# Navigator

## Application Form

## Introduction

The Navigator Program (Navigator) is a Department of Education and Training (Department) initiative that provides intensive case management and assertive outreach support to young people who have disengaged from education. The service is delivered by community agencies that work closely with local schools and Area teams to support young persons aged 12 - 17 to re-engage back into education.

Navigator currently operates in 14 areas across the state, and in January 2021, the program will commence in Victoria’s final three Department [Areas](https://www.education.vic.gov.au/about/department/structure/Pages/regions.aspx) of **Outer Gippsland, Inner Eastern Melbourne** and **Outer Eastern Melbourne** ([see link for Department Area boundaries](https://www.education.vic.gov.au/about/department/structure/Pages/regions.aspx)).

The Department is seeking applications from interested service providers to deliver Navigator service in each of these three new Areas. Community agencies may apply to deliver services in more than one Area, but must submit separate, area specific applications. The Department will enter a single contract for the delivery of the Navigator program in each Area, however applications will be accepted from individual providers or a consortium.

Applicants are eligible for funding of approximately **$650,000 excl.GST (actual amount TBC)** per area, per annum for the period January 2021 – December 2022. Actual funding amounts will be agreed with successful applicants based on the rigour of the service model and the demonstrated capabilities of the service provider. Service provision is to reach eligible young people wherever they are located within the Area.

Navigator Service Providers (i.e. the successful applicants) will be supported by the Department through provision of relevant data regarding student disengagement in the local Area. Navigator Service Providers will work closely with the Department’s Area-based multi-disciplinary teams to effectively engage and refer disengaged students.

Working closely with Area multi-disciplinary teams will also enable Navigator Service Providers to strengthen links with schools and other service providers, including LOOKOUT Education Support Centres. Navigator Service Providers will be expected to work collaboratively with any relevant youth local area partnerships and Local Learning and Employment Networks.

## Instructions and eligibility to apply

**Before completing this form, applicants should read the** [**Navigator Program Overview**](https://www.education.vic.gov.au/Documents/about/educationstate/Navigator-Program-Overview-Pack-2020.docx)**.**

To be eligible for funding, applicants must:

* complete the application form
* provide all required supporting documentation (see Required Documentation below)
* comply with stated timelines (see Key Dates below)
* be incorporated entities and able to supply appropriate Certificate of Incorporation and verification of Insurance
* hold appropriate insurance that indemnifies for liability for *child abuse* (see [*Victorian funding requirements for services to children fact sheet*](https://edugate.eduweb.vic.gov.au/Services/ServiceAgreement/_layouts/15/WopiFrame.aspx?sourcedoc=/Services/ServiceAgreement/Documents/Victorian%20Funding%20Requirements%20for%20Services%20to%20Children%20Fact%20Sheet.doc&action=default) for further information)
* be able to operate locally (that is, be able to operate from within and across the relevant Area)
* demonstrate capability, knowledge and understanding of local communities and issues, and experience in providing services to local communities
* demonstrate knowledge, understanding and experience working with disengaged young people and responding to barriers to education
* employ suitably qualified and/or experienced personnel to deliver Navigator services, with a mix of training or relevant experience in teaching, youth work or social work. Expertise in psychology or community health and working with people with mental health issues will be an advantage. Staff will be expected to be employed in accordance with Department of Education and Training terms and conditions, including securing a valid Working with Children Check, and the assurance of availability of adequate professional supervision and professional development opportunities for all program staff
* demonstrate cultural competence including an awareness of working with people from culturally and linguistically diverse backgrounds, including those from Aboriginal and refugee backgrounds. Employing staff who are culturally appropriate for key cohorts within the local area (e.g. Aboriginal and Torres Strait Islander young people) will be an advantage.

**Note: Applications will be assessed for each Area separately. Applicants seeking to cover multiple Areas must submit a separate application for each Area.**

Applications are to be addressed to the Central Navigator Program Team and submitted via navigator@education.vic.gov.au by **11.59 pm, 18 October 2020.**

**Partnerships**

A broad collaboration of organisations is often required to deliver the full continuum of services to ensure that disengaged young people have access to the support they require. Similarly, to deliver the Navigator service components, Service Providers are encouraged to form a consortium with other organisations. This may include partnerships with community groups, Aboriginal Community Controlled Organisations, schools and other service providers, and may be an existing partnership in the service delivery Area. This can also ensure relevant expertise, full geographical coverage and wrap around support models are provided to young people in the Navigator program.

If a group of organisations wish to partner to deliver Navigator in an Area, one organisation must be nominated as the lead organisation. The nominated lead organisation is to submit the application documentation on behalf of a partnership/consortium, and if successful, enter a contract with the Department.

Organisations that form partnership arrangements may or may not choose to be co-located with partner organisations. Any partnership arrangements must be fully collaborative with a united public face, to enable young people and other key stakeholders to easily identify where to go for services.

| Key Dates |
| --- |
| 16 September 2020 | Applications Open |
| 22 and 24 September 2020  | Navigator Information Sessions |
| 18 October 2020  | **Applications Close** |
| By late-November 2020 | Applicants notified of outcome |
| January 2021 | Successful Applicants to commence service delivery by commencement of Term 1 |

**Areas**

In 2021, Navigator will be implemented in the following Victorian Areas:

* Outer Gippsland
* Outer Eastern Melbourne
* Inner Eastern Melbourne

\*See [**Navigator Program Overview**](https://www.education.vic.gov.au/Documents/about/educationstate/Navigator-Program-Overview-Pack-2020.docx)for a map of these Areas

**Selection Process**

The key objective of the selection process is to identify eligible applicants who are best able to: deliver the specified Navigator services; demonstrate local knowledge and innovation; and provide a value for money service.

A selection panel will assess all applications against the Key Selection Criteria. The Department may invite shortlisted applicants for an interview.

Applicants will receive an email confirming receipt of their application and will be informed in writing of the selection panel’s final decision. As outlined in the Key Dates, it is planned that all applicants will be advised of the selection panel decision by late-November 2020.

**Required Documentation**

* A completed **Application Form** (sections 1-4), including the **contact details of two referees** who can attest to the applicant’s ability to deliver the Navigator services
* **Documentation attesting financial viability.** This should include an audited and complete statement of the most recent financial year.
* A statement detailing any **real or potential conflict of interests** (if any exist) and details on how these conflicts can be managed**.**

## APPLICANT DETAILS AND RESPONSE

## section 1

### Eligibility and Area that this Application relates to (select one, delete others)

| DET Area - select one, delete irrelevant areas |
| --- |
| Outer Gippsland Outer Eastern MelbourneInner Eastern Melbourne |

| Confirmation of eligibility |
| --- |
| Is your organisation eligible to apply for this funding, as specified under “INSTRUCTIONS AND ELIGIBILITY TO APPLY" (page 1 & 2 of this document) |

## section 2

### Applicant contact details

| Lead Service Provider details: |
| --- |
| Organisation name: |  |
| ACN and /or ABN |  |
| Organisation address: |  |
|  | Postcode: |  |
| Contact person (name and position) |  |
| Phone number: |  |
| Email address: |  |

### Other Organisations involved in partnership/consortium (where applicable)

| Other Service Provider details: |  |
| --- | --- |
| Organisation Name | Organisation Address | Role in Partnership/Consortium | Type of Agreement in place (MOU, formal sub-contracting agreement) | How the organisation strengthens service response |
|  |  |  |  |  |
|  |  |  |  |  |

### Referees who can attest to the applicant’s ability to deliver the Navigator service

| Referee details: |
| --- |
| Referee Name | Contact details (email and phone) | Relationship to Applicant |
| 1. |  |  |
| 2. |  |  |

## section 3

### Proposed Program Budget

Please detail your total proposed program budget

|  |  |
| --- | --- |
| Funding source | Amount sought / committed  |
| DET funding: Approx $650,000 ex GST available(exact amount TBC) | *Enter amount sought here*$ |
| Additional funding committed: | *Enter total additional funding here*$ |
| In-kind support committed:  | *Enter total in-kind support here* $ |
| **TOTAL PROPOSED BUDGET:**  | $ |

| Additional funding:  |
| --- |
| Funding source | Amount | How will these funds be used to contribute to service delivery? |
|  |  |  |
|  |  |  |

| In-kind support:  |
| --- |
| Type of support committed  | Value | How will this contribute to service delivery? |
|  |  |  |
|  |  |  |

### Proposed Program Expenditure

Please detail how you anticipate allocating and expending your total program budget.

Please note Service Providers are expected to keep administration costs to a minimum and maximise frontline FTE

| Item | Description  | Amount |
| --- | --- | --- |
| Staffing costs (including superannuation and work cover for period of employment) | *Detail your breakdown of program staff, including how many case managers and active hold staff (EFT) will be employed?*  |  |
| Office Space and associated expenses (e.g.: utilities) |  |  |
| Administration Costs (e.g. stationary, printing, marketing) |  |  |
| Brokerage |  |  |
| Program subcontractors (payments to other organisations) | *Please specify the intended use of these funds*:  |  |
| Management and Overheads | *Please itemise and detail* |  |
| Other costs: | *Please itemise and detail* |  |
|  |  |  |
| **TOTAL:** |  | **$** |

## section 4

### Key Selection Criteria

| KSC 1: High Quality Service Model (30%) |
| --- |
| Please describe how you propose to:* Deliver a service model that contains all the Key Service Components (as outlined in the [Program Overview](https://www.education.vic.gov.au/Documents/about/educationstate/Navigator-Program-Overview-Pack-2020.docx), Table 2), in order to re-engage young people back into education
* Deliver the Navigator program outcomes
* Work with vulnerable young people and their families and ensure appropriate and specialist support to cohorts relevant to the Area (e.g. Young people from a CALD or ATSI background or involvement with Youth Justice or Child Protection systems or in out-of-home care)
* Provide strengths based differentiated support, including through case management and Active Hold
* Manage demand for service, including through prioritisation of referrals, intake processes and strategies for young people not engaging with or responding to the program
* Work with local support services to ensure the model can be delivered locally
* Ensure staff are provided with adequate clinical and professional supervision

Please include relevant processes / frameworks around engagement in relation to the model, including assertive outreach and engagement with young people and schools*(1500 words max)* |
|  |

| KSC 2: Proven Outcomes (25%) |
| --- |
| Please demonstrate and provide evidence of:* Your experience in successfully delivering a service that utilised strengths-based outreach and case management to re-engage young people who have disengaged from education
* Your experience in delivery of a similar service (particularly in the local area you are applying for)
* The outcomes (qualitative and quantitative) that you achieved as a result of this service delivery (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 ATSI or CALD backgrounds, or those involved in the Youth Justice, Child Protection systems, or in out-of-home care
* Implementing processes for prioritisation of referrals, managing demand for service, 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)* |
|  |

| KSC 3: Strong Partnerships (25%) |
| --- |
| The Navigator program model is underpinned by its partnership between the community sector, DET and education providers.* Please demonstrate examples of your successful working relationships with relevant local agencies in this local area.
* Please demonstrate your capacity to work in close partnership with government departments, service providers, schools/education providers and other agencies to provide a holistic service that supports young people re-engagement with education.

*(800 words max)* |
|  |

| KSC 4: Value for Money (20%) |
| --- |
| Please detail what the Department will receive if you are funded to deliver the Navigator program in this Area and describe how the proposal provides value for money. Please specify:* the estimated number of young people that will be supported with direct case management (total over the contract period, plus estimated point in time maximum)
* the estimated number of young people that will be supported via Active Hold (total over the contract period, plus estimated point in time maximum) *\*noting that providing light-touch case management to eligible participants is required*
* the estimated number (or percentage) of young people that you anticipate successfully exiting the program (with timelines)
* the extent to which service components will be delivered
* expected outcomes
* proposed case load per case worker, active hold and any other intake/ assessment staff (FTE)

*(800 words max)* |
|  |