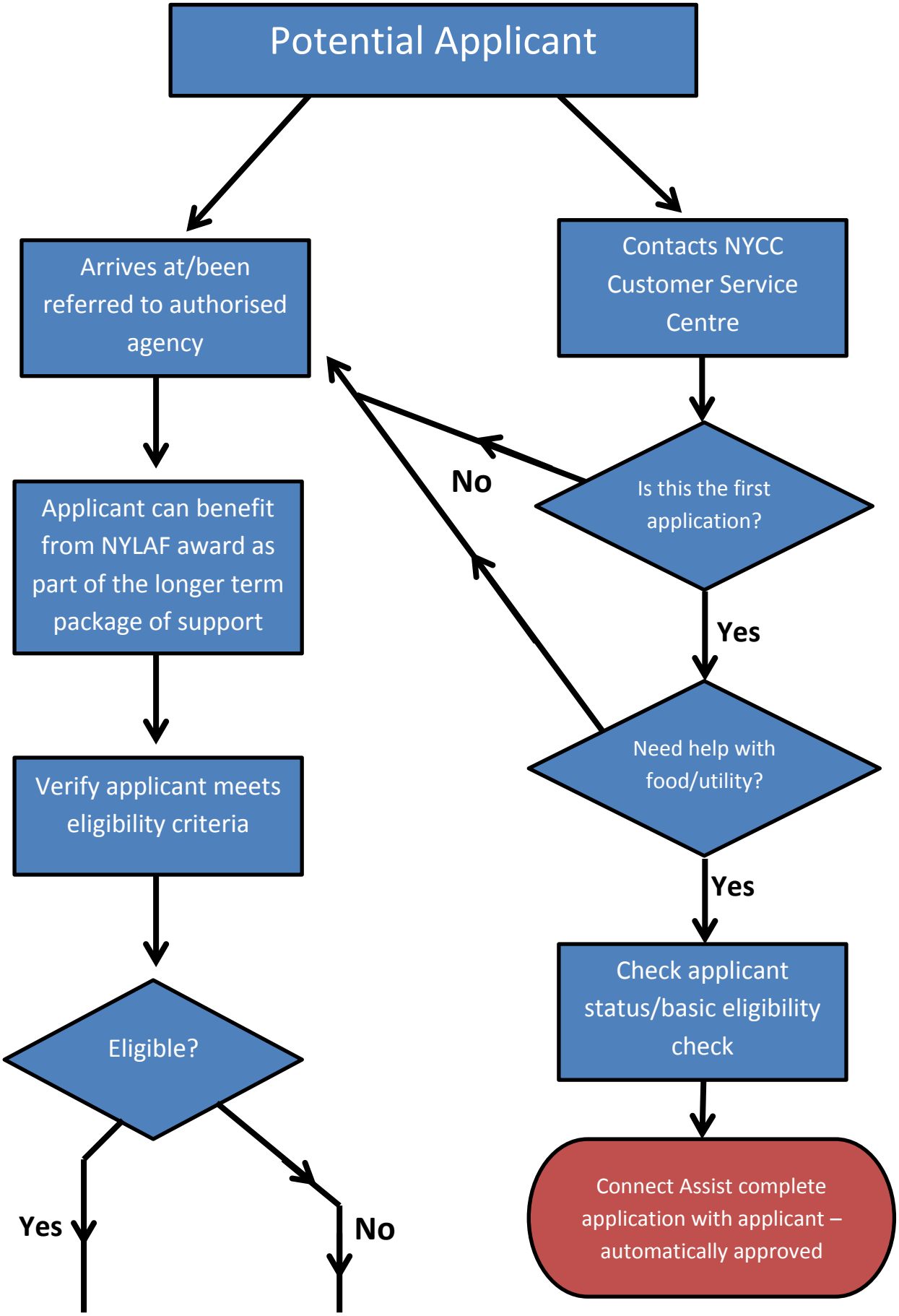
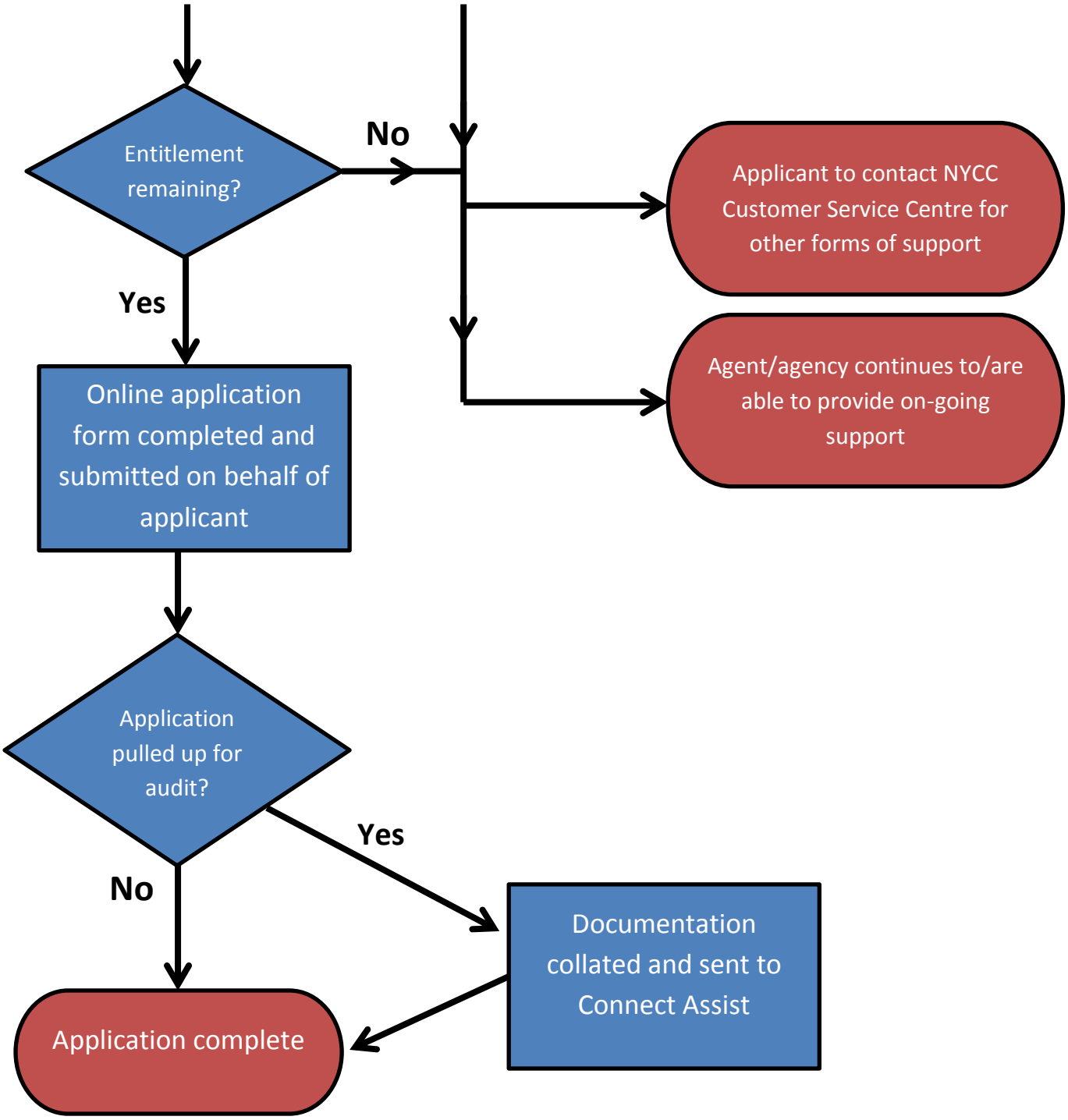

Potential Applicant
Arrives at/been referred to authorised agency
Contacts NYCC Customer Service Centre
Applicant can benefit from NYLAF award as part of the longer term package of support
No
Is this the first application?
Yes
Verify applicant meets eligibility criteria
Need help with food/utility?
Yes
Check applicant status/basic eligibility check
Eligible?
Yes
No
Connect Assist complete application with applicant – automatically approved


Entitlement remaining?
No
Yes
Applicant to contact NYCC Customer Service Centre for other forms of support
Agent/agency continues to/are able to provide on-going support
Online application form completed and submitted on behalf of applicant
Application pulled up for audit?
Yes
No
Documentation collated and sent to Connect Assist
Application complete