Duty and allocation process (flow chart)

```
                    ┌─────────────────┐
                    │   CADT launch   │
                    │     contact     │
                    └────────┬────────┘
                             │
                             ▼
                    ┌─────────────────┐
                    │ Appears on team │
                    │   launch pad    │
                    └────────┬────────┘
                             │
                             ▼
         ┌──────────────────────────────┐        ┌─────────────────┐
         │ Duty social worker discusses  │◄──────►│ Duty social     │
         │  contact with team manager    │        │ worker makes    │
         └──────────────┬───────────────┘        │ further         │
                        │                         │ investigations  │
                        ▼                         └─────────────────┘
    ┌───────────────────────────────────────┐
    │ Decision made by team manager on what  │
    │ action is required within 24 hours of  │
    │        receiving contact               │
    └──────────────────┬────────────────────┘
                       │
                       ▼
         Yes  ◄────◄ Concerns? ►────►  No
```

Yes branch:

Team manager allocates case for assessment based on:
- Individual case load
- Developmental needs
- Capacity (A/L, training, CADT)

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Team manager:
- Records progress to referral including decision
- Informs admin clerk of allocated social worker, child's name, ICS number, assessment type

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Admin clerk inputs information from team manager onto ICS

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Information appears on social work task list

No branch:

Duty social worker produces letter to referrer explaining outcome (based on team manager decision

↓

Progress to referral and case closed on ICS on advice of team manager