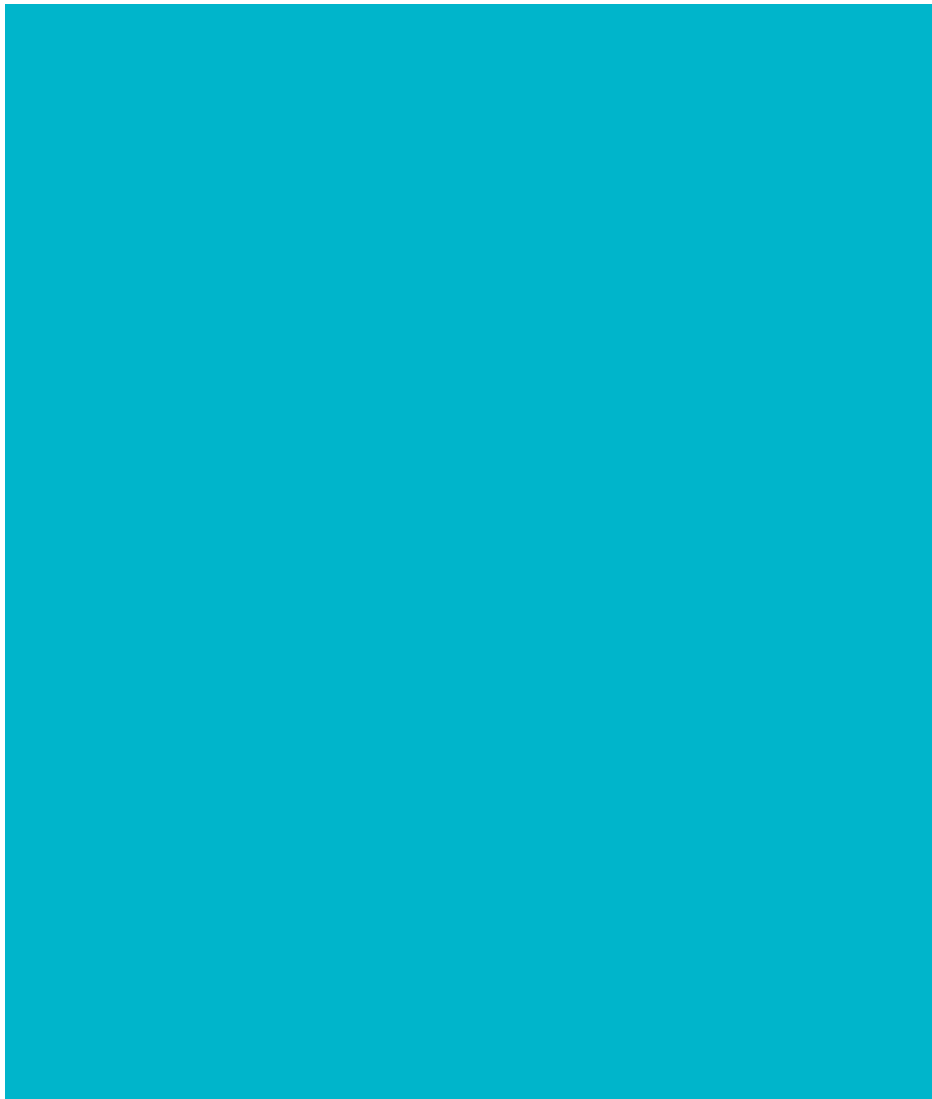


Step 4

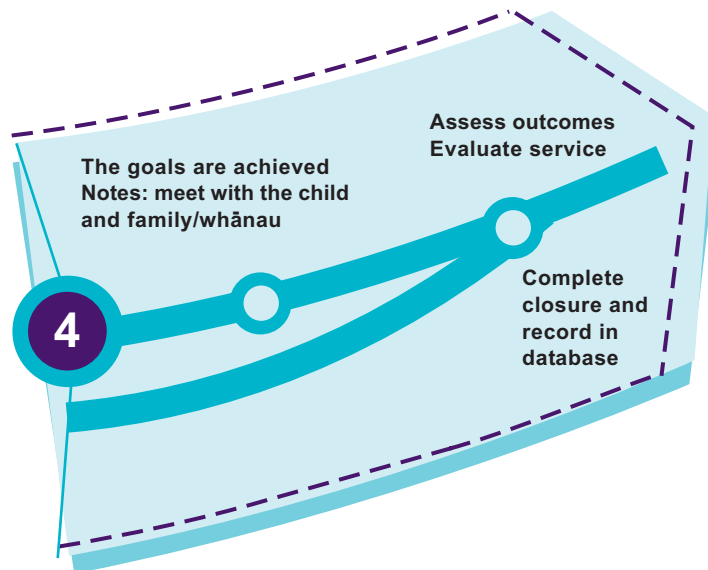
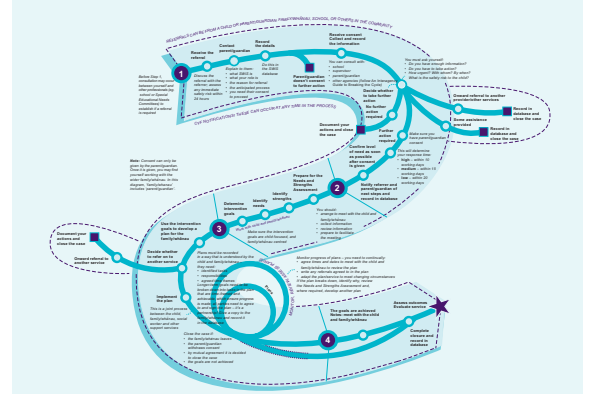
Case closure



Introduction

Case closure needs to be carefully managed. As well as being an administrative step, it is a process of disengagement that may be difficult for everybody.

Step 4 of the process



Key points

- The child should know who to turn to if they need help.
- The parent/guardian and family/whānau should be aware of what options are available for assistance.
- All achievements should be acknowledged.
- The effectiveness of the SWiS service must be evaluated as set out in the database



Key players and responsibilities

This table shows the key players and their responsibilities at this stage of the process.

Key players	Responsibilities
Social worker	<ul style="list-style-type: none"> Be clear that this is the end of the SWiS social worker/child relationship. Ensure the child knows who they can turn to for help. Inform the parent/guardian and family/whānau of other options for assistance available to them. Acknowledge the achievements made in the course of the relationship.
Parent/guardian	<ul style="list-style-type: none"> Be clear that this is the end of the SWiS service social worker/parent/guardian relationship. Be aware of other options for assistance available to them. Attempt to resolve future issues independently.
Provider	<ul style="list-style-type: none"> Ensure all cases are closed within appropriate time frames.
Professional supervisor	<ul style="list-style-type: none"> Provide guidance to the social worker regarding best practice, maintaining boundaries, and child/worker safety. Ensure all cases are closed within appropriate time frames.

Documentation

This table shows the key documents you will use to manage this stage of the process.

Key players	What is it used for at this stage of the process?	Who can view the document?
Plan (there may be several plans, depending on the situation)	Serves as a reminder of the objectives and goals that have been met in the course of the relationship	<ul style="list-style-type: none"> Child Social worker Parent/guardian Provider Professional supervisor CYF (Approvals)
Database entry screens (only for the relevant child)	A record of actions taken in the case	<ul style="list-style-type: none"> Child Social worker Parent/guardian Provider Professional supervisor CYF (Approvals)



The process

Closing the case

At some point, the case will have to be closed. Ideally, this is when the goals have been achieved and the child and their parent/guardian and family/whānau are ready to move on.

The case may also be closed when:

- the family/whānau move to another locality
- the family/whānau withdraw from the programme
- there is mutual consent that the parent/guardian and family/whānau should withdraw – possibly due to continual lack of progress
- when the child no longer has access to the SWiS service (eg. no longer goes to a SWiS school or leaves school)
- the child is working with another agency.

Preparing for closure

Closing the case is an important step that should be carefully managed, even when goals have been achieved.

Everybody involved in the partnership needs to be clear that this is the end of the SWiS service relationship.

How and when you introduce the idea of closing the case and ending the SWiS relationship and service will need to be managed differently for each case. You should have a feel for how well the child and family/whānau will adapt to change.

This is a time to emphasise the strengths and abilities of the child and family/whānau and to reinforce what progress has been made. Acknowledge achievements by reviewing the goals and overall objectives.

It may be that there are still issues outstanding, or that there is possibility of recurrence. Address these concerns by reminding the parent/guardian and family/whānau of strategies they have already developed or directing them to agencies that may be able to help in the future.

The child and family/whānau should not feel abandoned or vulnerable as a result of this change.

The child and family/whānau must evaluate how helpful the service has been. This should be recorded in the database. Your provider and/or the Child, Youth and Family Approvals assessor may request an additional evaluation.

If future need arises	
Child	<ul style="list-style-type: none"> Must know they have someone to turn to for help. This may be a family member, a teacher, or the social worker.
Family/whānau	<ul style="list-style-type: none"> Should be clear about options for further assistance, including whether they can return to the SWiS programme. Ought to have details of other agencies that may be able to help. Should be encouraged to use existing strengths and resources to resolve issues.
Social worker	<ul style="list-style-type: none"> Must be careful the family/whānau doesn't become dependent on further social work services.

