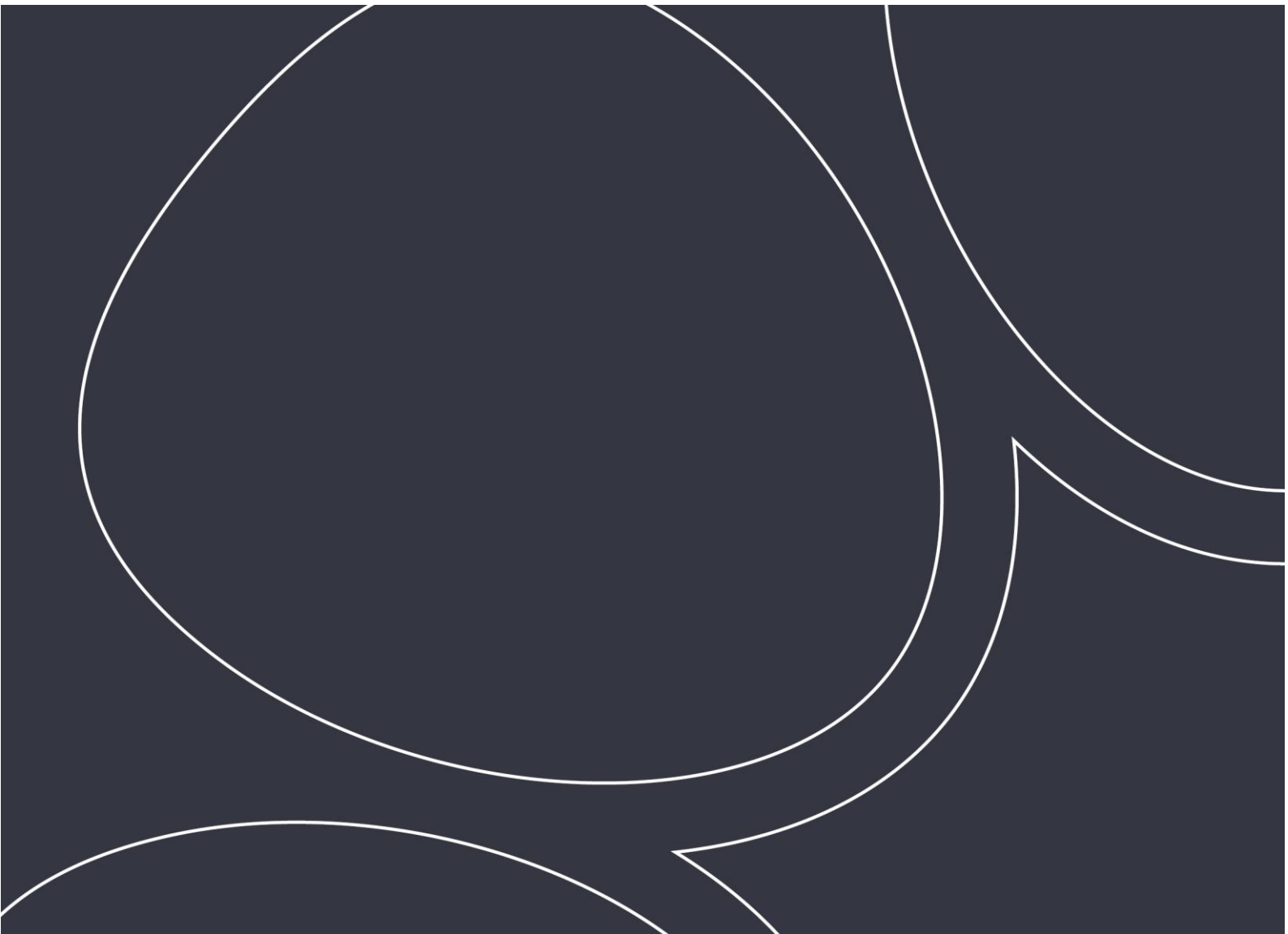


Intake and Allocation

Policy



Document title	Intake and Allocation Policy
Contact details	Department of Children and Families Operational Policy dcf.policy@nt.gov.au
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Version	Date	Author	Changes made
1.0	16/03/2015	Operational Policy	Informs staff of the purpose of intake and allocation.
1.01	06/02/2017	Director Policy	Rebranded, internal links reset, Caseworker to Case Manager.
1.02	21/07/2017	Director Policy	Minor updates
1.03	28/01/2026	Operational Policy	Rebranded. Replaced <i>Territory Families</i> with <i>Department of Children and Families</i> . Standards of Professional Practice removed.

Acronym	Full form
CEO	Chief Executives Officer
The Department	Department of Children and Families

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1. Policy Statement

Intake is a process by which a request for a service or a report about a child who may be in need of care and protection is made to Department of Children and Families, an assessment is conducted and a determination is made as to whether a service is to be provided.

The intake process may lead to a person receiving a service from Department of Children and Families:

- being referred elsewhere as appropriate
- being provided with information about a more appropriate service.
- The intake process must be accessible and be responsive to the range of needs of vulnerable children, young people and families.

The Central Intake Team adopts a collaborative approach when communicating with reporters, consulting and undertaking inquiries related to reports.

Intake assessments and decisions are then made in a way that is consistent with the child's cultural, ethnic and religious values and traditions. Cultural advice will be sought from culturally appropriate individuals or organizations where required.

2. Legislative Basis

[Care and Protection of Children Act 2007](#) s15, s16, s26, s27, s29, s308

3. Related documents

This policy is to be read with other related documents. Specifically, the procedures and guidance to understand the intake and allocation process:

[Structured decision making policy and procedure](#)

[Contact records and notification records practice guidance](#)

[Intake assessment practice guidance](#)