

# CASE MANAGEMENT

Case management is a **social work approach to migration management** centred on migrants' engagement with migration procedures. Migrants remain in the community and receive the information and support necessary to take active steps towards case resolution. Case management is an effective **alternative to migration detention**, as it better upholds migrants' rights, is cheaper and supports increased compliance and case resolution.

## STEPS



### Screening

Case managers screen individuals to obtain basic information. It is recommended that this takes place as early as possible in the process.



### Assessment

The case managers assess needs and vulnerabilities on a case-by-case basis.



### Case planning

Together they discuss the case and develop a plan to work towards case resolution and to ensure that individuals are able to meet their basic needs.



### Intervention

The case manager holds regular meetings with the participants and connects them with the community, service providers (including legal aid) and local authorities. All options are explored and the case is regularly reassessed.



### Case Closure

The individual achieves an outcome to their migration situation, which can be: regularisation in the country they are based; moving to a third country; or returning on a voluntary basis to their country of origin.

## BENEFITS

for individuals, governments and societies



### Trust and engagement

Case managers build consistent trust relationships with individuals, encouraging agency and engagement with immigration processes.



### Improved coping and well-being

Case managers facilitate access to services and support mechanisms, improving coping and well-being.



### Personal stability

Increased stability means people are better able to make difficult, life changing decisions about the future.



### Informed decision making

Case managers ensure people have access to all relevant information, and act as a link between the individual and the authorities, supporting timely and informed decision-making.



### Timely and fair case resolution

All migration options are explored, and individuals are better equipped to work towards resolving their cases.