**NAVIGATOR PROGRAM – EXPRESSION OF INTEREST APPLICATION FORM**

**The Department of Education (DE) is inviting Expressions of Interests (EOI) from community service organisations to deliver the Navigator program (Navigator) in:**

1. **Outer Eastern Melbourne**
2. **Wimmera South West**
3. **Barwon**

**This is not a combined process - separate processes are being undertaken to appoint a service provider for each Area, and applications must clearly indicate which Area the application relates to.**

**The contract period will commence in late 2024 and conclude in December 2027.**

Applications are to be submitted to [navigator@education.vic.gov.au](mailto:navigator@education.vic.gov.au) by 19 May 2024 at 11:59pm.

You may apply to one, two or three areas - if applying to more than one area, separate applications must be submitted (i.e. one per area).

**Applications must consist of:**

1. A completed **Application Form** (this document)
2. A **Certificate of Incorporation** and **verification/official statement of appropriate\* insurance** for the submitting agency and any partners who will be sub-contracted. *\*insurance that indemnifies for liability for child abuse (see* [Victorian funding requirements for services to children fact sheet for further information](https://fac.dffh.vic.gov.au/victorian-funding-requirements-service-children-fact-sheet)*)*
3. **Documentation attesting financial viability.** This should include an audited and complete statements for the most recent financial year.
4. A **statement detailing any real or potential conflict of interests** (if any exist) and details on how these conflicts can be managed.

Late or incomplete applications will not be considered.

All questions are to be submitted in writing to navigator@education.vic.gov.aunavigator@education.vic.gov.au. To ensure all applicants have equal access to information, all answers will be published in the [Navigator Potential Service Provider FAQ.](https://www.education.vic.gov.au/Documents/ATTACHMENT%203-Navigator_Potential_Service_Provider_FAQs_OEM_WSW_Barwon_2024.docx)

**Before completing this form, applicants should read the** **[Navigator Program Overview.](https://www.education.vic.gov.au/Documents/ATTACHMENT%201%20-%20Program_Overview_and_Application_Information_OEM_WSW_Barwon_2024.docx)**

### Part 1: application agreement (To be completed by Lead Service Provider if applying as a consortium)

**Area applying to delivery Navigator in:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **To be eligible for funding to deliver Navigator, please confirm the following:** | **Y/N** |
| The application form is completed in full and supporting documents have been provided. |  |
| Our organisation, and any funded partners, are incorporated entities, who are financially viable and have the required insurance (and documentation is submitted with the application). |  |
| Our organisation understands that Navigator is an established, state-wide program, with set processes and parameters and that this EOI is to deliver that program, as prescribed by DE. |  |
| Our organisation understands that direct service delivery, particularly assertive outreach case management services are the core function of Navigator, and as such our proposed service delivery model reflects this. |  |
| Our organisation understands that the model of service delivery (including costs, caseloads, processes) that we present in this application is subject to review by DE and only service delivery models that meet Navigator parameters and expectations will be approved and funded. |  |
| Our organisation understands that Navigator is currently being delivered by service providers in the Outer Eastern Melbourne/ Wimmera South West/ Barwon areas. If our organisation is selected as the new Service Provider, we commit to working with DE and the existing Service Provider to ensure continuity of service delivery from contract inception. This includes ensuring staff members are deployed to fill Navigator roles (permanently or temporarily) from inception. |  |
| Our organisation operates in Outer Eastern Melbourne/ Wimmera South West/ Barwon area (or is willing to) and will equitably deliver Navigator across the entire DE Area and ensure eligible young people will be equally supported wherever they are located (within that Area).  *\* partners can be subcontracted to enable reach across the entire area* |  |
| Our organisation has identified how we will offer culturally appropriate support to young people who identify as Aboriginal or Torres Striate Islander background. |  |
| Our organisation agrees to work closely and openly with the Outer Eastern Melbourne/ Wimmera South West/ Barwon area and Central Navigator teams to ensure we are delivering Navigator per the state-wide model and expectations. |  |
| Our organisation commits to employing suitably qualified and/or experienced personnel to deliver Navigator services, including ensuring all Case Managers are able to support young people presenting with mental health challenges and complex needs. |  |
| Our organisation is familiar with the Outer Eastern Melbourne/ Wimmera South West/ Barwon area community and commits to employing staff who can provide culturally appropriate support for key cohorts within the local area (e.g. Aboriginal and Torres Strait Islander young people). |  |
| Our organisation confirms that if our service delivery model includes funded partners, we, as the lead Service Provider, are:   * legally and financially responsible for ensuring contractual obligations are met, and * equipped and prepared to manage the partnership to ensure adherence to program and budget deliverables. |  |
| Our organisation understands that if selected, Navigator governance models will need to be established, with DE being the final decision maker. |  |
| Our organisation confirms we, and any funded partners, have case management systems that can be used for managing client files. |  |
| If invited, our organisation and any funded partners will make ourselves available for further interviews and meetings scheduled by DE. |  |
| Our organisation has supplied three referees (and one each for any funded partners) who will make themselves available for discussions with DE (shortlisted/interviewed applicants only). |  |
| Our organisation understands that if we are the preferred applicant, we will be required to enter into discussions with DE to agree service and budget parameters and submit a detailed project budget for approval prior to contract execution (within 2 weeks of receiving written notification that we are the preferred applicant). |  |

## Part 2: APPLICANT DETAILS

| Lead Service Provider details: | | | |
| --- | --- | --- | --- |
| **Organisation name:** |  | | |
| **ACN and /or ABN** |  | | |
| **Organisation address:** |  | | |
|  | **Postcode:** |  |
| **Address where Navigator will be based (if different to the above)** |  |  |  |
| **Contact person (name and position)** |  | | |
| **Phone number:** |  | | |
| **Email address:** |  | | |
| **Second contact person (name and position)** |  | | |
| **Phone number:** |  | | |
| **Email:** |  | | |

### If you (the applicant), as the lead Service Provider intend to partner and fund another/other organisation/s to deliver Navigator services, please complete the following: *(leave blank if you are applying without any funded partners)*

| Funded partner Details: | | | |  |
| --- | --- | --- | --- | --- |
| **Organisation Name and key contact** | **Organisation Address** | **Role in Partnership/Consortium** | **Type of agreement in place (MOU, formal sub-contracting agreement)** | **How the organisation strengthens service response** |
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**Please outline what governance structures you have, or will put in place, to oversee partner/s’ service delivery and ensure they are meeting Navigator expectations and requirements, including budget acquittal *(leave blank if no funded partners)***

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| **Partner 1** |  |
| **Partner 2** |  |

### Please include three professional referees. Include one additional referee for each funded partner as listed above (if applicable) who can attest to your organisation’s ability to deliver a program similar to Navigator.

| Referee Details: | | |
| --- | --- | --- |
| **Referee name, organisation and position** | **Contact details (email and phone)** | **Relationship to applicant** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| *4. Partner referee* |  |  |
| *5. Partner referee* |  |  |

## Part 3 –PROPOSED SERVICE DELIVERY MODEL

### Navigator must be delivered as a strengths-based model and assertive outreach must be used when making/ attempting contact with young people, their family and school. Please explain how you plan to deliver on these requirements and how they intersect with your broader delivery of the program:

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| **Strengths based approach**  *(approx. 250 words)* |  |
| **Assertive outreach**  *(approx. 250 words)* |  |

### Please provide an overview of how you propose to deliver Navigator (refer to the [Navigator Program Overview and Application Information and Navigator potential service provider FAQs](https://www.education.vic.gov.au/Documents/school/teachers/behaviour/Navigator-Potential-Service-Provider-FAQs.docx) for details on program structure, expectations and terminology).

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| Intake & Assessment phase  * describe how this phase will be delivered * how will you ensure written consent is obtained – what methods will you use? * what will you do if the client/family is unresponsive?  *Approx. 600 words* |
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| Active Hold  * describe how this service will be delivered * what service will clients receiving Active Hold support get? * how often will you contact clients receiving Active Hold? What mode of contact will you use? * how will this service change based on levels of demand?   *Approx 600 words* |
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| Case management service  * describe how this service will be delivered * what service will clients receiving Case management support get? * how will you manage demand for service? * how often will you contact clients receiving case management? What mode of contact will you use? * what will be your approach to Case Conferences be? * What strategies will you use to ensure that return to mainstream education is always the first goal, for all clients * what will you do if the client becomes unresponsive?  *Approx. 800 words* |
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| Please describe how you will engage with and support schools: *(approx 400 words)* |
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| Please describe your ability to:   * work with vulnerable young people and their families, including those with complex needs * provide equitable and tailored support to all young people regardless of their background, location, gender, gender identity or sexual orientation (approx. 3*00 words)* |
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| Please describe how you will provide:   * culturally appropriate support to young people who identify as Aboriginal or Torres Strait Islander background: * appropriate and specialist support to other Navigator priority cohorts (i.e. young people from a refugee or refugee like background; those with involvement with Youth Justice, or at risk of; involvement with Child Protection systems; living in out-of-home care, or; or with a disability that impacts on educational engagement ) (400 words approx.). |
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### Please outline what FTE will make up your Navigator team based on an approximate indicative annual budget: Outer Eastern Melbourne ($988,000), Wimmera South West ($838,000), Barwon ($1,138,000). Do not include the local DE Navigator Coordinator. Figures are excluding GST.

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| --- | --- | --- | --- |
| Role title, direct service provision FTE and SCHADS or other equivalent award level | Function | Funding source - in kind or Navigator or other funding | Maximum point in time caseload (if relevant) |
| *E.g. Intake and assessment worker 1 FTE (SCHADS 4)* | Intake and Assessment (required) |  |  |
|  | Active Hold (required) |  |  |
|  | Case Management (required) |  |  |
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| How will you ensure staff are provided with adequate clinical and professional supervision and professional development? *(approx. 300 words)* |
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### Part 4 – Proposed Program Budget

**The successful Service Provider will be allocated funding to deliver Navigator. Approx 2025 funding is: Outer Eastern Melbourne ($988,000), Wimmera South West ($838,000), Barwon ($1,138,000).**

| If your organisation/ partners will commit any additional funding, please detail:  NOTE: These funds must be included in the ‘Proposed Program Expenditure’ budget table | | |
| --- | --- | --- |
| **Funding source** | **Amount** | **How will these funds be used to contribute to service delivery?** |
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| If your organisation/ partners will commit any in-kind support, please detail:  NOTE: These funds must be included in the ‘Proposed Program Expenditure’ budget table | | |
| --- | --- | --- |
| **Type of support committed** | **Value** | **How will this contribute to service delivery?** |
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### Proposed Program Expenditure

**Please provide a detailed, indicative budget based on annual funding available PLUS any In-kind or other funding identified above: Outer Eastern Melbourne ($990,000), Wimmera South West ($840,000), Barwon ($1,410,000). If your model includes funded partners, please provide an indicative budget for them too.**

*Please note Service Providers are expected to keep administration costs to a minimum and maximise frontline/ direct service delivery FTE. For guidance, 1 case manager per $150,000-$160,000 in funding is our expectation.*

**Lead service provider budget (i.e the applicant)**

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| --- | --- |
| **Income** |  |
| **Navigator funding** | **$** |
| **In-kind funding** | **$** |
| **Other funding** | **$** |
| **TOTAL** | **$** |

| **Proposed expenditure** | | |
| --- | --- | --- |
| Item | Description | Amount |
| **Staffing costs (including superannuation and work cover for period of employment)** |  |  |
| **Office space and associated expenses (e.g.: utilities)** |  |  |
| **Brokerage**  *(should not exceed $10,000 in total budget)* |  |  |
| **Program subcontractors (payments to other organisations/ partners)** | *No details needed here - please specify details in a separate budget/s below* *(one per partner)* | *Combined total that will be provided to partners* |
| **Corporate overheads e.g. insurance, human resources, finance, audit, risk, quality assurance, central/ regional executive** | *Please itemise and detail* |  |
| **Other costs:** | *Please itemise and detail* |  |
|  |  |  |
| **TOTAL COST TO DELIVER PROGRAM:** | | **$** |

**Funded partner budget (repeat or delete as necessary)**

| Partner organisation |  | |
| --- | --- | --- |
| Total funding amount: | Navigator funding:  In-kind:  Other funding:  TOTAL: | |
| Item | Description | Amount |
| **Staffing costs (including superannuation and work cover for period of employment)** |  |  |
| **Office space and associated expenses (e.g.: utilities)** |  |  |
| **Brokerage**  *(should not exceed $10,000)* |  |  |
| **Corporate overheads e.g. insurance, human resources, finance, audit, risk, quality assurance, central/ regional executive** | *Please itemise and detail* |  |
| **Other costs:** | *Please itemise and detail* |  |
|  |  |  |
| **TOTAL:** |  | **$** |

## Part 5 – ADDRESS of Key Selection Criteria

| KSC 1: High Quality Service Model (50%) |
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| Based on responses at Part 3 - please add any further details here (optional) (a*pprox 400 word maximum)* |

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| KSC 2: Value for Money (20%) |
| Based on responses at Part 4 - please add any further details here (optional) *(approx 400 word maximum)* |

| KSC 3: Proven Outcomes (20%) |
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| Please demonstrate and provide evidence of your organisation’s previous successes:   * Implementing established models on behalf of a government department or other organisation * Delivering service/s (preferably that utilised strengths-based, assertive outreach and case management) to re-engage young people with education * Delivering programs for young people (12 years +) and families in the Outer Eastern Melbourne/ Wimmera South West/ Barwon area * Detail of past outcomes (qualitative and quantitative) achieved through these type of programs/services (referees can be used to verify outcomes) * Planning and delivering services to young people over a wide geographical area * Delivering appropriate services to vulnerable cohorts of young people, such as those from an Aboriginal and Torres Strait Islander or CALD backgrounds, or those involved in the Youth Justice, Child Protection systems, or in out-of-home care and the LGBTQIA+ community * Implementing processes for prioritisation of referrals, managing demand for services, and delivering differentiated levels of support to young people and their families. * Driving continuous improvement of services through robust outcomes data collection, management and reporting.   *(1000 words max)* |
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| KSC 4: Strong Partnerships (10%) \* note, a model that does not include funded project partners / a consortium will not be disadvantaged or automatically scored lower |
| The Navigator model is underpinned by its partnership between the community sector, DE and education providers.   * Please demonstrate examples of your successful working relationships with relevant local agencies in this local area (with a focus on education providers, mental health support services and crisis support services). * Please demonstrate your experience (or capacity to) working in close partnership with government departments, schools/education providers and other agencies/services to provide a holistic services that support young people’s re-engagement with education.   *(800 words max)* |
|  |
| If you propose to have funded partners, please detail your existing and past relationship and or partnerships with them, and how you will manage the partnership to ensure effective and efficient program delivery. *Leave blank if no funded partners are proposed* *(500 words max)* |
|  |