Prevention Prevention Assessment Domestic and Relief and Relief and Relief officer abuse officer officer officer officer Officer to build PHP if they have reason to believe service user is eligible and homeless/threatened with homelessness Officer to follow Service user to up on actions follow up on weekly actions weekly Assessment Main housing Relief Stage duty officer Officer to book Officer to assess Prevention service user in if priority need and Case rejected Case closed and Relief there is reason to intentionality officer believe priority need. Officer to do \$198 referral if there is no local connection. Case accepted