

# Navigator Program

## Consent, information sharing and protecting privacy

---

### What is the Navigator program?

Navigator is a free Department of Education (DE) program that works with young people aged 12-17 years, their families and support networks to overcome barriers to educational engagement and to help them re-engage with their education. Children aged 10 - 11 years who are enrolled or intend to enrol in the DE areas of Bayside Peninsula, Hume Merri-bek, Loddon Campaspe and Western Melbourne may also be eligible to participate.

The program is delivered in partnership between DE, a community service provider (who is contracted to deliver the program), the young person and their family, and their school/education setting.

Both DE and the service provider collect and store personal and health information of the young people who are referred to the program. DE and the service provider use that information to support the student's re-engagement with education. They will only disclose it to other program partners where necessary to provide support to the young person and deliver the program.

The Navigator program and its partners (i.e. DE, services providers and schools/education settings) must comply with relevant privacy laws when collecting and handling all personal and health information. They will only use or disclose the young person's information with consent or as permitted by law.

### How does the Navigator program collect and use information about students?

1. Participation in the Navigator program is via a **referral form**. Anyone can complete the form, but parent/carer consent is required before it is submitted (some exceptions apply). The person making the referral should ensure the consenting parent/carer understands what information is being collected as part of the referral.

Referral forms are received by a local DE Navigator Coordinator who will review the form and then contact the young person's school/education setting (and at times, the referrer/parent/carer) to gather any other supporting information. Following this, they will either:

- a) pass the referral onto the local service provider who will contact the parent/carer to commence the process of providing Navigator support, or
- b) contact the referrer or parent/carer to advise that the young person is not eligible for the program (or that Navigator is not the most appropriate program for them) and discuss other supports/referrals available.

All of the information gathered at this stage will be recorded and stored in a secure data management system that is only accessible to authorised Navigator staff. A list of the data that is collected as part of the referral process is on pages 4-5.

2. When a **young person's referral is passed onto the local service provider**, they will review the referral form as well as other information provided by the school/education setting and contact the young person's parent/carer to:
  - introduce themselves, explain the program and answer any questions
  - discuss privacy and information recording processes
  - seek consent for the young person to participate in the Navigator program.
3. If the **parent/carer consents to the young person participating** in the program, the service provider may ask the parent/carer for more information about why the young person has disengaged from education and for other information, to help identify the best way to support them. Throughout the young person's participation in the Navigator program, the service provider will record the information that they need to help them provide support in one of two places:
  - Navigator Program Data Management System: for information that is needed by the Navigator team (and potentially school/education provider), to support the young person to re-engage with education, or for the effective delivery of the program, OR
  - The service providers' records: for more sensitive information that is shared with the service provider to enable them to provide the best support possible to the young person but is not necessary or appropriate to share with DE staff or schools. This information will only be accessible by the service provider and will be kept in a secure system in line with relevant privacy and information sharing legislation.

The service provider will decide the most appropriate place to record the information they received and can discuss this with the young person/parent/carer at any time.

4. After the service provider has identified the best way to support the young person, they **complete an Entry Survey with the young person and then start delivering support**. The level and type of support provided will depend on the needs and situation of the young person and what type of supports the service provider delivers - this varies across areas but may include intensive case management or brief interventions. The service provider will discuss this with the parent/carer.

As above, relevant information will be collected and recorded by the service provider and only shared with the Navigator Coordinator and/or school/education setting if required to enable the young person to receive relevant support or for the effective running of the program.

5. The Navigator Coordinator or service provider may **refer a young person (or suggest a referral) to other support services** such as psychologists, social workers, tutors, education supports, other allied health practitioners or DE staff members. Parent/carer consent will be sought before any external referrals are made.
6. To measure the program's effectiveness and ensure the appropriate level of support is provided, the young person's school/education setting is asked to provide the Navigator team with:

- monthly attendance data (for up to 1 year from when the young person finished receiving Navigator support\*), and
- updates about how they are supporting the young person's engagement and what strategies they have tried or are using to support the young person's engagement.

7. When it is time for the young person to **exit the program** and stop receiving Navigator support, they (and their parent/carer) will be notified in writing and the young person will be asked to complete an Exit Survey. The young person's **file in the Navigator data management system will be retained but will no longer be used or viewed beyond essential program reporting**, unless further support is requested.

Reasons why the young person is exiting the program, their Exit Survey and details of any referrals/supports suggested or made will be stored in Navigator's data management system.

For more information about how the Department protects your information, see: [www.education.vic.gov.au/Pages/privacypolicy.aspx](http://www.education.vic.gov.au/Pages/privacypolicy.aspx) .

## Consenting to the Navigator program

Consent for the Navigator program is a two-step process requiring consent for the young person:

- to **be referred to the program**, and then
- to **commence participating in the program** (which is when they start receiving support from the service provider).

All referrals to Navigator are via an online referral form. This form asks for confirmation that the parent/carer/guardian or mature minor consents to the **referral being submitted**. Only a Navigator Coordinator (or their delegate) can submit a referral without this consent.

Before consenting to a referral being submitted, the parent/carer/guardian or mature minor should understand:

- what information will be **collected and stored** as part of the **referral process** (see pages 4-5),
- **how the program collects, shares and stores** the young person's personal and health information (see pages 1-2)
- what will happen if the Navigator team want to refer the young person to **another support service** (pages 2-3).

If the young person is deemed suitable for the program, the service provider will contact the parent/carer/guardian or mature minor to ask if they consent to the young person **participating in the program**. This consent involves agreeing to, at a minimum:

- the young person's information being **stored and shared with services and organisations** with whom a relevant shared care responsibility is held, such as DE and the school, where necessary to support their re-engagement with education
- the program **monitoring the young person's school attendance rates** during and up to 1 year after they have exited the program.

If verbal consent is given initially (e.g. over the phone), the service provider will then seek written consent as confirmation.

**Consent to participate can be withdrawn at any stage** by the parent/carer/guardian or mature minor.

## Information that may be collected and stored by the Navigator program

What is collected	How it is collected
<p><b>Information about the young person/family:</b></p> <ul style="list-style-type: none"> <li>• Young person's full and preferred name</li> <li>• Date of birth</li> <li>• Address</li> <li>• School and year level</li> <li>• Gender and preferred pronouns</li> <li>• Parent/carer/guardian contact detail</li> <li>• If an interpreter is required</li> <li>• If young person (or the family) has a case manager from any other service or organisation (and details)</li> <li>• Whether the young person may be living in Out of Home Care, is known to Child Protection, or is involved with (or is at risk of involvement with) youth justice</li> <li>• Aboriginal or Torres Strait Islander background</li> <li>• Refugee/asylum seeker (or similar) background</li> <li>• A disability that is impacting educational engagement (and details)</li> </ul>	<p>Referral form and directly from the school/education setting by the Navigator Coordinator</p>
<p><b>Information about consent:</b></p> <ul style="list-style-type: none"> <li>• Who provided consent to submit the referral</li> <li>• When consent was provided</li> <li>• If consent was written or verbal</li> <li>• Why they are legally able to provide consent</li> <li>• If the young person agrees to the referral being submitted</li> <li>• Details of any contact or contact attempts with parent/carer</li> </ul>	<p>Referral form</p>
<p><b>Information about the referrer:</b></p> <p>Referrer's relationship to the young person, and their name and contact details</p>	<p>Referral form</p>
<p><b>Information about previous support:</b></p> <ul style="list-style-type: none"> <li>• Details of previous/current engagement supports offered</li> <li>• Details of any external referrals made</li> <li>• Details of last contact attempt with the parent/carer</li> <li>• If the referrer or parent/carer has raised (or attempted to raise) the young person's disengagement issues with the school, who they contacted and any outcome</li> </ul>	<p>Referral form, and/or directly from the school by the Navigator Coordinator if the referral is not made by a school</p>
<p><b>Information about school/education setting:</b></p> <ul style="list-style-type: none"> <li>• Details of the endorsing principal/assistant principal (or equivalent)</li> <li>• Best ongoing contact at the school (and their details)</li> <li>• Dates of any suspensions</li> </ul>	<p>Referral form (for school referrals) or directly from the school by the Navigator Coordinator if the referral is not made by a school.</p>

What is collected	How it is collected
<ul style="list-style-type: none"> <li>Attendance rates for the current and past 4 terms and ongoing monthly attendance rate</li> </ul>	<p>Schools to provide ongoing attendance data</p>
<p><b>Possible reasons for disengagement:</b></p> <p>What the school/referrer/parent/carer believes may be the reasons for the young person's disengagement</p>	<p>Referral form, and by the Navigator Coordinator if the referral is not made by a school</p>
<p><b>Other information required to support the young person:</b></p> <ul style="list-style-type: none"> <li>Where the young person is at in their Navigator journey</li> <li>Reasons for deferral of or exit from Navigator</li> <li>Entry and Exit Survey responses</li> <li>Cultural and linguistic diversity status</li> <li>Disability or health condition that has been or will be included in the school's Nationally Consistent Collection of Data on School Students with Disability</li> <li>Any Navigator worker safety concerns/issues to be aware of</li> </ul>	<p>Collected by the service provider or Navigator Coordinator. Information beyond this is collected on a case by case basis.</p>

For general enquiries about the Navigator program, email [navigator@education.vic.gov.au](mailto:navigator@education.vic.gov.au) or contact your local Navigator Coordinator. Copies of the referral form and school questions and Entry/Exit survey can be found on DE's Navigator webpage: <https://www.education.vic.gov.au/school/teachers/behaviour/engagement/Pages/navigator.aspx>

***A copy of this information sheet is to be provided to the parent/carer/guardian or mature minor by the service provider, along with a written consent form.***

***It is recommended that referrers who are not the young person's parent/carer/guardian supply this information sheet to the parent/carer/guardian or mature minor prior to submitting a referral.***