



**“NAVIGATOR” IN ACTION –
A CASE SERIES
DESCRIBING RETURN TO
EDUCATION FOR YOUTH
DISENGAGED FROM
SCHOOL**

INSA Conference – The Netherlands | October 2022



Presented by Sandra Inserra, Anglicare Victoria – Team leader Navigator program

Western Melbourne Navigator

Services Offered 2022

Intake & Active Hold



Boost Initiatives



Groups - Online & Face-2-Face



Youth Counselling

Parent Information Sessions



Referral Pathways

Mental Health Support Services



Education Options



Short Term Interventions

- Case Management
- Specialist Tutoring & Learning support (TEACHaR)



Long Term Case Management



Client 1: James, 14yrs

- Vietnamese born parents
- Identifies – Male
- Single parent & younger sibling
- Parents separated when he was 2 yrs old, no contact with father
- Living in commission (Government) housing with no furniture
- No other support services involved at commencement of Navigator program.
- Enrolled at a Catholic Secondary School but not attending at all at commencement of Navigator program.



James – background to disengagement



1. Cultural challenges – interpreters hadn't been offered
2. Hearing impairment – devices not being maintained
3. Poor sleeping routines – gaming at night
4. Mental health concerns - isolation
5. School work - challenging
6. Parental capacity – assistance required

Re-engagement Plan Goals



1. Positive Engagement – patience and persistence
2. Creating a home – resourcing furniture and storage
3. Male role model – case manager and uncle
4. Counselling – providing assessment and recommendations
5. Outside exposure opportunities – gradual steps forward
6. Family support & Financial support – helping mum to feel supported too
7. School exposure – slow and little steps supported over 10 months which led to big changes
8. Disability awareness and assistance – hearing aids and school interventions

Case learnings & highlights

1. The importance of the relationship building
2. Encouraging service support
3. The school as a safe place

Supported by navigator for 19 months and achieved successful fulltime re-engagement – that is over 70% attendance over 26 weeks



Small gestures of kindness

Case 2- Sarah, 16yrs

- Australian born/Italian parents,
- Identifies - female
- 2 parent, 1 sibling working class family
- Parents martial issues
- Mother – breast cancer diagnosis approximately 5 years earlier. Successful treatment
- Enrolled at a private school but not attending at Navigator commencement



Sarah – background to disengagement



1. School setting – large, loud & distracting
2. School learning – challenging due to absenteeism
3. Belonging and purpose – not fitting in, no drive to create commitment to learning
4. Mental health concerns - anxiety
5. Family issues – parenting arguing and not on the same page regarding return to school plan

Sarah- Re-engagement Plan Goals

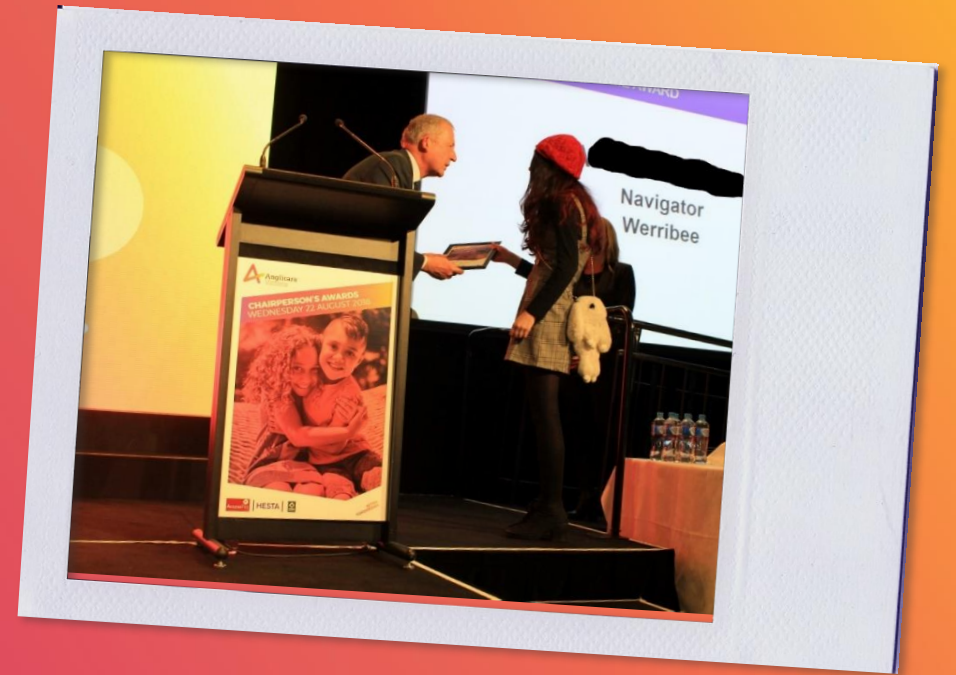


1. Explore different school settings- find her fit
2. Mental health treatment - regular therapy and medication management
3. Community engagement – finding purpose and meaning
4. Family support – recommending relationship services and ensuring everyone included in the REP development

Sarah- Case learnings & highlights

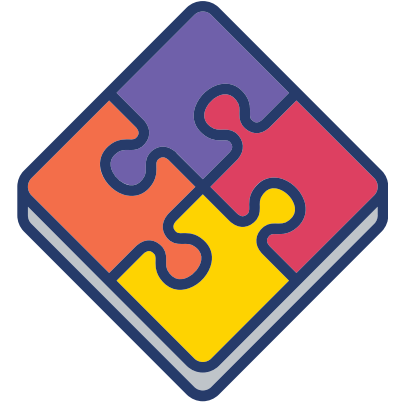
1. Relationship with Navigator
2. Mental health
3. School environment

Supported by Navigator for 12 months initially with short lived fulltime school re-engagement and then returned for an extra 4 months with successful re-engagement in a new education setting



Celebrating Young People's successes

Case 3: Brothers – Tai 14yrs & Kai 16 yrs



- New Zealand born - Maori
- Both identify Male
- Living with single mother
- Isolated from all extended family
- History of family violence – by father directed against eldest son and mother.

Witnessed by younger brother.

- Previous protective services involvement
- Enrolled at local zoned high school but not attending

Tai & Kai – background to disengagement



1. Risk taking behaviours – absconding, suspensions, at risk of offending
2. lack of a positive connection at school – feeling targetted
3. Some AoD use – marijuana for managing anxiety/short term self soothing
4. Parent preferring the boys stay home rather than attend school
5. Youth and Parent Mental health support – diagnosis and treatment
6. Service sceptical – fear of judgement

Tai & Kai Re-engagement plan goals



1. Engagement – building trust
2. Explore strengths – building their confidence
3. Family Support and MH assistance for mum – you deserve help too
4. Mental Health Assistance (especially around FV related trauma) for the boys – no quick fix
5. School options explored & opportunities for community connection – somewhere they felt welcomed
6. Coordinate care team of support –clear and regular communication was key

Key Common Components to school re-engagement



Strong and positive connection to their case manager & other services involved



Importance of the Young Person feeling a sense of hopefulness and purpose



Supports in place where there are challenges



Clear plan of re-engagement – lead by the Young Person with buy-in from family, services and schools



Schools are seen as supportive and encouraging places where the Young Person feels connected



Sandra Inserra

Pronouns: She/Her

Navigator Team Leader | Western Melbourne
sandra.inserra@anglicarevic.org.au

m: (61+) 436 003 878 w: anglicarevic.org.au



Thank you!