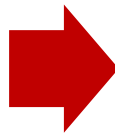


Navigator – School & Education Provider Referrals

This document outlines the Navigator program referral process for schools and education providers. It lists the questions asked at the different phases of the referral process and will better enable schools and education providers to complete a referral for a student.

Referral phases for school and education providers

Phase 1: A school or education setting submits a referral for a student via the online referral form



Phase 2: The local Navigator Coordinator receives the referral and contacts the school/ education provider to gather further information required to finalise the the referral

School and education provider 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 with completing online referrals over the phone if needed
2. Before a school or education provider submits a referral for a student, they are **required** to have the following:
 - **the student's parent/carer/guardian consent to submit the referral** (or consent from the student if they are a mature minor), AND
 - **Principal or Assistant Principal (or equivalent) endorsement** to submit the referral and **confirmation that:**
 - a) the school/education provider has made every, and multiple attempts to engage the student in learning and to improve their attendance, AND
 - b) they have followed relevant policies, guidelines and practices in relation to student attendance and engagement, AND
 - c) the school/education provider will work in partnership with the Navigator program to support the student to re-engage with education, including
 - nominating a key contact to act as a liaison between Navigator and school/education provider, and
 - providing monthly attendance data to the local Navigator team for the student.

Relevant school/education setting-based support strategies and practices may include:

- Exploring additional, targeted supports for students who:
 - are experiencing bullying, mental health concerns
 - have a disability
 - are from a culturally and linguistically diverse (CALD) background
 - are from an Aboriginal or Torres Strait Islander background
 - are in Out of Home Care
 - are involved in, or at risk of involvement with youth justice
 - identify as LGBTIQ+
 - are experiencing family violence and/or other family/individual challenges.
- Regularly contacting the student and their parent/carer/guardian and offering supports for engagement, using an interpreter, if necessary.
- Recording and monitoring attendance and developing an Attendance Improvement Plan or Return to School Plan or sending attendance letters.
- Referring the student to school-based wellbeing supports such as a Primary Welfare Officer, Student Wellbeing Coordinator or Mental Health Practitioner
- Referring the student to Student Support Services (SSS)
- Holding Student Support Groups with the student and their parent/carer
- Developing an Individual Education Plan and/or a Behaviour Support Plan
- Utilising other programs and support services to support school engagement, such as School Focused Youth Services
- Seeking advice and support from the Regional / Area office (or equivalent) about implementing other staged supports, including involving the Senior Wellbeing and Engagement Officer, Koorie Education Support Office, LOOKOUT and other Health, Wellbeing and Inclusion Workforce support
- Seeking support from relevant local community organisations and support services
- Referring the student to a Flexible Learning Option with another registered school or a re-engagement program within a Registered Training Organisation
- Making a referral to Child Protection, Child FIRST or Orange Door.

Phase 1 of 2 – A school completes an online referral

The following questions are asked in the schools and education provider referral form. The vast majority of questions are compulsory and you will not be able to continue until you complete the required fields. Please note that **online referral form cannot be saved once commenced** so it is important to have all the required information before you start.

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

Q1a) Name and age of student you wish to refer to Navigator (as per school enrolment)

Q1b) Do you believe the student would be eligible to be prioritised under a priority category (outlined below), or other locally agreed priority category?

Select 'yes' if the student:

- 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

Q2) Have you spoken with the student and their parent/carer about this referral and obtained their consent to submit it?

Parent/carer/guardian/mature minor consent is required to proceed with the referral. If you have not obtained appropriate consent to make a referral you will not be able to submit the referral online – if this is the case, please contact the local Navigator Coordinator for assistance.

For information about mature minors, see: [Mature Minors and Decision Making: Policy | education.vic.gov.au](http://education.vic.gov.au)

You will be asked for details regarding who gave you consent to submit the referral:

Where the parent/carer has provided the consent to submit the referral:

- Q)** Name of the parent/carer who gave consent
- Q)** Their relationship to the young person
- Q)** Is there a written record of the consent or was it obtained verbally?
- Q)** Date the consent was obtained
- Q)** Name of person who obtained the consent
- Q)** If the young person has also consented to the referral being submitted (*not required to submit a referral, but where possible please obtain this*)

Where a mature minor has provided the consent to submit the referral:

- Q)** Name and role of the principal or other professional who determined the young person should be regarded as a mature minor for the purpose of this referral
- Q)** Contact details for this person
- Q)** Date this determination was made
- Q)** Date the young person (mature minor) provided consent
- Q)** Is there a written record of the consent or was it obtained verbally?
- Q)** Name of person who obtained the consent from the young person

Q) Details of any contact (and outcome of contact) or attempted contact with the young person's parent/carer regarding this referral.

Where another person/party who can legally provide it has provided the consent to submit the referral:

Q) Name of the person who gave consent

Q) Their relationship to young person and reason they can legally provide the consent

Q) Is there a written record of the consent or was it obtained verbally?

Q) Date the consent was obtained

Q) Name of person who obtained the consent

Q) Has the young person provided consent for this referral to be submitted? (*not required to submit a referral, but where possible please obtain this*)

PART 3 – School Engagement / Background

Before making a referral to Navigator, schools and education providers must have Principal or Assistant Principal (or equivalent) endorsement and are expected to have exhausted relevant school/education setting-based support strategies to support the student's engagement (please see pages 1 & 2 for details).

Q3a) Does the Principal/Assistant Principal (or equivalent) agree to this referral and confirm the above points (a-c, page 1)?

Please note, if you select 'No' you will not be able to proceed with the online referral. If you do not have principal/assistant principal (or equivalent) agreement, please either obtain this and then start a new referral, or select 'No', enter your contact details and a Navigator Coordinator will contact you to discuss.

Details of endorsing Principal/Assistant Principal (or equivalent)

Q) Name

Q) Job title

Q) Date of endorsement

Q3b) Best ongoing contact at the school/ education setting:

Q) Name

Q) Phone number

Q) Email address

Q) Job title

Q) Relationship to young person being referred

Q) Best time for the Navigator Coordinator to contact this person

Q) Best way to contact this person (e.g. phone or email)

Q3c) Please confirm which internal school supports or referrals have previously/are currently being offered, actioned or implemented: (these will be 'tick boxes')

Q) Nothing has been attempted to resolve the student's disengagement

Q) Contacting parent/carer/guardian to discuss the student's disengagement/poor attendance

- Date of last contact or contact attempt to the parent/carer
- Who made the contact
- Outcome of the contact

Q) Support from school student welfare coordinators (or equivalent)

Q) Individual Education Plan

- If current, what date was it developed?
- If current, what date was it last reviewed?

Q) Student Attendance Improvement Plan

- If current, what date was it developed?
- If current, what date was it last reviewed?

Q) Attendance Referral to DET Regional Office

- Date of referral

Q) Referral for Student Whereabouts Unknown to DET Regional Office

- Date of referral

Q) Behaviour Support Plan

- If current, what date was it developed?
- If current, what date was it last reviewed?

Q) Student Health Support Plan

- If current, what date was it developed?
- If current, what date was it last reviewed?

Q) Student Support Group Meetings (SSG)

- Date of last SSG meeting
- Outcome, including next review date set
- Attendee list (please specify name of attendees and their role, e.g. parent, teacher, support person)

Q) Reduced / modified timetable

- If current, date implemented

Q) Koorie Engagement Support Officer (KESO) involvement

Q) Student Support Services (SSS) involvement (government schools only)

- Date of referral / discussion
- Details of referral / discussion

Q) Careers/Pathways Planning, including individual career action plan

Q) Referrals to external supports

- Please detail

Q) Participated in a School Focused Youth Service (SFYS) intervention

Q) Student Absence Learning Plan

- If current, what date was it developed?
- If current, what date was it last reviewed?

Q) Other

- Please outline any other internal school/education setting supports that have been or are currently being implemented to assist the young person with engagement and attendance.

Q3d) Please provide the young person's attendance rate for the current and past four terms (An attendance percentage will be automatically calculated for each term listed based on the data input)

For each term:

Q) Term and year (e.g. Term 4, 2021)

Q) Days in term to date (e.g. 55)

Q) Days attended to date (e.g. 13)

Q3e) Last date the young person attended school

Q3f) What does the school/education provider believe may be the reason/s for the young person's non-attendance?

- School refusal - When a child or young person does not want, or actually refuses to go to school and involves 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 (Please provide detail)

Q3g) Has the young person been suspended from the school they currently enrolled at? If so, please provide details

Q3h) What are the young person's interests, strengths or goals?

PART 4 – Information about the Young Person and Family

Q4a) Young person's contact details

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 phone number (if relevant)

Q4b) Parent/carer 1 contact details *(please list the/a parent/carer/guardian 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

Q4c) Parent/carer 2 *(optional)*

Q) Name

Q) Relationship

Q) Phone number

Q) Email

Q) Best way and time to contact this parent/carer

Q4d) Details of any other person/ party that needs to be involved/kept informed (e.g. a legal guardian, custodial arrangements etc)

Q) Name

Q) Title/ role / organisation (if relevant)

Q) Phone number

- Q) Email
- Q) Reason they need to be involved

Q4e) Is an interpreter required for the young person and or their parent/ carer/guardian? (this is a Y/N question - language is not required at this stage)

Q4f) Does the young person or family have a case manager of any type from any other service or organisation?

If 'YES', please provide:

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

Q4g) What is the most recent school/educational setting (and campus) attended by the young person?

Q4h) What year level is the young person currently enrolled in?

Part 5: Information About the Referrer

- Q) Name
- Q) Phone number
- Q) Email address
- Q) Organisation (if relevant)
- Q) Relationship to young person / job title

Part 6: 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 of 2: Follow-up Questions About the Referral

After the school or education provider submits a referral the local Navigator Coordinator will contact the school/ education provider to confirm the referral and ask the following further 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/a parent/ carer, which language/s?

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/carers 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) Is the school/referrer/parent/carers aware of any worker safety concerns/issues that the local Navigator team need to be aware of? (If yes, please detail)

Q) Are you aware of any (relevant) external supports that have been offered to the young person or their family, or that they have been involved in? (if yes, please detail)

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