### Navigator EOI FAQs

## Are you accepting additional supporting documentation as part of applications? For example, letters of support, case studies and other information to support the application?

We are not requesting supporting documents, however if you feel they assist you to demonstrate how you meet the KSC, please feel free to provide them and we will consider them in that context.

## What are some of the barriers Navigator Coordinators have experienced while delivering the program?

Geographic spread can be difficult in some areas. Loddon Campaspe has dealt with this by having case managers based in specific areas across the region where there was a high number of student population.

Some parents/carers can be reluctant to participate in Navigator and/or support their child’s reengagement 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 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 the three Areas? Can any data around disengagement and early school leaving be shared?**

The Department expects that demand for Navigator will outstrip supply. The Department is limited in the data that it can release, however publicly available data can be found on the Victorian governments Data Vic website. <https://discover.data.vic.gov.au/organization/department-of-education-and-training>

**What data is available to help inform the level of staff FTE required to support disengaged Koori young people?**

The Department is limited in the data that it can release, however publicly available data, including Government school ATSI enrolments by LGA can be found on the Data Vic website: <https://discover.data.vic.gov.au/dataset/government-school-atsi-enrolments-by-lga>

**What are the caseloads in current Navigator sites like?**

Caseloads differ for each Area and are dependent on varying factors. Current Navigator case managers have caseloads of between 15 – 25 young people, dependent on complexity, level of intervention and type of service delivery model (i.e. their intake/assessment/ brief intervention, Active Hold and case management models and processes).

Navigator works with highly disengaged learners who often present with complex needs and issues. Within service delivery models, complexity is a factor to consider in terms of the proposed model of service delivery. Over the duration of the program we have seen the development of differentiated levels of support to support the variation of complexity in the client population, and in order to address the varying support needs of young people and their families.

**Is there a minimum and maximum time a young person can remain in case management and active hold?**

Due to the complexities and variance of different cases, it is not possible to prescribe the length of time a young person to remain in case management or Active Hold. Service providers are expected to hold case conferences for their participants after 6 months of support, to assess if Navigator remains the right program for the young person.

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

|  |  |  |
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| **Region** | **DET area** | **Service Provider** |
| North West Victoria Region | Hume Moreland | Jesuit Social Services |
| Mallee | Northern Mallee Local Learning and Employment Network |
| Loddon Campaspe | Anglicare |
| North East Melbourne | Jesuit Social Services |
| South West Victoria Region | Central Highlands | Berry Street |
| Western Melbourne | Anglicare |
| Brimbank Melton | Jesuit Social Services |
| Wimmera South West | Anglicare Victoria |
| Barwon | Barwon Child Youth and Family Services |
| North East Victoria Region | Goulburn | Bridge Youth Services |
| Ovens Murray | Junction Support Services |
| Inner Eastern Melbourne | Navigator not yet operating |
| Outer Eastern Melbourne | Navigator not yet operating |
| South East Victoria Region | Bayside Peninsula | Mission Australia |
| Southern Melbourne | South East Local Learning and Employment Network |
| Inner Gippsland | Berry Street |
| Outer Gippsland | Navigator not yet operating |

**What funding is available to deliver the Navigator program for each?**

Please refer to the EOI Program Overview and Application form for details regarding funding available.

**What might some of the specific cohorts of students that are likely to be involved with Navigator in the Outer Eastern Melbourne Area be?**

Students in the Outer Eastern Melbourne Area who are experiencing disengagement from education typically have similar challenges to young people in other DET Areas. These may include issues and risk factors relating to their family, community, personal and school circumstances. There is also a great diversity of socio-economic status across the Outer Eastern Melbourne Area.

**How does DET measure success of the program – what are the KPI’s and reporting requirements?**

DET collects data about the Navigator program and uses this to assess the impact and success of Navigator. As indicated in the EOI Program Overview and Application form, specific KPI’s will be discussed with selected Service Providers. All Service Providers will develop a Service Delivery Plan in consultation with DET, which will outline the agreed KPI’s and will be expected to provide reports and data to DET when required.

## Prepared 29 September 2020