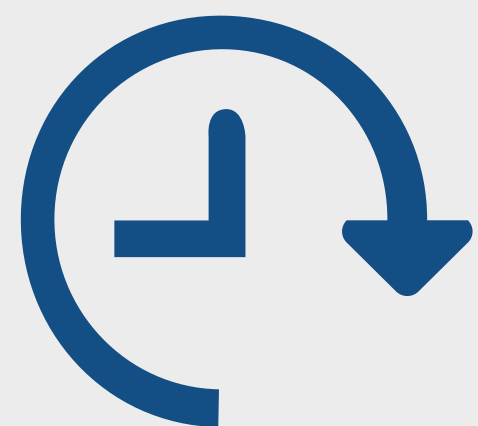


CASE TRANSFERS

Establishing Principles

GAPS

Insufficient information passed over, e.g. risk/health history



Reoccurrence of previous risk situations

Case closed and client asked to make appointment with new agency



Client does not access new services

Client changes contact number and is deemed incontactable



Client also does not seek help for needs of vulnerable family members

Client attends 1st session and then stops attending



Client situation could deteriorate

Assume new agency will take care of all aspects of case management



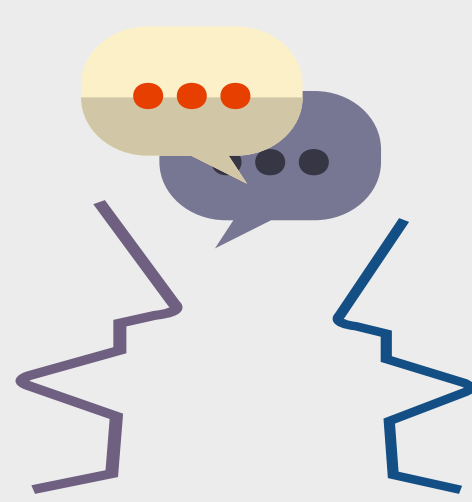
Some primary needs not met

IMPACT

Case Transfer Steps



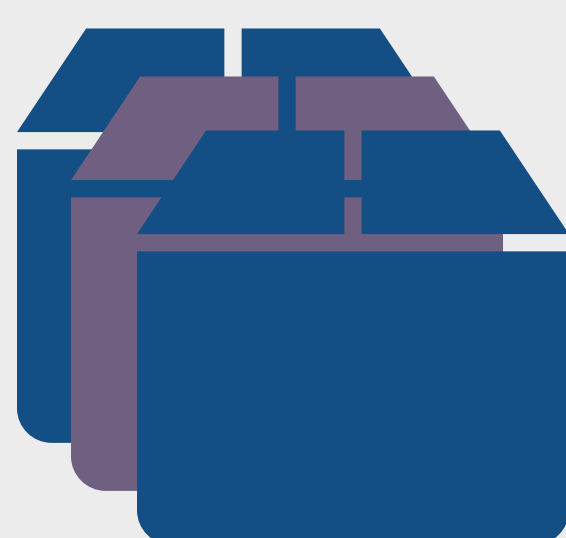
Assess benefits and need for handover



Discuss with **supervisor**



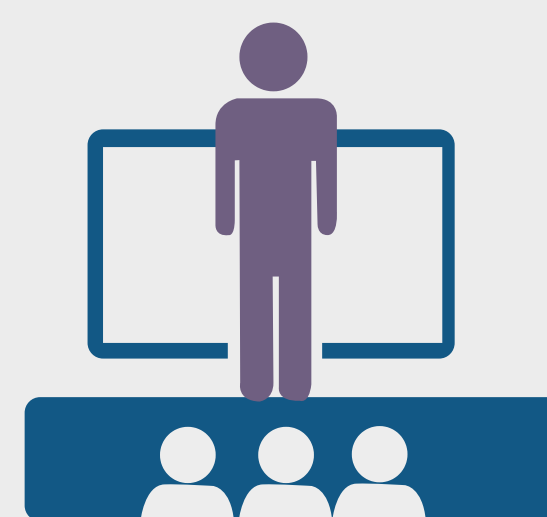
Ensure risk factors and safety issues are flagged



Ensure all records and comprehensive closure reports are **handed over** to new agency



Inform clients and **actively work** with them on the process



Arrange a **joint case conference** ensuring that supervisor is present



Have a **closure with your client**



Do **groundwork**



Transfer to a **professional** (person) in the organisation (not just to the organisation)



Contact client **a month after** to ensure all is going well and they are connected



Share what worked in the partnership with client