

## *Policy: Case Transfers between Case Managers or Offices within the Northern Territory*

### Policy Purpose

To ensure that transfer of cases and casework tasks are planned and consistently managed

### Policy Statement

The policy applies to the transfer of Substitute Care, Child Protection and Family Support cases within the Northern Territory.

A case transfer or the transfer of casework tasks between Case Managers or Territory Families' Care and Protection offices must be a planned process requiring cooperation and open communication between Case Managers, Team Leaders, Managers in the respective Care and Protection offices and any relevant service providers to ensure minimum disruption of service delivery to the child and their family.

The care and protection of the child must be the primary consideration in transferring cases between Case Managers or Care and Protection Offices.

- Transfer of a case or casework tasks cannot be refused on the basis of the limited capacity of the receiving office; and
- Children or young people who are clients of Territory Families must continue to receive appropriate intervention to ensure their safety and wellbeing regardless of the type of case or the level of intervention required.

### Legislative Basis

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

### Standards

[Standards of Professional Practice](#)

Authorised by:

<b>Executive Director, Service Development and Policy on:</b>	16/03/2015	<b>Active from:</b>	16/03/2015
<b>Version 1.0</b>	To inform Territory Families staff of the principles guiding the transfer of care and protection cases.		

Current Version v1.01

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