

Adopter to contact duty Support Worker –  
Call covered by Universal Services (Tier One support)

Yes

No further action

No

Need for support  
assessment identified

Support Worker to  
schedule a suitable time  
to meet adopter(s) and  
child/ren if appropriate

Appointment with  
Support Worker to complete  
Assessment of Need

Support Worker to send  
copy of Assessment  
of Need to adopters,  
including plan for review

To take no longer than 8 weeks – Support  
Worker to contact adopter during waiting  
period to ensure needs are being met