

Effectiveness of the Navigator Program video transcript



Audit objective

In this audit, we looked at how well the Navigator program is re-engaging students in education. Navigator students receive intensive individual support to overcome barriers to education.

Who we examined

We examined the Department of Education and Training and four service providers that deliver Navigator to students.

What we examined

We examined how the department manages Navigator, how service providers deliver Navigator and its outcomes for students.

What we concluded

We concluded that DET cannot demonstrate Navigator's effectiveness.

Only some students achieve Navigator's target of re-engaging in school with a high level of attendance.

However, many Navigator students do return to education with a lower attendance rate than the target or achieve other positive outcomes.

DET has not collected enough information about these outcomes.

We also concluded that students do not have equal access to Navigator.

Students' access to Navigator depends on where they live. The percentage of eligible students referred to Navigator differs across Victoria and some students wait longer for services than others.

Why this audit is important

Students who are disengaged from learning are at high risk of leaving school early. The Navigator program supports Victoria's most disengaged students aged 12–17. These students are often vulnerable and need a lot of support to return to school.

Background

DET funds service providers that specialise in youth services to deliver Navigator. These service providers work with each student to understand their barriers to learning and give them a range of support. They work with Navigator students and their schools to help them back into education.

Issue 1: Measuring effectiveness

DET's limited data means it cannot show how effective Navigator is at returning students to education. It does not have enough data to measure all the positive outcomes that Navigator students achieve.

This means that it does not have a detailed understanding of Navigator's effectiveness over time.

DET has improved the information it collects about Navigator, but it needs to better collect and use data to measure and demonstrate Navigator's effectiveness.

Issue 2: Equity of access

Not all students have equal and timely access to Navigator.

In some areas of Victoria, a greater percentage of eligible students are referred to Navigator than in others. There is not consistent practice in referring students and some of them may not get all the help they need, when they need it.

Students in some areas with higher demand wait longer for Navigator services, because all areas receive a similar amount of funding, whatever their level of demand.

What we recommended

We made three recommendations to DET about improving statewide access to Navigator.

We also made one recommendation to DET about improving program effectiveness.

For more information, or to read our full report, go to audit.vic.gov.au