

Navigator Program: Information session for potential Service Providers



Welcome, introductions and housekeeping

Central Navigator Team

Ed Quin (Manager, Engaging Students at Risk Branch)

Lisa Fitzpatrick and Felicity Jackson (Senior Policy Officers)

Area Navigator Team representatives

Theminy Carydias (Service Support Manager, Inner Eastern Melbourne)

Rhiannan Dickson (Service Support Manager, Outer Eastern Melbourne)

Katherine Hodge (Service Support Manager, Outer Gippsland)

Please:

- mute your microphone
- save questions for the end
- note this session is being recorded

Email navigator@education.vic.gov.au

if you need assistance during the session or have any questions after the session

Current Navigator Coordinators

Kerryn Williams: Western Melbourne

Younes Benhim: Loddon Campaspe

What we will be covering in this session

- EOI application process and key dates
- Overview of the Navigator Program
- Navigator Coordinator reflections
- Area specific information
- Q&A

EOI for Service Provision

- Service delivery is to start in Term 1, 2021
- For details and document needed to apply, visit:
<https://www.education.vic.gov.au/about/programs/Pages/navigator.aspx>
- The EOI process is now open and closes 11.59pm, 18 October 2020.
Successful applicants will be contacted in mid-late November
- Submission must be via a completed Application Form
- It is a merit based, competitive process. KSC and weightings are outlined in the EOI Application Form and Overview documents

EOI for Service Provision cont...

- Applications from consortia / partnerships are accepted
- You may apply for multiple areas, however you must submit separate applications
- Common Funding Agreement (2 years @ approx. \$650,000 ex GST p.a) will apply, as will a Service Delivery Plan

About the Navigator Program

Navigator aims to re-engage young people who have disengaged from school, back with education

- For young people aged 12 – 17 years who have attended school 30% or less, for at least one term
- Provides an assertive strengths based outreach service to participating young people:
 - case management
 - Active Hold, i.e. 'light touch case management' for young people who are waiting for case management
- Participation is via referral - anyone can refer a young person
- Continues to work with the young person until they have successfully re-engaged in education
- Commenced operating as a pilot program in 2016 and will be state-wide as of 2021
- Over 5000 young people have participated in Navigator to date

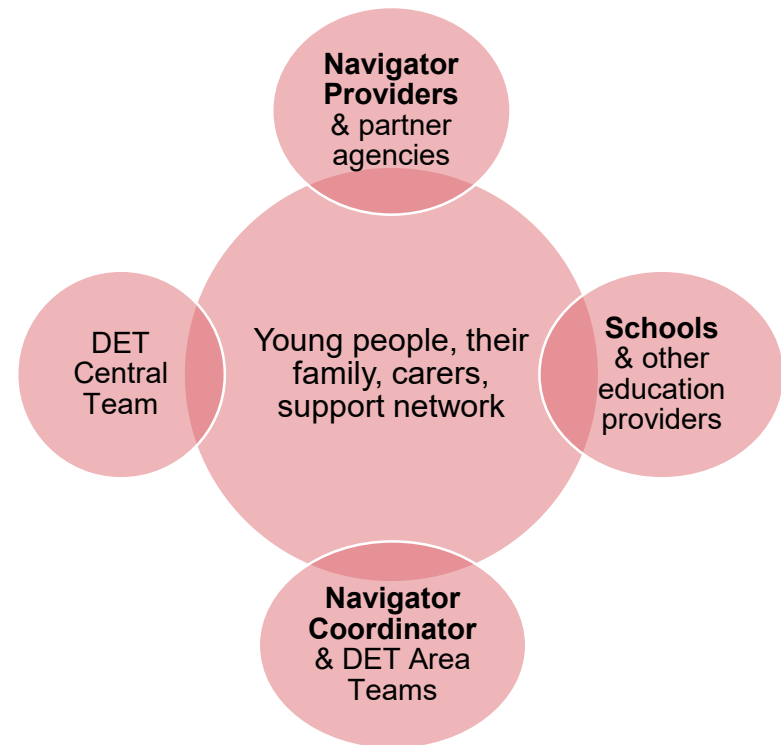
Navigator – a collaborative and partnership approach

Navigator Service Providers – deliver assertive outreach (case management and Active Hold) to participants to support their re-engagement with education*

DET Area Navigator Coordinators – receive referrals, assess eligibility and pass eligible participants onto Service Providers, assist Service Provider to navigate education system and processes, 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

DET Central Navigator team – central oversight, drive consistency of practice, evaluation, reporting



* *The EOI is to appoint Service Providers for our new Navigator areas*

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 in partnership with other community services and education providers to assist the young person to access appropriate supports
- Work collaboratively with Navigator Coordinators, DET Area and central team
- 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 an agreed Service Delivery Plan

Navigator Coordinator's intersect with Service Providers

- Supporting Service Providers to navigate and work within school and education provider systems
- Providing referrals to Service Providers
- Facilitating and fostering relationships with:
 - Koorie Education Support Officers
 - Student Support Services
 - Senior Wellbeing Engagement Officer
 - Regional Education Court Liaison Officers
 - Senior Education Improvement Leaders
 - LOOKOUT
 - Disability Coordinator
 - Community Liaison Officer
- Broader networking and engagement of stakeholders and schools
- Governance, reporting and general support to enable enhanced implementation of the program

The young person's Navigator journey

- Disengaged young people are **referred** to the program
- **Eligible participants** allocated by Navigator Coordinator to Service Provider
- Service Provider **assesses and prioritises** referrals, then
- Commences supporting participants through:
 - **A brief intervention**
 - **Active Hold**
 - **Case management**
- Service Provider works with the young person and their school/ education provider for a **supported re-engagement**
- Service Provider monitors young person's **re-engagement**
- Young people **exit** Navigator program

Key service provisions/ deliverables of the Service Provider

Your application should detail how you will manage these elements

Receive, assesses and prioritise referrals (intake)

- DET priority cohorts include ATSI, CALD background, young people involved in OOHC, child protection, youth justice
- Contact is to be made with all referred participants (and their family, carers, etc, where appropriate), to allow you to adequately assess the young person's needs, readiness to re-engage with education, discuss any immediate needs you can assist with etc. These conversation/s will assist with prioritisation and determine the assertive outreach delivered
- FTE must be dedicated to this function as part of a continuum of support

Key service provisions/ deliverables of the Service Provider

Service provision:

Brief interventions

- Some young people may benefit from one-off, short intervention/s and as a result are able to re-engage with education and learning without needing to receive case management (or be placed on Active Hold)
- Examples include identifying and facilitating access to resources (such as uniforms, text books) or school strategies (e.g. safety plans) that can overcome and resolve attendance barriers

Key service provisions/ deliverables of the Service Provider

Service provision: Active Hold

- Case management services in all existing Navigator Areas are over subscribed, meaning waiting lists are long and young people may be without support
- ‘Active Hold’ is a way to support these young people while they wait for case management.
- It consists of regular and meaningful contact with the young people on your waitlist, and the provision of support, where necessary - Active Hold should be regarded as ‘light touch case management.’
- In many cases, young people have re re-engaged with education directly from Active Hold services
- FTE must be dedicated to this function as part of a continuum of support

Key functions of the Service Provider

Case management

- Intensive, individualised support for a young person
- Aim is to re-engage young person with education as opposed to 'general' support. If this is not likely, or the young person is not at the appropriate stage of readiness, Navigator may not be the right support program for them
- Service Providers work with the young person (and their school) to develop a 'Re-engagement Plan' that outlines goals, aspirations and strategies to overcome disengagement with education
- Case loads vary between Service Providers and is dependant on a number of factors, including their intake/ assessment processes, Active Hold and Brief intervention supports offered, geographical location and access to support services.
- It is expected majority of DET funding goes towards direct service provision

Key functions of the Service Provider

Supported re-engagement

- Re- engagement with education – the key aim of Navigator.
- The Service Provider should work directly with the school (or education provider) to facilitate the young persons re-engagement with education and ensure appropriate supports are in place (such as reduced timetabling, special considerations and strategies the young person may need to enable their continued engagement)
- When the time comes for a young person to Exit the Navigator program, plan a supported exit, in conjunction with the young person, their family/carer, school and ensure relevant supports are in place to ensure benefits and progress made while in Navigator remain
- Follow up with student/education provider to ensure the re-engagement is continuing

Q&A

A FAQ page will be published on the Navigator website shortly

Navigator website:

<https://www.education.vic.gov.au/about/programs/Pages/navigator.aspx>

Any further questions, please email:

navigator@education.vic.gov.au

Thank you for your interest in the Navigator Program