

Policy: Case Closures

Policy Purpose

To ensure that cases are not left open unnecessarily but closed when it is appropriate to do so, and that case closures are planned and consistently managed.

Policy Statement

It is very important for cases to be closed when it is appropriate to do so. Leaving a case open unnecessarily exposes the child and Territory Families to potential risk. Case Managers must take responsibility for the identification of cases that should be closed, exercising their professional judgement and decision making skills.

Case closure must always be a planned process that occurs as part of the assessment, planning, implementation and ongoing review of the child's care plan.

The decision to close a case must be carefully considered. The decision relies on the professional judgement of the Case Manager, the Team Leader and the Manager. The Case Manager is responsible for identifying and recommending cases to be closed, and discussing the recommendation with their Team Leader or Manager. The final decision to close a case is the responsibility of the Team Leader or Manager.

A case may be closed and a new case opened for the same child if circumstances have changed and this is the best way to manage the change of circumstances.

Final case closure must only occur when concerns for the child have been fully addressed and involvement by Territory Families is no longer required. The child where appropriate, their family and service providers, must be informed of the closure of the case.

Legislative Basis

[Care and Protection of Children Act 2007](#)

Standards

[Standards of Professional Practice](#)

Authorised by:

Executive Director, Service Development and Policy on:	16/03/2015	Active from:	16/03/2015
Version 1.0	To inform Care and Protection staff of the importance of case closure when appropriate and of the case closure process.		

Current Version v1.01

Active from:	6/02/2017	Authorised by:	Director, Policy
Update:	Rebranded, internal links reset, Caseworker to Case Manager		
Review due:	March 19	Maintenance:	Policy TF.Policy@nt.gov.au