

# Navigator: Information session for potential Service Providers Wimmera South West, Outer East Melbourne, Barwon 2025-2027



# Welcome, introductions and housekeeping

## Central Navigator Team

Manager: Ed Quin

Senior Policy Officers : Laura Main & Felicity Jackson

## Wimmera South West Navigator

Manager (whole SWV Region): Karina Howard

## Barwon Navigator

Manager (whole SWV Region): Karina Howard

## Outer East Melbourne Navigator

Manager (whole NEV Region): Anne Burgoyne

Please:

- mute your microphone
- save questions for the end

This presentation and a version of the Operating Guidelines will be available on the EOI page after this session.

Email [navigator@education.vic.gov.au](mailto:navigator@education.vic.gov.au) if you have any questions after the session – these will be replied to via the FAQ document on the website

# What we will be covering in this session

**Part 1:** Overview of the Navigator Program

**Part 2:** Key expectations of service providers

**Part 3:** Outer East Melbourne, Barwon and Wimmera South West Navigator Teams - local viewpoints

**Part 4:** EOI application process and key dates

**Part 5:** Q&A

# **Part 1: Overview of the Navigator Program**

# About the Navigator Program

- A Department of Education program, delivered by contracted service providers in conjunction with DE teams
- Offers holistic support to young people with a primary focus on achieving educational re-engagement
- A state-wide program operating in each DE area with divisional level support
- In Barwon, Outer East Melbourne, Wimmera South West areas is open to young people aged 12 – 17 years (inclusive) who have attended school 30% or less, for the previous school term (or equivalent)
- Provides an **assertive outreach, strengths-based approach** service to participating young people, with the key deliverables for service providers being the delivery of the following phases:
  - *Intake and Assessment*
  - *Case Management*
  - *Active Hold*
- While the program is centred on the provision of intensive case management (and this is what should form the basis of applications), Navigator service providers may also offer a range of other complementary supports (as agreed with the Department) to respond to local need- examples include group work, mental health support, tutoring and mentoring programs
- Participation is via referral - anyone can refer a young person. DE Navigator Coordinators manage this element
- Continues to work with the young person until they have successfully re-engaged in education or secured another positive pathway
- Full-time return to mainstream school is always the first goal for participants of compulsory school age. Young people beyond compulsory school age (i.e 17+ years) who are committed to educational re-engagement are not excluded from participation.

# Navigator is not...

- **a grants program** – funding is to deliver the DE Navigator model
- **a general youth support program** – The DE model directly focuses on educational re-engagement
- **a program delivered by the service provider in isolation** – collaboration and partnership with DE and the Area team are essential to operating successfully.

# What are the barriers to education program participants experience?

Young people receiving Navigator support often present with multiple reasons for their disengagement and have complex barriers to overcome.

The Navigator program sees significant numbers of young people who:

- have experienced family violence
- are in statutory out of home care
- experience anxiety, depression, and other mental health concerns
- have a diagnosed or suspected cognitive disability/ies
- are below expected literacy and numeracy levels
- experience financial distress
- have involvement with child protection
- are known to police, with some involved in the youth justice system
- have high level of school suspensions, expulsions and informal exits from school as well as lengthy periods of no school attendance
- are experiencing unstable housing situation

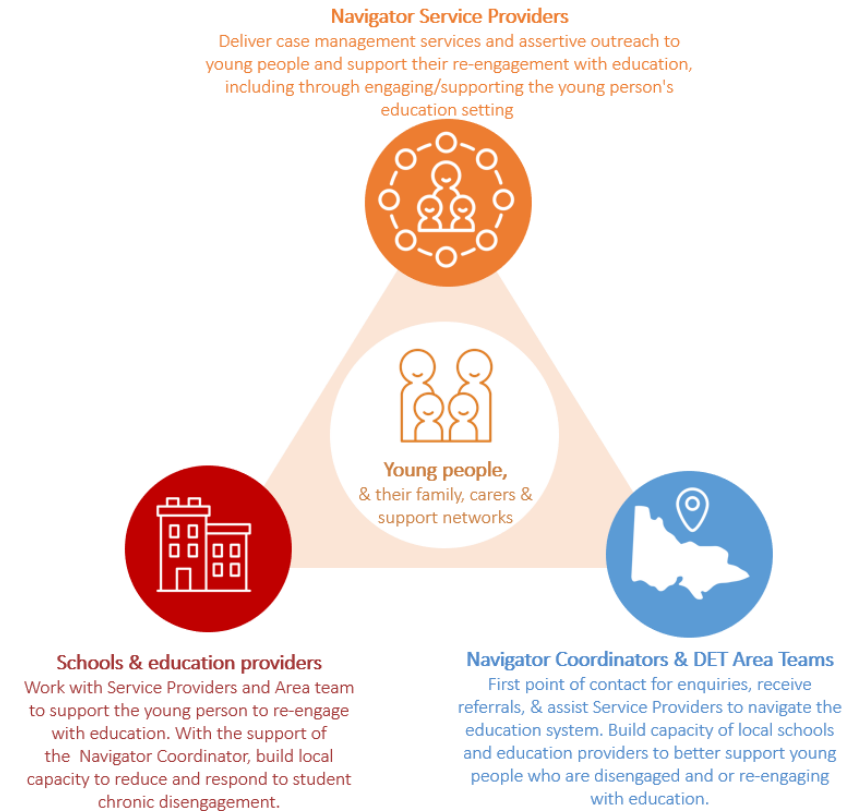
# Navigator – a collaborative and partnership approach

**Navigator Service Providers** – deliver assertive outreach (Intake and Assessment, Case Management and Active Hold) to participants to support their re-engagement with education

**DE Navigator Coordinators/ local DE teams** – receive referrals, assess eligibility and pass appropriate participants onto Service Providers, assist Service Provider to navigate education system and processes, capacity building and support schools to address student disengagement

**Schools & education providers** – work with the Service Provider to support the young person to re-engage with education, support young people prior to their referral to Navigator and after sustained re-engagement

**DE Central Navigator team** – central oversight, drive consistency of practice, program monitoring and improvement, evaluation, reporting, set minimum expectations and approve budgets/ yearly program delivery





# Navigator Coordinator's intersection with Service Providers

- The Navigator Coordinator (and their manager/ local team) work in partnership with the Service Provider to **co-design** and **deliver the program locally** – this ensures the expertise and requirements of both parties is reflected in the program
- A positive working relationship is an essential element
- The key liaison between Service Providers and the Central Team
- The local DE Navigator team are involved in the development of service plans and regularly meet with the provider to monitor implementation of the plan and its commitments.
- Supporting Service Providers to navigate and work within school and education provider systems
- Providing referrals to Service Providers
- Facilitating and fostering relationships with:
  - Koorie Engagement Support Officers
  - Student Support Services
  - Senior Wellbeing Engagement Officer
  - Regional Education Court Liaison Officers
  - Senior Education Improvement Leaders
  - LOOKOUT
  - Disability Coordinator
  - Community Liaison Officer
  - Other key DE Area staff
- Broader networking and engagement of stakeholders and schools
- Governance, reporting and general support to enable enhanced implementation of the program

# The Navigator Data Management System (NDMS)

- A purpose built records management system to allow us to track progress, outcomes, program delivery and adherence to minimum expectations
- Contains essential operating data about participants
- Is not a case management tool and cannot be used as such
- Must be used by service provider in line with expectations - the service provider is expected to ensure all staff are competent in using the NDMS and update it as required

## **Part 2: Key expectations of service providers**

# Key functions and expectations of the Service Provider

## Functions

Work directly with young people and their support networks to:

- Identify and assist them to overcome learning, social and other barriers that are driving their educational disengagement
- Identify, and assist them to access appropriate supports
- Monitor and support them as they re-engage in education

## Expectations

- Work collaboratively with local and central DE teams.
- Work in partnership with other community services and education providers to assist the young person to access appropriate supports
- Develop strategies to manage demand for service
- Regularly review program participants to ensure Navigator remains the right program for them
- Adhere to reporting, data and other stipulated requirements and deliver against Operational Guidelines and an agreed Service Plan
- Deliver Intake and Assessment, Active Hold and Case Management

# The 4 stages of Navigator

## STAGE 1 REFERRAL



A young person is referred to Navigator via the NDMS referral form & allocated to the local area. The referral is received by the *Navigator Coordinator* who:

- contacts the school/ education provider to confirm the referral details & gather additional required information needed to finalise the referral (they may also contact the referrer/ parent/carer if necessary)
- assesses the referral for eligibility, to determine if Navigator is the most appropriate intervention for the young person & whether they are ready to commence participation
- either passes the referrals onto the Navigator Service Provider, defers the referral or completes a supported exit for young people who will not proceed to participating in Navigator.

## STAGE 2 INTAKE & ASSESSMENT



The Navigator Service Provider makes contact, shares required information, obtains consent for the young person to participate & undertakes an initial assessment of a young person's strengths, needs & barriers to engagement.

To conclude Intake & Assessment the Service Provider will assign eligible young people:

- to **Active Hold** if a young person will likely return to education without Case Management, or if they are awaiting Case Management. The young person may be allocated to a Brief Intervention or targeted mental health supports as part of Active Hold and should be referred to other interventions and supports as appropriate
- directly to **Intensive Case Management** (where available and necessary)

## STAGE 3a ACTIVE HOLD- BRIEF INTERVENTION & LIGHT CASE MANAGEMENT



Active Hold provides light tailored support to all young people, and Brief Interventions where necessary, either because the Service Provider feels Case Management is not necessary to achieve re-engagement, or because their Case Management is at capacity. Where needed, young people move to Case Management (Stage 3b). Some young people successfully re-engage during this stage and can proceed directly to a supported exit (Stage 4)

## STAGE 3b INTENSIVE CASE MANAGEMENT



The Navigator Service Provider delivers Case Management in an intensive, open-ended capacity. This support is tailored to address identified barriers, and help the young people develop skills and tools to successfully re-engage with education.

## STAGE 4 RE-ENGAGEMENT & EXIT

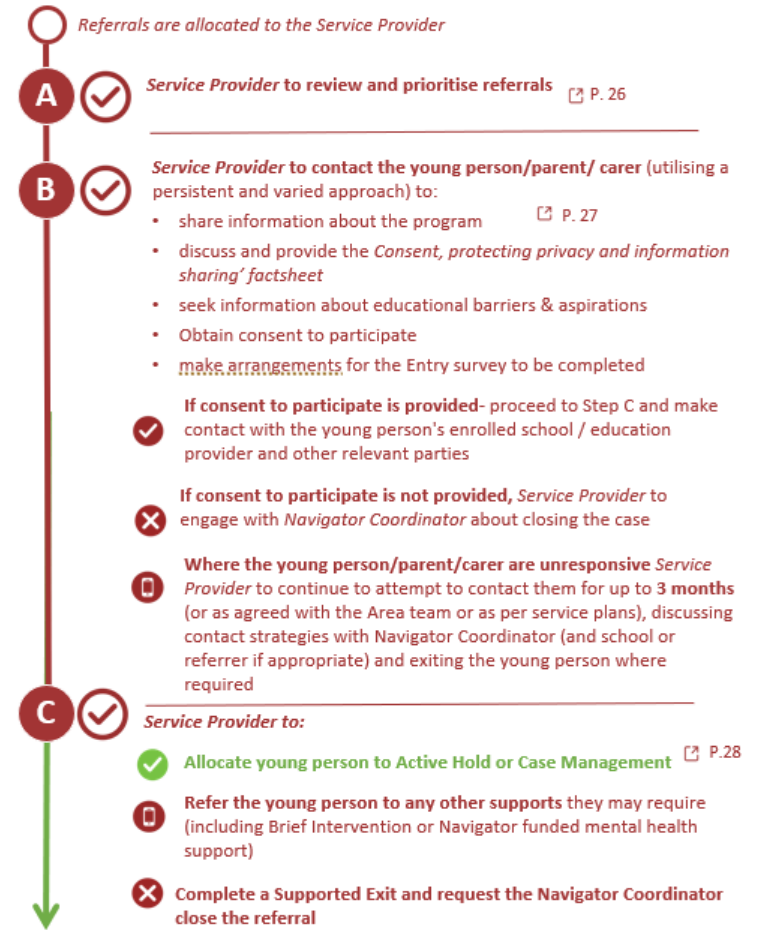


Navigator support concludes. The young person either has sustained re-engagement with education, is supported to pursue another positive pathway, or ends their Navigator journey for other reasons. The Navigator Service Provider continues supporting young people who have re-engaged with education until they maintain this re-engagement for 2 terms. When they achieve this, they exit Navigator.

# Intake & Assessment phase

- FTE is to be allocated to this function (usually about 0.5FTE)
- The Navigator Coordinator receives referrals into the Navigator Data Management System (NDMS) and allocates these to the service provider.
- All referrals received by the service provider need to be actioned and supported
- *Intake and Assessment* includes: making contact with the family (and other relevant parties); explaining the program and answering questions; gaining informed consent to participate (parent/ guardian only); gaining a picture of the young person's barriers to educational and support needs; discuss program requirements and expectations
- Assertive outreach may be needed to complete *Intake & Assessment* and/or obtain consent to participate – this is an expectation.
- Without consent to participate from the parent/ guardian, the referral cannot proceed. Once consent to participate has been obtained, the service provider can start delivering *Active Hold* or *Case Management* (see next slide)
- The NDMS must be updated to reflect contact attempts, and record when the required documents are completed (consent forms, entry surveys)
- *Intake and Assessment* should be completed within 2 weeks under normal circumstances

## STAGE 2- INTAKE & ASSESSMENT

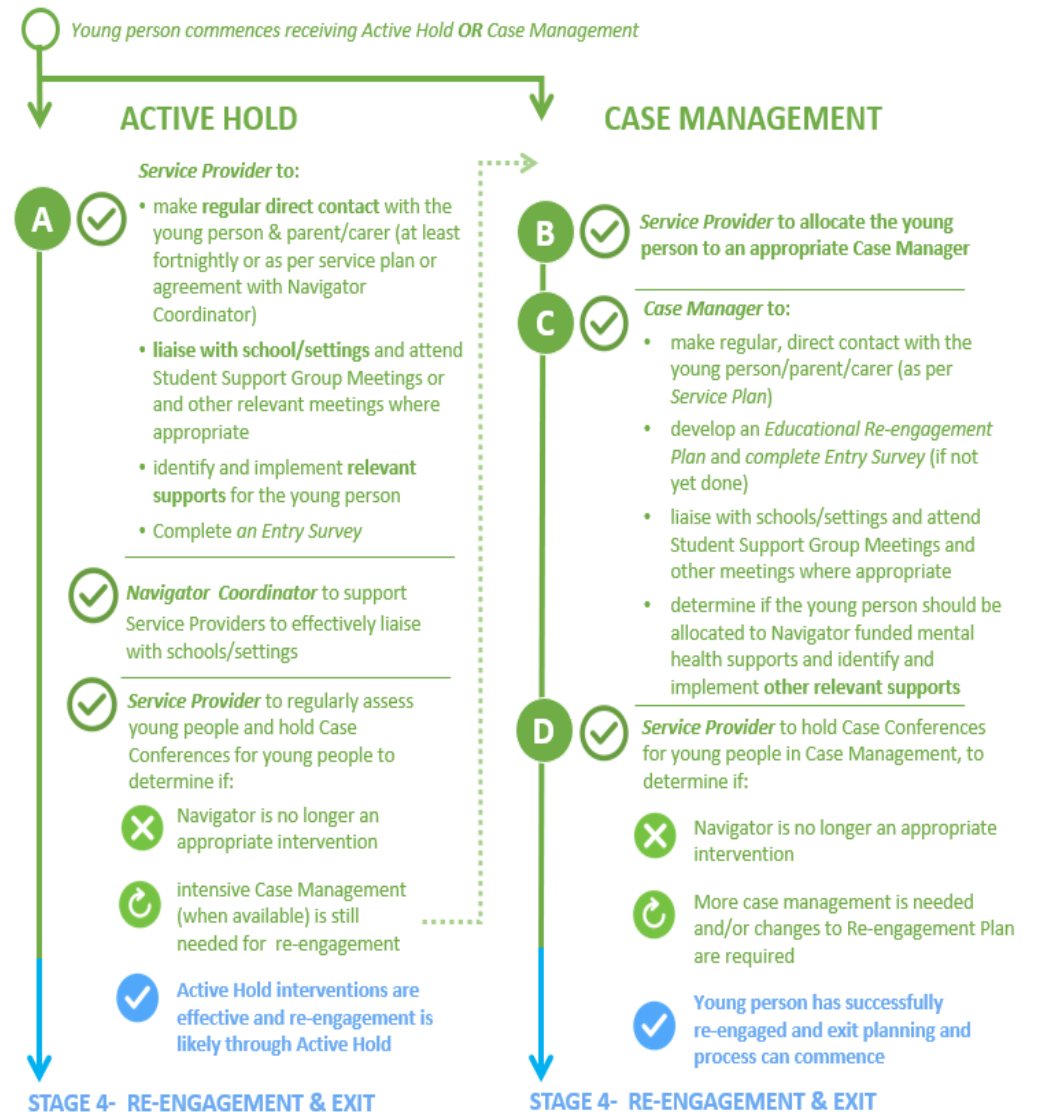


## STAGE 3- ACTIVE HOLD & CASE MANAGEMENT

# Active Hold and Case Management phases

- FTE is to be allocated to both of these functions
- Assertive outreach is the key element of these phases
- *Active Hold* or *Case Management* is to be delivered to all referred young people once *Intake and Assessment* is complete
- *Active Hold* models may have to change in intensity of service with program demand- this is an expectation
- There is no set timeframe for participants to remain on *Active Hold* or *Case Management*
- Educational re-engagement plans must be developed for all participants - these should be live documents that change and grow as needed
- Case conferences are to be held after 6 months of service delivery and every 3 months thereafter to make sure Navigator remains the right program and educational re-engagement is the focus
- The NDMS must be updated to reflect contact and contact attempts, record when the required documents are completed (entry surveys, educational re-engagement plans), as the young person receives more support (school and externally based, e.g. referrals) and with the young person's attendance rate
- The service provider and the local DE team determine a local process to ensure schools provide monthly attendance for all participants

## STAGE 3- ACTIVE HOLD & CASE MANAGEMENT



# Exit and re-engagement phase

The Service Provider works closely with the local DE team to manage this phase

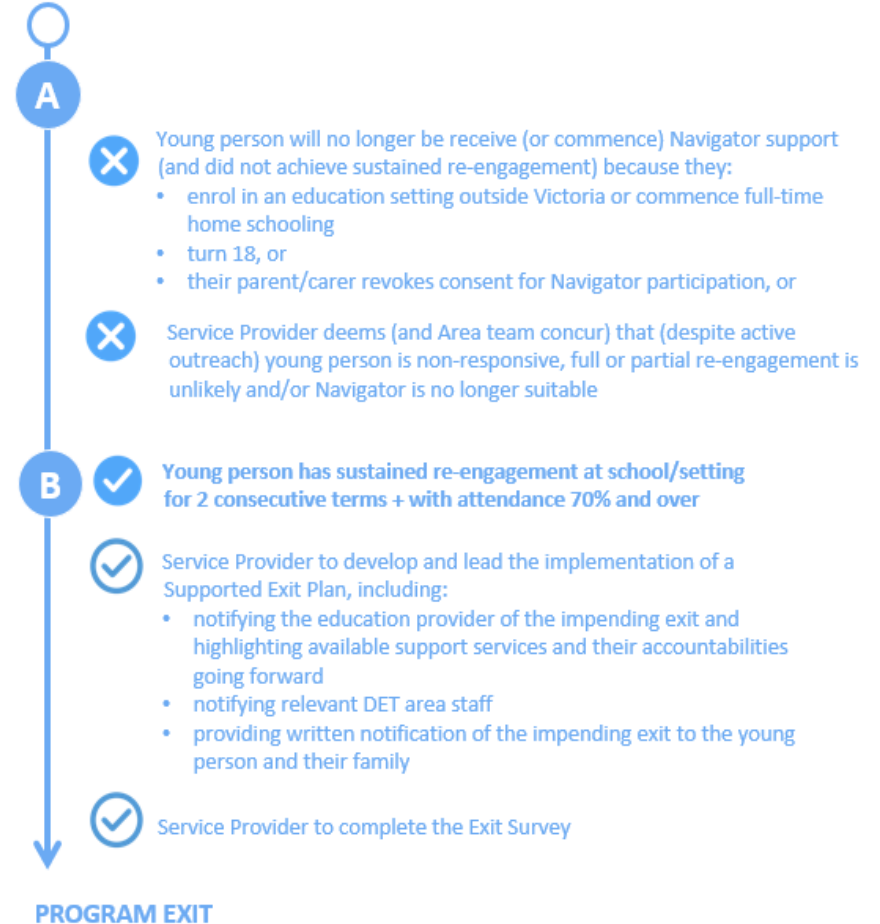
## Re-engagement

- Generally, this phase is done by the case managers as part of their case management with the young person
- Once a young person increases attendance to 70%, they are to continue receiving support and remain in the program until this attendance rate has been maintained for 2 consecutive terms (or equivalent)

## Exit

- Occurs when the young person has 2 consecutive terms or equivalent of 70% attendance or other reason in line with program guidelines
- Local DE team must approve all program exits and every exiting young person must have a Supported Exit Plan
- Generally, the Service Provider will draft a Supported Exit Plan and discuss this with the Local DE team, and if approved, will proceed to implement the plan.
- Service Provider conducts an Exit survey with the young person – it is expected that service providers develop sufficient rapport with participants to enable this.

## STAGE 4-RE-ENGAGEMENT & EXIT





# Key considerations

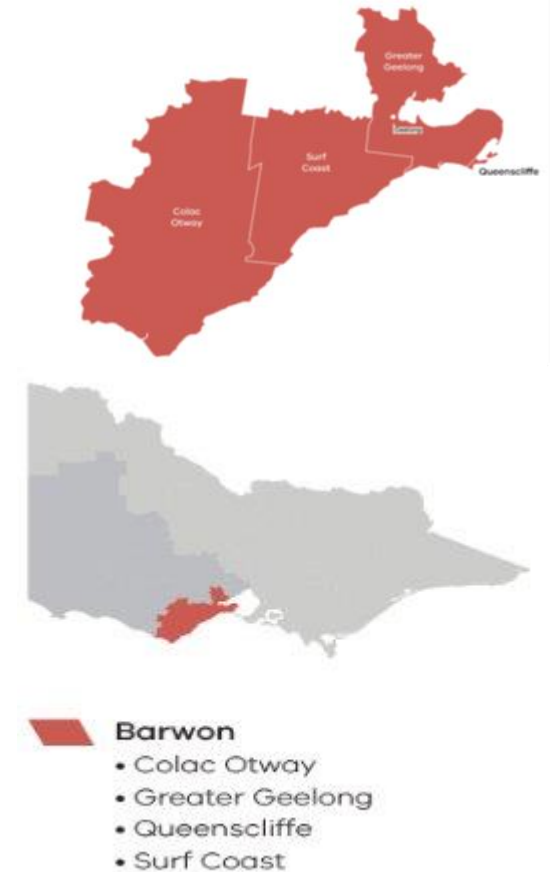
- Commitment and passion to working in the best interest of the young people, the Navigator program and educational re-engagement
- Navigator varies across areas; we are seeking a place-based approach that reflects the needs of the local area
- A collaborative approach between the DE Navigator Team and the Service Provider is critical – this needs to be a true partnership approach
- Navigator is not funded to service all eligible young people, nor is Navigator suitable for all eligible young people – but do expect high demand for service and waitlists
- Innovation and creative approaches to service provision are welcome if you feel they will enhance the existing Navigator service delivery model

# **Part 3: Barwon, Outer East Melbourne and Wimmera South West Navigator - local viewpoints**

# Barwon

Sits across the traditional lands of the Wadawurrung people, and the Gadubanud and Gulidjan people of the Eastern Marr Nation. Many Aboriginal and Torres Strait Islander individuals and families from various other lands call the Barwon Area home.

- Covers 4 Local Government Areas: Colac Otway, Greater Geelong, Queenscliff, and Surf Coast.
- The Department of Education services this Area from the Belmont office.
- Has 16 government 'mainstream schools' (primary-secondary and secondary schools), 4 specialist schools, and 14 non-government schools.
- For the past 3 years there has been a high demand for Navigator and many students are supported in active hold whilst awaiting case management.
- Lavers Hill K-12 College operates a Flexible Learning Option (FLO) Campus in Colac and St Joseph's Flexible Learning Centre (SJFLC) has campuses in Colac and Geelong. Indie School also has a campus in Geelong.
- The Barwon Area Navigator Program has a strong focus on referrals for students accessing Disability Inclusion (DI) support.
- *What is unique or different about Navigator delivery in Barwon area:* there is a large number of alternative education settings available to students in Geelong, however there is a strong focus on returning students to mainstream school before exploring pathways into FLOs and RTOs.

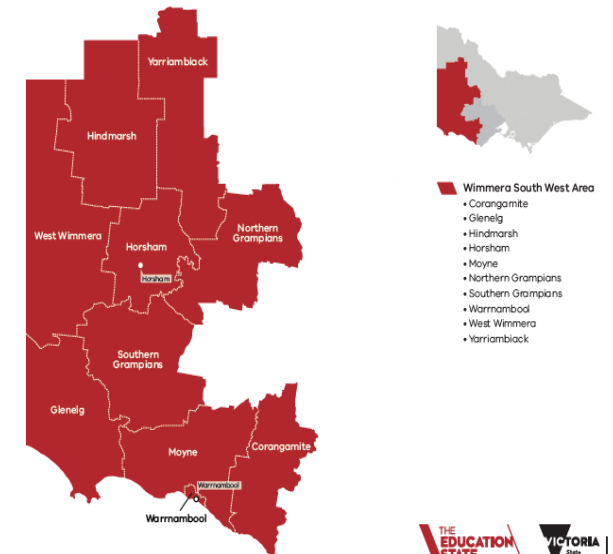


# Wimmera South West

Sits across the traditional lands of the Gunditjmara, Wadawurrung, Dja Dja Wurrung, Eastern Maar, Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples. Many Aboriginal and Torres Strait Islander individuals and families from various other lands call the WSW Area home.

- Covers 10 Local Government Areas: Corangamite, Glenelg, Hindmarsh, Horsham, Moyne, Northern Grampians, Southern Grampians, Warrnambool, West Wimmera and Yarriambiak.
- The Department of Education services this Area from offices based in Warrnambool and Horsham.
- WSW Area has 28 government 'mainstream' schools (primary-secondary and secondary), 7 specialist schools, and 9 non-government schools. Navigator provides support to all eligible students across the Area.
- Horsham College, Portland Secondary College and Warrnambool Secondary College all operate Flexible Learning Options (FLO In-School Programs and FLO Campuses) which can be accessed by enrolled students.
- The WSW Area Navigator Program has a strong focus on supporting students in priority cohorts.
- *What is unique or different about Navigator delivery in WSW area:* the Area is ~42,000 km<sup>2</sup> in size and long travel times are required to service all schools and students.

South Western Victoria Region – Wimmera South West Area



# Outer Eastern Melbourne

Sits across the traditional lands of the Wurundjeri people. Many Aboriginal and Torres Strait Islander individuals and families from various other lands call the Outer Eastern Melbourne area home.

- Covers 3 Local Government Areas – Maroondah, Knox and Yarra Ranges.
- The Department of Education services this Area from offices based in Ringwood and Kilsyth.
- The Area has 24 government and 25 non-government primary-secondary, secondary and special schools with an approximate total of 28,287 FTE enrolments (as at August 2023)
- Croydon Community School and the Yea High School AYCE campus in Bayswater provide flexible learning options for enrolled students. Virtual School Victoria (VSV) provides online study options and there are 3 non-government alternative education settings - Cire Community School, Mountain District Learning Centre and the Indie School.
- Navigator in Outer Eastern Melbourne has a strong focus on supporting increasing numbers of young people with multiple vulnerabilities, including mental health concerns.
- There are pockets of the Area that are more remote than typical metropolitan LGAs –for example access to transport and services in the Yarra Ranges can be challenging for students.

Area Map



## **Part 4: EOI application process and key dates**

# EOI application process

- DE is running three separate EOI processes to seek service providers to deliver Navigator in the:
  - **Barwon DE area from 2025 to 2027 inclusive (approx. funding of \$1,138,000 ex GST per year), and**
  - **Wimmera South West DE area from 2025 to 2027 inclusive (approx. funding of \$838,000 ex GST per year).**
  - **Outer East Melbourne DE area from 2025 to 2027 inclusive (approx. funding of \$988,000 ex GST per year)**
- DE will enter into a single contract for the delivery of Navigator in each of these areas and separate selection processes will be undertaken for each area
- This is a merit based, competitive process
- To be considered, an applicant must demonstrate the ability to begin delivering the service to young people from the beginning of the 2025 (i.e. ready to start supporting students from 1 January 2025)
- Applications from consortia / partnerships are accepted but a lead provider will need to be identified, who will enter into a Common Funding Agreement and be ultimately responsible for program delivery
- To ensure equity for all applicants, questions cannot be responded to verbally (outside of this session), or individually - all questions must be in writing and a response will be added to the *'Navigator Prospective Service Providers Frequently Asked Questions'* document, which is on the Navigator webpage.

# EOI application process

- Submissions must be via a completed *Application Form*
- The Application Form has 5 parts:

Part 1 - Applicant agreement	Please read carefully, to ensure you understand the key requirements expected of the selected service provider
Part 2 – Applicant details	If more than one agency will deliver the program, a lead provider must be selected - this means they are the contract holder and therefore are responsible for the delivery/ budget oversight etc for any funded partners
Part 3 and 4 – Proposed service delivery model and budget	Please review the <i>Navigator Program Overview and Application Information</i> and <i>Navigator Prospective Service Providers Frequently Asked Questions</i> documents for more details on the parameters in which your proposed model will need to operate. Note, the successful applicant’s actual program model and budget will need to be approved prior to contract execution/ implementation and therefore may need to be amended to meet Navigator expectations and minimum requirements
Part 5 - Key Selection Criteria KSC 1 - High Quality Service Model (50%) KSC 2 – Value for Money (20%) KSC 3 – Proven outcomes (20%) KSC 4 – Strong Partnerships (10%)	As above, please review the Program Overview and FAQs documents.  KSC 4 – is <u>not</u> determined by the presence of a partnership/consortia over a single provider. Rather, this is based on demonstrated ability to bring all necessary services to bear in support of a highly complex cohort. This can be achieved through direct service provision and/or strong referral partnerships.



# Key dates

Key Dates	
<b>23 April 2024</b>	Applications open
<b>30 April 2024 (10-11.30am)</b>	Online Navigator Information Session for all interested parties
<b>19 May 2024 at 11.59pm</b>	Applications close - late applications will not be considered
<b>Commencing week of 24 June 2024</b>	Interviews
<b>July/ August 2024</b>	Applicants notified of outcome
<b>August / September 2024</b>	Successful applicant to submit a detailed project budget for approval prior to contract execution
<b>September 2024</b>	If transition to new provider is required, transition planning will commence
<b>01 January 2025</b>	Service delivery under the new contract commences

# PART 5: Q&A

Navigator website:

<https://www.education.vic.gov.au/school/teachers/behaviour/engagement/Pages/navigator.aspx>

Any further questions, please email:

[navigator@education.vic.gov.au](mailto:navigator@education.vic.gov.au)

# Thank you for your interest in the Navigator Program

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