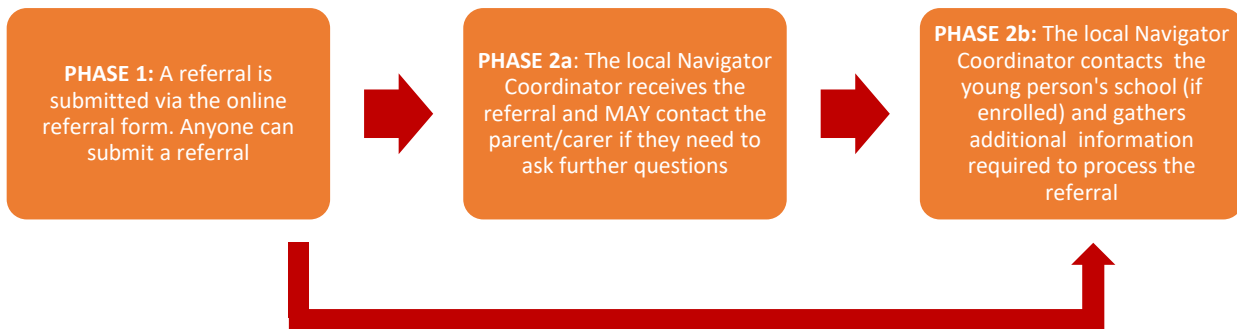


Navigator – Parent/Carer Referrals

This document is a step-by-step guide for making a referral on behalf of a young person to the Navigator program for a parent or carer of the young person.

Navigator referral phases



Parent/ carer requirements

1. All referrals to the Navigator program must be made via the [Navigator online referral form](#) - **hard copy submissions are not possible**. The local Navigator Coordinator can assist you with completing online referrals over the phone if needed
2. At least one parent/carers must provide **consent to submit a referral** for their child/young person.
3. Before submitting a referral, it is expected that at least one parent/carers has discussed (or tried to discuss) their child/young person's disengagement with the school and discussed the appropriateness of a Navigator referral with them.

Phase 1 of 2 – A parent/carers completes an online referral

The following questions are asked in the referral form. The online referral form cannot be saved once started, so it is important to have all the required information before you start. If you need help completing this, a local Navigator Coordinator can assist you over the phone - their contact details can be found [here](#).

Part 1 - Name, Age and Priority of the Young Person

Q1) Name and age of young person you wish to refer to Navigator (as per school enrolment)

Q2) Do you believe the young person would be eligible to be prioritised under a priority category (outlined below)

Select 'yes' if the young person is:

- is in or connected to Out of Home Care services

- is known to Child Protection
- has involvement in, or are at risk of involvement with, youth justice
- is of an Aboriginal or Torres Strait Islander background
- is of refugee/ asylum seeker (or similar) background
- has a disability or health condition that is impacting their educational engagement
- is identified as of welfare concern (beyond poor school engagement).

Part 2 - Consent to Submit a Referral

Q3) Have you spoken with the young person and their parent/carer about this referral and obtained their consent to submit the referral?

↳ As you are the parent/carer, select: 'Yes, I have obtained consent from the parent/carer (or I am the parent/carer)'

The following questions will be asked:

- Q) Name of the parent/carer who gave consent (list your name here)
- Q) Their relationship to the young person (state if you are the mother/father/carer etc.
- Q) Is there a written record of the consent or was it obtained verbally? (state 'written')
- Q) Date the consent was obtained (enter today's date)
- Q) Name of person who obtained the consent (write 'n/a')
- Q) Has the young person also provided consent for this referral to be submitted? (select 'Yes' or 'No') Note: This is not required to submit a referral, but where possible please obtain this consent.

Part 3 – School Engagement/Background

Schools offer a range of services and support for students who are struggling with school. Before making a referral to Navigator, you or another parent/carer of the young person has raised your concerns regarding your child/the young person's engagement with their school/education setting and discussed options for support, including the suitability of a Navigator referral

Q4) Have you (or another of the young person's parents/carers) raised concerns with your child/the young person's school/education provider about their disengagement?

There are 4 answers to select from in this section:

Option 1: Yes, I and/or another parent/carer have raised these concerns and discussed them with the school/education setting.

The following questions will be asked:

- Q) The name of the person you discussed the disengagement with
- Q) Their title/role (e.g. homeroom teacher, Principal)
- Q) The date of your last contact with the school/education provider
- Q) What was the outcome of the discussion/s?

Option 2: I and/or another parent/carer have attempted to raise these concerns with the school but have not had any response.

The following questions will be asked:

Q) The name of the person you tried to discuss the disengagement with and their title/role (e.g. homeroom teacher, Principal)

Q) The date of your last contact attempt with the school/education provider

Option 3: *No, neither I, nor another parent/carer have raised these concerns with the school*

The following question will be asked:

Q) Please tell us why you have not raised these concerns with the young person's school/education provider

Option 4: *The young person is not enrolled in a Victorian school*

Q5) What do you as the parent/carer believe may be the reason/s for your child's/the young person's non-attendance?

There are 4 options (tick boxes) to select from - tick all that apply

- School refusal - when a child or young person does not want, or refuses to go to school and has a high level of stress and/or anxiety about school attendance
- School withdrawal - regular pattern of not attending school with parent/carer consent, often due to a range of factors
- Truancy - non-attendance without parent/carer knowledge or permission
- Unsure of reason
- Other reason (please provide details)

Q6) Has the young person ever been suspended from their current school? If yes, please provide details

Q7) Are you aware of any interests, strengths or goals of the young person?

PART 4 – Information About the Young Person and Family

Q8) What are the young person's contact details

The following questions will be asked:

Q) Street number and name

Q) Name of building/organisation (if applicable, e.g. Carlton Youth Residential Units - Unit 4, or C/O 'Anglicare')

Q) Suburb

Q) State

Q) Postcode

Q) Young person's phone number (only supply if relevant)

Q9) Contact details for the parent/carer who provided consent to submit this referral, or who is completing this referral, or is the/a primary contact for this referral

- Q) Name
- Q) Phone number
- Q) Email
- Q) Best way and time to contact this parent/carer

Q10) If there is a second parent/carer or contact person, please provide their details (optional), including:

- Q) Name
- Q) Relationship
- Q) Phone number
- Q) Email
- Q) Best way and time to contact this parent/carer/contact person

Q 11) Is there another person/party that needs to be involved or kept informed about this referral (e.g. a legal guardian, custodial arrangements etc)

If 'YES' complete the following questions

- Q) Their name
- Q) Their job title/ role / organisation (if relevant)
- Q) Their phone number
- Q) Their email
- Q) The reason they need to be involved

Q 12) Is an interpreter required for the young person and or their parent/ carer? (Language is not required at this stage)

Q 13) Does the young person or family have a case manager of any type from any other service or organisation?

If yes, please provide the:

- Q) Name of the case manager
- Q) Name of the organisation/group/department providing the case management?
- Q) What type of case management do they provide?
- Q) Phone number
- Q) Email

Q 14) What is the most recent school/educational setting (and campus) attended by the young person?

A list of Victorian schools will appear - please select the school and from this list. If the school does not appear on the list, please record these details in the free text box. There is also an option to state that the young person has not attended a Victorian school or education setting before

Q 15) What year level is your child/the young person currently enrolled in?

Part 5: Information About the Referrer*

The following fields are to be completed

- Q) Referrer's name

- Q) Referrer's phone number
- Q) Referrer's email address
- Q) Referrer's organisation (if relevant)
- Q) Referrer's relationship to young person/job title

**these fields will auto populate from the parent/carer details entered in part 4*

Submit Referral

Please click 'Submit' to submit this referral. When you 'Submit', the referral will be sent to the relevant local Navigator Coordinator, who will process the referral, which includes contacting the young person's school for further information that is needed as part of assessing the referral (such as attendance rates, previous school attempts to engage the young person). This additional information, as well as this referral information will be stored by DET, to be used for the purpose of supporting the young person's educational engagement. For more information about the collection and sharing of personal information for the Navigator program please see the [Navigator webpage](#).

----- End of referral form -----

Phase 2 – the Navigator Coordinator collects further information to help them process the referral

2a: The Navigator Coordinator contacts you

The Navigator Coordinator may contact you to ask for further information that will help them to assess your child/the young person's referral. This may include the questions listed below in **2b**, or may relate to the information you listed in the referral form.

The Navigator Coordinator may feel that they have all the information they need from the referral form and that they do not need to contact you at this stage. If this is the case, the Navigator Coordinator will continue to **Phase 2b** and ask your child/ the young person's school the questions listed below.

2b: The Navigator Coordinator contacts your child/ the young person's school/ education setting

When the local Navigator Coordinator speaks with your child/ the young person's school/education provider, they will ask some more questions to help them assess your referral and help identify any immediate support that can be offered to your child/ young person or the school. There are also questions which provide information to the department to help Navigator to operate effectively.

The Navigator Coordinator will ask the following questions:

- Q) What is the young person's gender?

Q) What are the young person's preferred pronouns?

Q) If an interpreter is required for the young person or their parent/carer, which language/s are required?

Q) Does the young person belong to any of these categories?

- They have an Aboriginal or Torres Strait Islander background
- They have a refugee/ asylum seeker (or similar) background
- They are involved with, or at risk of involvement with Youth Justice - if yes, who deemed the young person at risk of involvement with youth justice and why?
- They live in Out of Home Care (any type)
- They are known to Child Protection
- They have a disability or health condition that has been, or will be, included in the schools Nationally Consistent Collection of Data on School Students with Disability (NCCD) AND this disability or health condition impacts their engagement. (If yes, please specify the disability and state why/how the school/education setting/referrer/parent/carer believes it impacts on the young person's engagement)

Q) Is the young person from a culturally and linguistically diverse background? (If yes, what is their background?)

Q) Does the young person have a 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 (NCCD)? (regardless of if the disability or health condition impacts on the young person's engagement).

Q) Is the school aware of any worker safety concerns/issues that the local Navigator team need to be aware of?

Q) Details about any (relevant) current or previous external supports that have been offered to the young person or their family.

Q) What internal school supports or referrals have previously/are currently being offered, actioned or implemented for the young person?

Q) The young person's attendance rate for the current and past four terms

Q) Date the young person last attended school

Q) What does the school/education provider believe may be the reason/s for the young person's non-attendance?

Once these two phases of the referral process are complete the Navigator Coordinator will assess the referral and notify all parties of the next steps