



## Case Study Navigator client

- Referral received in June 2017, before this Navigator worker was involved in Nav. Program.
- First contact with the client's mum was in the end of August (the client was 15 years old at the time).
- Initial assessment was done over the phone, because, according to the mum, the client was suffering from 'social phobia'.
- The client's mum was asking for 'Home school Program' and claimed that the school promised to send homework, but they never did.
- Phoned the school to find out a bit more about the client, because the referral didn't disclose any details of the reason for school refusal.
- The referrer (from the school) responded that they can't disclose issues and reasons of school refusal, because of the privacy and sensitivities of the issue, only stated:
  - that the boy have problem with socialising with others and
  - Child Protection services used to be involved, but not any more and
  - The twin sister is also not coming to school.
- Phoned the Dept of Health & Human Services (DHHS) and left message - requesting info of the worker who was involved with the family, no response, also sent email to DHSS requesting for the information.
- Found out from the client's mother that the boy witnessed his twin sister's rape by family member couple of years ago.
- The mother was also a victim of a sexual assault in past, by her mother's partner.
- Navigator worker tried contacting couple of doctors (phone numbers provided by the mum) that were involved with the client, but with no luck; all claimed that they were not involved any more with the client.
- Navigator worker tried to refer the client to Headspace, but in order to do that, needed consent from the parent and the client, but both claimed that in past they tried with Early in Life Mental Health Services (ELMHS), but 'it didn't work for them'.
- The Navigator worker called ELMHS and found out that the client was involved with ELMHS previously and the Navigator worker managed to get some information about the client: the client was involved through ELMHS with doctor and paediatrician in 2013 and diagnosed with **Selective mutism** (choosing not to talk)-the client didn't engage at all ('one session, duration 90 minutes, didn't say a word').
- While searching for suitable alternative education setting for the client, the Navigator worker came across the information of the program called 'Too Cool for School' (2C4S) in NSW; called the number provided on their website and got a contact person in Melbourne.
- Spoke to 2C4S Coordinator and got approval to set the meeting with the family.

- Due to mother not responding to phone calls all the time, the process of organizing 2C4S assessment with 2C4S Coordinator and the client agreeing to give it a go, took longer than it should (finally all agreed December 2017).
- The process of engaging with 2C4S can take from few weeks to couple of months, depending how quickly 2C4S Coordinator send required documents to school, then the school need to complete their part, if they approve the transition, then the Department of Education need to also approve and then the 2C4S coach/teacher needs to be allocated, according to the area where the client lives.
- In January 2018 the 2C4S process had to be repeated, because of the new rules/procedures.
- In February the family moved to another area and a 2C4S teacher was allocated and the Program started.
- The Navigator worker was monitoring attendance and when close to closing the case (6 months full time attendance) organized funds from Navigator program to buy new clothes for the client, because 2C4S teacher shared concerns; 'the client doesn't have appropriate clothes for the current season'
- The client completed Certificate 1 in General Education and continued with 2C4S – VCAL Introduction Program.
- At the Exit point, NAV involved 2C4S Wellbeing team to continue monitoring the client, in case Mental Health issue reoccur.