Last updated 30 April 2024

### Navigator potential service provider FAQs

**Can you provide more information/insight on how to cover a large geographical area, e.g. in Wimmera South West?**

Applicants can determine how they most prefer to do this, but by way of example, at present, in Wimmera South West, the provider has offices/sites in 4 locations (Horsham, Hamilton, Portland and Warrnambool) and have case managers distributed based on need, e.g. 2 case managers in areas of higher population  and 1 in areas of less population.

**Is the expectation that the service provider is located where the DE office/s are? Is co-location at DE offices an option?**

How a service provider covers the geographic area is up to them and this does not need to align to the DE office location/s. Most DE offices are at capacity so co-location would not be possible – in some areas, external organisations e.g. LLENs host Navigator teams/ case managers.

**What funding is available to deliver Navigator in Outer Eastern Melbourne/ Wimmera South West/ Barwon areas?**

Indicative funding for the Outer Eastern Melbourne program is approximately **$988,000 (excl.GST) per annum,** Wimmera South West program is approximately **$838,000** **(excl.GST) per annum,** and Barwon is approximately **$1,138,000** **(excl.GST) per annum.**

Annual budgets will be confirmed with the preferred applicant prior to contract execution.

**What can the funding be spent on?**

Funding is to be spent exclusively on the delivery of Navigator. A detailed annual budget and financial acquittal are to be submitted to Department of Education (DE) for approval for each year of delivery or as required.

## Do we have to deliver the service in Outer Eastern Melbourne, Wimmera South West and Barwon Areas?

No, one service provider will be selected for each area and a contract will be issued for each area. There is a separate process for each area - if you wish to apply to deliver Navigator in more than one of the areas, you must submit separate applications for each.

**Do we have to service the entire Outer Eastern Melbourne/ Wimmera South West/ Barwon area?**

Yes, the appointed service provider is required to deliver an area wide service.

**Are we expected to work with all young people who are referred to the program?**

The Navigator Coordinator processes all referrals received and allocates eligible referrals to the service provider when they are ready to be actioned- the service provider is expected to work with all of these young people. Their role is to complete Intake and Assessment and determine support for the young person and then deliver it – **this includes young people who have highly complex needs and or barriers to education**.

The provider must ensure all referred young people receive the same level of support regardless of where they live/ study, or their gender, sexual orientation or gender identity.

Navigator identifies certain priority cohorts and young people belonging to any of these groups are to have their applications prioritised by the service provider. These cohorts include:

* Young people who are involved with out of home care
* Young people with an Aboriginal or Torres Strait Islander background
* Young people with a disability (where the disability is impacting educational engagement)
* Young people who are known to child protection
* Young people who are from a likely refugee or asylum seeker background (or similar)
* Young people who are involved, or at risk of becoming involved, with Youth Justice

The application form will ask you to detail how you will ensure you provide a culturally safe, inclusive and or appropriate service to young people from these cohorts – this may include the involvement of specific partners as well as key strategies and actions your organisation/ partners will adopt.

**What are our recruitment requirements?**

Interested applicants should be confident they can recruit to all roles they identify in their application in a timely manner and have a realistic recruitment plan in place prior to submitting their application. If a new Service Provider is selected, they will need to work with DE and the current Service Provider to ensure continuity of service delivery from contract inception and must confirm how they will ensure staff members are deployed to fill Navigator roles (permanently or temporarily) from late 2024.

All Service Providers are expected to have recruitment plans in place in the event of staff movement from Navigator – this should include how to temporarily back-fill essential operating positions (such as Case Management, Intake and Assessment and Active Hold) to ensure continuity of service and that young people are not left without support.

**Are applications that include funded partnerships or a consortium arrangement viewed more favourably than service providers who propose to deliver the program solo?**

No. Applicants are encouraged to propose the service delivery model that they feel is most appropriate. Funded partnerships should only be included where there is agreement and commitment from all parties, and a plan for how the arrangement will be delivered, monitored and acquitted should be determined prior to application.

Any partners should understand that DE will hold one contract with a Lead service provider only – throughout the contract DE will communicate and work directly with the Lead service provider who will be responsible for communicating the area wide program implementation, including that of the partner organisation/s

**Will you accept applications submitted jointly between 2 service providers who will collaborate to deliver the program?**

No. Applications must identify a lead service provider who will enter into a Common Funding Agreement and be ultimately responsible for program delivery.

**What governance arrangements and program oversight are there? Who makes key decisions?**

Local Navigator teams (i.e. the Service Provider plus the local DE Navigator team) work together to determine the most appropriate governance arrangements. This generally includes:

1. **Program Level Operations**: Day to day management of Navigator
	1. typically, weekly/fortnightly meetings between the Service Provider and a Navigator Coordinator
	2. Program *Operating Guidelines* ([an abridged version supplied as part of this EOI)](https://www.education.vic.gov.au/Documents/Navigator_Operating_%20Guidelines_for_prospective_service_providers_2022.pdf) outline who is responsible for what and how to make local decisions.
2. **Operational governance**: To discuss broader implementation and practice issues relating to the local service delivery model/plan, e.g. resolve local issues relating to specific participants or within partnerships, review and assess program delivery against service delivery model/plan, and monitoring the budget and ensure spending is in line with the service delivery model/plan.
	1. Typically monthly / twice per term meetings with the local DE Navigator team, Service Provider management and funded partners.
	2. Where joint agreement cannot be reached, DE will be the final decision maker.
3. **Strategic governance**: To facilitate high-level strategic collaboration regarding the local program e.g. the identification of broader opportunities to support vulnerable young people and their families, opportunities to address broader local issues concerning student disengagement, the identification of particular sub-cohorts of the Navigator population which may require further locally targeted supports (such as particular CALD communities, or issues that are particular to a certain location), and or analysing and responding to Navigator data.
	1. Typically once per term meetings attended by a variety of relevant local support services.
	2. This level of governance should be initiated and led by DE, to ensure it aligns with local DE priorities. Where joint agreement cannot be reached, DE will be the final decision maker.

**Can we deliver our own re-engagement program with the funding? Is there room for innovation?**

Navigator is an established, state-wide program, with set processes and parameters prescribed by DE - this EOI is to deliver that program and funding cannot be used to deliver your own re-engagement program.

Innovation in how to deliver Navigator’s minimum key service delivery elements (see Program Overview and Application Information, pg 9) is welcomed and should be included/ outlined in your application. As part of a state-wide program, a Service Provider should be prepared to contribute to a Community of Practice and consider recommendations aimed at improving the effectiveness of the program.

**What are the expected FTEs and caseload of each of the required Navigator roles and is there guidance on what award staff should be paid under?**

Navigator works with highly disengaged learners who often present with highly complex needs and issues - this complexity should be considered and assumed when planning your service delivery model and staffing. Over the duration of the program, we have seen the development of differentiated levels of support (such as Active Hold versus Case Management) to support the variation of complexity in the client population, and to address the different support needs of young people and their families (i.e not all young people will need Intensive Case Management). We have also identified the need for a comprehensive and dedicated Intake and Assessment service phase, and as a result of these learnings, we now require Service Providers to dedicate staffing to all three elements of the program they deliver (Intake & Assessment, Active Hold and Case Management). Young people receiving these services (who ultimately obtain a positive outcome) may remain in the Navigator program for up to 18 months or more from commencement – this low rate of ‘turnover’ should be considered by the service provider.

Applicants should consider their service delivery model when determining the most appropriate FTE for each of the program elements to ensure all elements of Navigator can be delivered satisfactorily. Flexibility between role duties is beneficial, to enable the team to respond to changing demands (e.g. influxes of referrals, periods of intensive Active Hold or greater demand for Case Management.) While DE does not prescribe employment grades or rates of pay, the overall FTE secured within the budget is a key component of assessment of value for money, but this should be balanced with the ability to recruit and retain appropriately skilled staff. When an Area is not at full caseload capacity, Service Providers are to ensure any ‘spare’ FTE is dedicated solely to the implementation Navigator. Vacancies and staff leave should also be considered and planned for by the Service Provider, to ensure caseloads and support are impacted as little as possible.

Case Management:

* While there is some variation across the 17 Areas, on average, there is 1FTE front line staff member per $150,000- $160,000 received in program funding, inclusive of all direct and indirect employment costs as well as other operational costs incurred by service providers, such as transport, office accommodation, and corporate overheads. For example, a total program budget of $990,000 would be expected to support a minimum of 6 - 6.5 front line FTE, which may comprise one Team Leader, one to two Active Hold / Intake and Assessment workers and minimum 4 case managers.
* Case Managers across the program currently have caseloads of 15 to 18. Caseloads differ across each Area and are dependent on varying factors such as travel time required, level of experience of the Case Manager, client complexity and the service delivery model. Exclusive Aboriginal and Torres Strait Islander case managers typically have slightly lower caseloads.
* 15 is the expected minimum for Case Management caseloads – caseloads under 15 will need to be explained and justified in the application form and subject to DE approval prior to contract execution.

Active Hold

* Caseloads vary across the state and are driven by demand and service delivery model, but are generally between 30-50 for 1FTE (point in time). In contrast to Case Management caseloads, the Active Hold service delivered needs to be flexible and adjust in intensity of support depending on demand, i.e. all young people are to receive Active Hold (or Case Management) support, but it is recognised that at times, the service offering may look different due to greater or smaller numbers receiving that service.
* Based on current demand and experiences to following FTE is recommended for each area:
	+ Barwon: 0.6FTE
	+ Wimmera South West: 0.5FTE
	+ Outer Eastern Melbourne: 1 FTE

Intake and Assessment

* Intake and Assessment has a series of required actions (page 10, *Program Overview and Application Information*) and until these are completed, the young person cannot commence receiving Active Hold or Case Management support.
* Service Providers are expected to develop strategies that will allow them to complete Intake and Assessment requirements within 2 weeks of receiving a referral from the Navigator Coordinator.
* Caseloads vary across the state and are driven by program demand, the service providers processes and their ability to develop rapport with families. Applicants should consider what FTE they need to ensure the delivery of an adequate Intake and Assessment phase
* Based on current demand and experiences to following FTE is recommended for each area:
	+ Barwon: 0.4FTE
	+ Wimmera South West: 0.5FTE
	+ Outer Eastern Melbourne: 0.8 FTE and travel time should be taken into consideration, for assertive outreach purposes

**Can we use our own Case Management tool or does DE supply one?**

DE does not supply a Case Management tool and all Service Providers and partners are expected to have their own.

Navigator has a dedicated online data management system, the Navigator Data Management System and it is a contractual requirement that this is used to record and track key data relating to the program in addition to the day-to -day case management tool / system.

**What type of induction/ handover will we get?**

If a new Service Provider is selected, they will receive induction and handover from the Central Navigator team, the local DE Navigator team and the current area Service Provider. This will include briefings on the Navigator Program Operating Guidelines, the Navigator Data Management System; and current and proposed governance and working arrangements. Existing Service Providers in other DE areas may also be available for support and induction discussions.

**How do Service Providers work with school and other education providers? What is expected?**

Supporting schools to appropriately respond to disengaged young people and to support a Navigator participant’s re-engagement with education is a key focus of Navigator. For this reason, both the local DE Navigator team and the Service Provider staff work in close partnership with schools.

Generally, local DE Navigator teams are responsible for Area level capacity building, promoting Navigator to schools and ensuring schools are aware of the parameters of Navigator. They also contact a referred young person’s school after receiving their referral, to gather the information service providers require to commence Intake and Assessment.

Service Providers then connect with schools on a more individual level, working with the school that the young person attends or is intending to attend. The Intake and Assessment, Active Hold and Case Management staff are likely to all contact individual schools, to support individual participants. This contact may involve, or be related to:

* Attending Student Support Group meetings
* Connecting with key school staff or teachers
* Seeking school attendance data
* Discussing appropriate referrals or other support strategies the school can lead on
* Collaborating on or gaining input into re-engagement plans, and
* Monitoring participant progress.

Keeping schools involved and updated as active partners is pivotal to the success of the program, as once Navigator support is withdrawn, the school is likely to be the young person’s key support point regarding school engagement. It is suggested that Service Providers update the schools on individual participants progress / needs at least fortnightly.

**How do you define assertive outreach and how important is this in Navigator service delivery?**

Navigator works with highly disengaged learners who can sometimes be reluctant to engage with support services, both initially and throughout the Navigator journey. For this reason, assertive outreach is a pivotal component of the Navigator model. Service Providers are expected to make varied and persistent efforts to engage the young person / family, using their skills as community-based agencies to employ a range of tactics to maximise the chance of response and a positive reception from participants and their families. Service Providers are expected to make contact with participants and their families via phone calls, text messages, emails, letters, home visits, visits to schools, or meeting face to face at a location of the young person’s / family’s choosing.

It should be noted that, in the vast majority of cases, parent/guardian consent to submit a referral is required and collected prior to a referral being submitted. This consent to submit a referral often means the family and young person have some knowledge of Navigator and are aware they will be contacted if the young person is eligible to participate. Note, that once a referral has been received, consent to participate in the program will need to be obtained (during Intake and Assessment phase) before support can be delivered.

## What are some of the barriers to delivering Navigator experienced by current Service Providers?

Geographic spread can be difficult in some areas. Some areas have dealt with this by having Case Managers based in specific areas across the region where there was a high number of student population/ better access to the local schools.

Some parents / carers can be reluctant to participate in Navigator and /or support their child’s re-engagement with education. This can be due to a number of complex challenges families may face, such as financial and housing insecurity or mental health issues. Sometimes these issues may result in parents/carers not responding to contact attempts.

Some young people do not want to re-engage with education at their current school, and it can be challenging in some Areas to identify an appropriate alternative school or education provider.

**What is the scale of the issue in Wimmera South West, Outer Eastern Melbourne, Barwon areas? Can any data around disengagement and early school leaving be shared?**

In the majority of Areas, demand for Navigator is high and there is often a waitlist for Intensive Case Management.

**Barwon:** Currently there are 34 primary-secondary, secondary and special schools/colleges in the Barwon area.

**Wimmera South West:** Currently there are 44 primary-secondary, secondary and special schools/colleges in the Wimmera South West area*.*

**Outer Eastern Melbourne:** Currently there are 24 government primary-secondary, secondary and special schools in the Outer Eastern Melbourne area. Referrals are received from catholic, independent and specialist/alternative settings. The approximate number of enrolments across all school sectors is 28,287.

DE is limited in the data that it can release, however publicly available data can be found on the [Victorian government’s Data Vic website.](https://www.data.vic.gov.au/)

**Is there a minimum and maximum time a young person can remain in Case Management and Active Hold?**

There is no prescribed minimum or maximum length of time that a young person can remain receiving Case Management or Active Hold support, due to the complexities and variance of different cases. Many young people remain as participants for up to 18 months or more. Service Providers are expected to hold case conferences for their participants after 6 months of initial support, and every 3 months thereafter to assess if Navigator remains the right program for the young person. It should be noted that Navigator is an educational re-engagement program, not a general support program. As such, participants who are not pursuing or working towards pursuing educational re-engagement should be discussed with the Navigator Coordinator to determine if Navigator remains the most suitable support program for the young person.

**How is program delivery monitored by DE?**

DE monitors program delivery in a number of ways:

* Service Providers develop an annual Service Delivery Plan and budget in consultation with the local DE Navigator team (endorsed by Central team) – this plan identifies the local delivery plan and is to be used to ensure the program is delivered as intended. Mid and end of year reports are to be submitted to the Central team and the budget is acquitted annually.
* Data reporting – Navigator has a dedicated online data management tool, the Navigator Data Management System, that is to be kept up to date by Service Providers. Service providers can determine which staff members update the Navigator Data Management System and all relevant staff members can have access to it. The Navigator Data Management System captures key information on all program participants and allows for local and state-wide monitoring of program data such as caseloads, service phase of participants, outcomes of participants, adherence to required timeline and processes (such as re-engagement plans and collecting written consent). Central team reports on and analyses data at least quarterly.
* Governance – Navigator outlines the suggested local governance arrangements that should be implemented to help keep the program on track and monitor the areas progress (see page 1 of this document)

**How does DE measure success of the program – what are the KPI’s?**

Navigator is an educational re-engagement focused program, not a general support program, and as such, KPIs relate to successful case management/ active hold outcomes in terms of educational or other positive pathway achievement (with a particular focus on return to mainstream schools). Please see page 7 of the [Navigator Program Overview and Application Information](https://www.education.vic.gov.au/Documents/ATTACHMENT%201%20-%20Program_Overview_and_Application_Information_OEM_WSW_Barwon_2024.docx) for details on program measures.

Specific KPIs will be discussed with the selected Service Provider. Service Provider’s annual service plan (see above) will outline the agreed KPI’s and the Service Provider will be expected to provide reports and data to DE when required (generally mid-year and annually).

DE uses Navigator Data Management System to collect data about Navigator (see above) and uses this as the sole source when assessing the impact and success of Navigator, hence it is imperative Service Providers update this system in line with expectations.

**Who are the current Service Providers in other Navigator areas?**

|  |  |  |
| --- | --- | --- |
| **Region** | **DE area** | **Service Provider**  |
| North West Victoria Region | Hume Merri-Bek | Jesuit Social Services  |
| Mallee | Mallee Accommodation and Support Program  |
| Loddon Campaspe  | Anglicare Victoria |
| North East Melbourne  | Jesuit Social Services  |
| South West Victoria Region  | Central Highlands | Berry Street  |
| Western Melbourne | Anglicare Victoria |
| Brimbank Melton  | Jesuit Social Services |
| Wimmera South West | Anglicare Victoria  |
| Barwon  | Meli |
| North East Victoria Region | Goulburn | Bridge Youth Services |
| Ovens Murray | Junction Support Services |
| Inner Eastern Melbourne | Jesuit Social Services |
| Outer Eastern Melbourne  | Uniting  |
| South East Victoria Region | Bayside Peninsula | Mission Australia  |
| Southern Melbourne | South East Local Learning and Employment Network |
| Inner Gippsland  | Anglicare Victoria |
| Outer Gippsland  | Uniting |

**What** **incorporated status does an organisation need in order to submit an application (e.g. Incorporated entity / incorporated association)**

The following table outlines ‘incorporation’ status – if an applicant falls under any of these groups, they are eligible for funding.

| **Type of Funded Organisation**  | **How incorporated** | **Evidence of incorporation** |
| --- | --- | --- |
| Company, limited by shares or guarantee. | Incorporated under the *Corporations Act 2001* (Cth). | Copy of Certificate of IncorporationSearch ACN or name on [ASIC website](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fasic.gov.au%2Fonline-services%2Fsearch-asics-registers%2F&data=05%7C01%7CFelicity.Jackson%40education.vic.gov.au%7C886c70b62d2a48e5601408da97924342%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637988951701742777%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=y1Y%2FtkR4F2zJhF5iaFMJ2DmXDxvKxKEaGGW%2FL1xeRho%3D&reserved=0) |
| Not-for-profit Association | Incorporated under the *Associations Incorporation Reform Act 2012* | Copy of Certificate of IncorporationSearch Registration number or name on [Consumer Affairs Victoria website](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.consumer.vic.gov.au%2Fclubs-and-fundraising%2Fincorporated-associations%2Fsearch-for-an-incorporated-association&data=05%7C01%7CFelicity.Jackson%40education.vic.gov.au%7C886c70b62d2a48e5601408da97924342%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637988951701742777%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=2ah4sGHfCzQQlI77J10sZi53CGx7AnVAObjMl6QHyhE%3D&reserved=0) |
| Co-operative | Incorporated under the *Co-operatives National Law Application Act 2013 (Cth)* | Copy of Certificate of IncorporationSearch Registered name on [Consumer Affairs Victoria Co-operatives Register website](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fonline.justice.vic.gov.au%2Fcav-clp%2Fsearch.doj&data=05%7C01%7CFelicity.Jackson%40education.vic.gov.au%7C886c70b62d2a48e5601408da97924342%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637988951701899013%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Dqdz0%2FOkpzpF5ZGYR2kaLy5CHMbwW56Cr3%2FvoKIb6DA%3D&reserved=0) |
| Aboriginal and Torres Strait Islander Corporation | *Corporations (Aboriginal and Torres Strait Islander) Act 2006 (Cth)* | Copy of Certificate of IncorporationSearch Indigenous Corporation Number (ICN) or ACN or corporation name on [Office of the Registrar of Indigenous Corporations website](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.oric.gov.au%2F&data=05%7C01%7CFelicity.Jackson%40education.vic.gov.au%7C886c70b62d2a48e5601408da97924342%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637988951701899013%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=K52fXI9f7vlh1N6sP%2FYx6dmOHGBkflCPJUI639jaPZU%3D&reserved=0) |

**Can Service Providers include supporting documentation with the EOI application?**

The Application form outlines the required supporting documents that are to be submitted with any applications. If applicants wish to supply further supporting documents as they feel that it adds to their application, they can, but it is not required.

**How many young people are eligible for Navigator v the capacity of the program?**

There is a significant difference between demand and service capacity. Potential service providers identify their maximum capacity in annual Service Delivery Plans and should be prepared to be operating at capacity and expect this to remain the case for the three years of delivery. Your application should cover how you will manage your Active Hold list to respond to this demand.

**Have young people involved in the program been informed about any potential transition to a new service provider?**

No. If the EOI results in a different service provider for any of the areas, a transition plan will be discussed with the current and new service provider. This transition plan will include who is best placed to inform current clients of the changeover and when it is most appropriate to inform them – this should help reduce any disruption to the service and young people.

**The Application Form notes the following requirement: “*Our organisation operates in Wimmera South West/ Outer Eastern Melbourne/ Barwon 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).”* Our organisation operates across Victoria but does not currently deliver specific services in the Area we are applying for. Could you please confirm if it is a mandatory requirement for organisations to be currently delivering services in the Area or is it that organisations must have the capacity?**

Organisations must have the capacity to deliver services to the entire DE area - an existing presence operating within the area will be viewed favourably (as per KSC 4: Strong Partnerships (see question 11, Application form) but organisations that do not currently operate in the area will not be excluded from applying.

**When travel time is needed to get to isolated areas are targets lowered to consider this travel time?**

Many of our areas that are geographically spread have staff placed in more than one location in the area, to enable them to better access and support local participants and schools. Caseloads (targets) are to be stipulated in your application and will form part of your service delivery model – this can be further discussed during the interview stage (if selected for an interview) if necessary.

**Can you provide more information on program targets for service providers?**

Navigator has state-wide targets (page 8, Program Overview and Application Information) and for service providers, targets are largely regarded as caseloads and FTE dedication. Caseloads and FTE are agreed in each annual service delivery plan and these are monitored throughout the year – if there are discrepancies, this is discussed with the service provider to investigate why this is occurring. DE also look at state-wide outcomes and outputs. Where there are major differences service providers will be approached, to again, an understanding of why there is a difference in outcomes compared to other areas.

**Is home schooling considered a successful re-engagement outcome?**

There are 4 different ways in which a young person can finish their Navigator journey, broadly classified as follows:

1. A referral is made but the young person does not proceed to participate in Navigator (e.g. they don’t want to participate or are unresponsive to contact attempts)
2. Navigator support results in the young person returning to mainstream education and attending 70% of the time, for two terms or equivalent
3. Navigator support results in the young person achieving another type of educational or training pathway/ outcome
4. A young person does not complete the program (e.g. they move out of Victoria, they no longer want to participate).

Home-schooling is usually classified under #3 where they are formally registered for home schooling (through the Victorian Regulations and Qualifications Authority). A young person may also enrol at Virtual Schools Victoria (VSV), which is different to formal home-schooling.

It should be noted that if a young person enrols in a new pathway/school (such as VSV), they still receive support until a positive outcome is reached – i.e. the enrolment alone does not constitute the outcome of re-engagement.

**How does Navigator work with Student Support Services (SSS)?**

Navigator has a close working relationship with other DE teams, including Health and Wellbeing and SSS staff. The Navigator Coordinator will often connect with SSS and other DE staff members to determine the best approach for supporting the school and or young person as part of their Navigator journey.

**Can a Local Government authority be the lead service provider for the delivery of Navigator?**

Yes, a local government authority is able to be the lead provider. Local governments are exempt\* from providing the following documents are part of their application:

* *a Certificate of Incorporation and verification of appropriate insurance\*\**
* *documentation attesting financial viability.*

*\*\*hold appropriate insurance that indemnifies for liability for child abuse (see* [*Victorian funding requirements for services to children fact sheet*](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffac.dffh.vic.gov.au%2Fvictorian-funding-requirements-service-children-fact-sheet&data=05%7C01%7Cnavigator%40education.vic.gov.au%7C5cb28c5c22294303718508db319f465b%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C638158332372324605%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=qqjbEhyz%2BQFfWmUvBTsc4SZRNfzIVVrAE2Zs5gFRh4o%3D&reserved=0) *for further information)*

A statement detailing any real or potential conflict of interests (if any exist) and details on how these conflicts can be managed is still required and any partners that the Local Government Authority will sub-contract to deliver Navigator are **not exempt** from providing the required documents – i.e copies of their insurance, incorporation status and financial viability must be supplied as part of the application.

\*as per [Victorian funding requirements for service to children fact sheet (dffh.vic.gov.au)](https://fac.dffh.vic.gov.au/victorian-funding-requirements-service-children-fact-sheet)

**Can another Government Department be used as a referee for the EOI process?**

Providing the referee is relevant to the application, there is no issue with using another Government Department as a referee for the EOI process.

**The application asks for two referees - are there any referees we should avoid listing?**

Please provide the referees you think are best able to support your application – we can discuss at interview if there are any conflicts with the referees you have listed and at this point further referee’s may be requested if necessary.

**What do you do when young people don’t want to engage with the program?**

Consent from a young person’s parent/carer/guardian is generally required prior to submitting a referral and it is advised the young person is also consulted at this stage as partnerships from the outset strengthen outcomes. Once the young person is in the Intake and Assessment phase, the service provider will be collecting consent to participate from the parent/carer/guardian and encouraging them to discuss with the program with the young person – discussions about the young person intention to participate can be had at this stage and strategies to support them determined.

Service providers are also expected to draw on their expertise in working with young people to overcome issues of not wanting to engage – as many young people may not want to participate at the start. The ability of the service provider/ case managers to connect with and gain the trust of the young person and their family is pivotal - when this occurs, the young person can make significant progress with their reengagement journey.

**Can DE provide CALD/ATSI data to inform applications?**

No, the only data we can share at this at this stage is already provided in the EOI documents. If any additional information becomes available it will be added to this FAQ document.

**Is it a staged selection process and does interview shortlisting occur based on capability of the potential service provider?**

Applicants are assessed for suitability according to assessment criteria, and shortlisting occurs. Interviews are conducted based on this and as many organisations as deemed suitable/appropriated may be interviewed.

**When will the funding commence for the successful provider?**

Service providers generally receive committed funding in 2 payments across the year. If a new service provider is appointed, a portion of the first payment will be provided on contract execution – this will occur a few weeks after the EOI process concludes. This payment is to enable program set up and transition planning.

If the current service provider is reappointed, payments will align with the current payment schedule.

**Does funding provision align with reporting requirements?**

Yes. Contract payments occur according to a common funding agreement on a 6 monthly basis. This aligns with reporting requirements, including development/ endorsement of an annual Service Delivery Plan, submission of progress reports, yearly budget acquittals and review report.

**Where organisations intend to partner with another agency and in consideration of self-determination, would DE consider direct service agreements with both agencies?**

No, if a group of organisations wish to partner to deliver Navigator in an Area, one organisation must be nominated as the lead organisation.

**Is CPI applied to the total funding amount/contract each year?**

No, a set annual funding amount is provided (as listed in these application documents).

**Is a copy of the ‘Entry survey’ able to be provided ? We would like to be able to view this to see what it covers to be able to determine what our initial assessment response will look like.**

The Entry Survey is a data collection survey that is used to measure baseline measures and cannot be shared at this stage. It is a required data collection document, but it does not link to or inform the Intake and Assessment phase, nor does it elicit information about how to support the young person in their Navigator journey. Applicants should determine what their initial assessment response should be, as this won’t be informed by the Entry survey at all.

**Can a copy of the draft contract be provided?**

Contracts are based on the Victorian Common Funding Agreement – for more information please see [https://www.vic.gov.au/victorian-common-funding-agreement](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.vic.gov.au%2Fvictorian-common-funding-agreement&data=05%7C01%7CFelicity.Jackson%40education.vic.gov.au%7C990c337fd1884a0d795e08db581e96ea%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C638200660637253500%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=gJqy8yUOXVMJ6l2BbFkS7BnelXJ66HKrX46o0YdOT4w%3D&reserved=0)