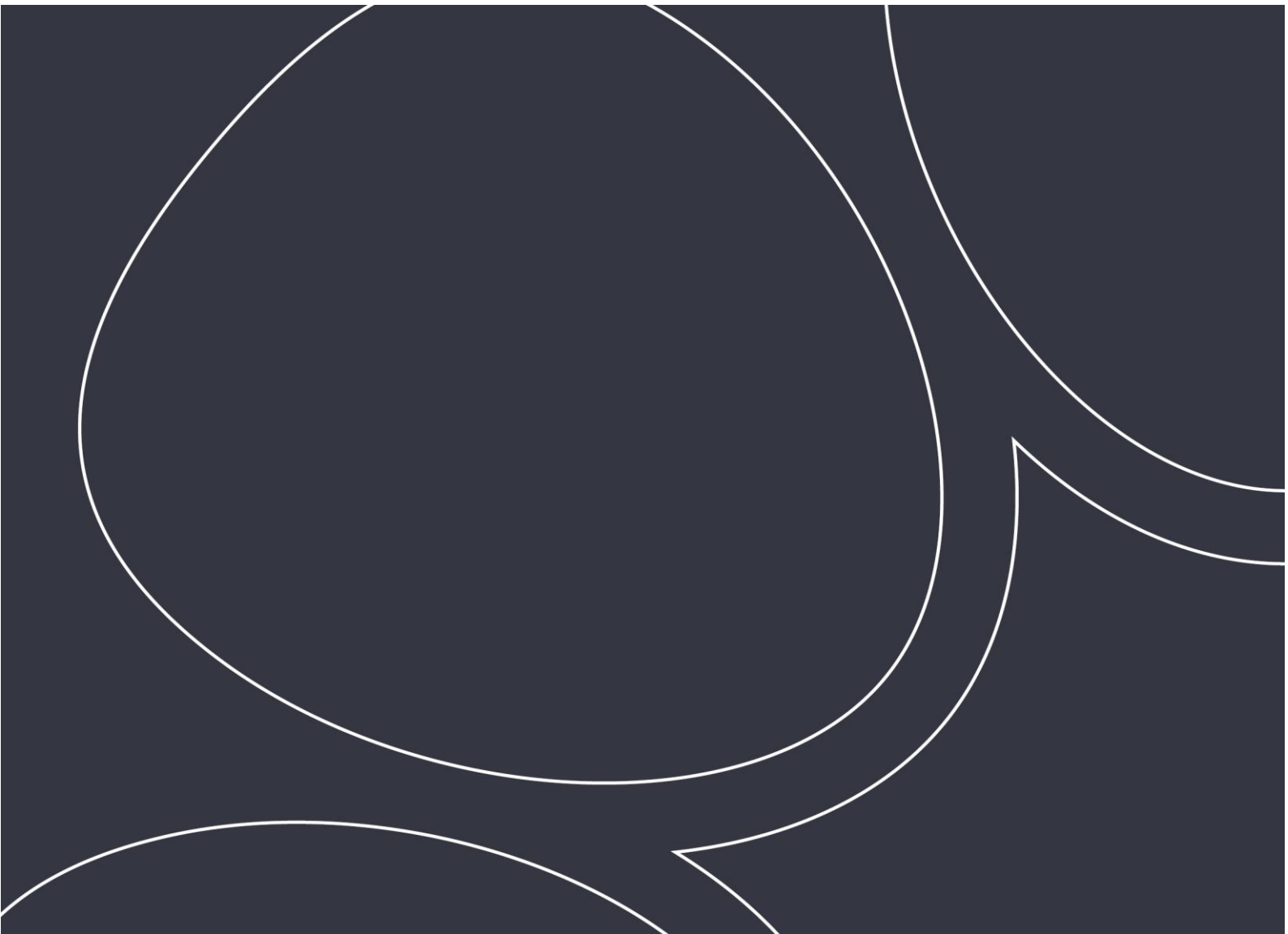


Case Closure

Policy



Document title	Case Closure
Contact details	Department of Children and Families Operational Policy dcf.policy@nt.gov.au
Approved by	Executive Director, Service Development and Policy
Date approved	16/03/2015
Document review	24 months form date of approval
TRM number	61:F2021/00750

Version	Date	Author	Changes made
1.0	16/03/2015	Service Development and Policy	To inform Care and Protection staff of the importance of case closure when appropriate and of the case closure process
1.01	06/02/2017	Director Policy	Rebranded, internal links reset, Caseworker to Case Manager
1.02	21/07/2017	Director Policy	Minor amendments
1.03	28/01/2026	Operational Policy	Rebranded - replaced <i>Territory Family</i> with <i>Department of Children and Families</i> ; Replaced case manager with practitioner; removed outdated Standards of Professional Practice reference. Updated related sources.

Acronym	Full form
The Department	Department of Children and Families

Contents

1. Policy Purpose	4
2. Policy Statement	4
3. Legislative Basis.....	4

1. 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.

2. 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 Department of Children and Families to potential risk. The practitioner 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 practitioner, the team leader and the manager. The practitioner 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 the Department. The child and, where appropriate, their family and service providers, must be informed of the closure of the case.

3. Legislative Basis

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

4. Related sources

[Case closure procedure](#)