

Civic Assist's Youth Street Crew After Hours Program



In partnership with Civic Assist



This project evaluated Civic Assist's Street Crew program. Street Crew aims to support at risk youth aged 12-24. Over 2,000 hours of time are dedicated annually by staff, volunteers, and health professionals. A shift in resource allocation was evident, with time spent on coordination decreasing to 46% and volunteer hours growing by 17%, showcasing enhanced community involvement and efficiency.

The program's standout feature is its extensive engagement, notably with Aboriginal and Torres Strait Islander youth, maintaining a consistent high rate of 15.4% engagement within this demographic, signifying the crucial support role of the Street Crew program. Results underscore Street Crew's role in safety enhancement during 'social after hours' (6 pm-11 pm Thursday). This success is measured through various parameters, including contact hours, meaningful engagements, disclosed areas of concern, and feedback from stakeholders. The program's ability to reduce major incidents during peak trading hours and enhance an overall sense of safety is evident.

Analysis highlighted the program's multifaceted support, addressing schooling, health, safety, and relationships while offering frontline support. Increased engagement, decreases in coordination hours, and increased volunteer participation all demonstrate the efficiency of Civic Assist's Youth Street Crew After Hours Program.

The results highlight the program's success in enhancing safety during 'social after hours', notably reducing major incidents. Over 200 disclosures annually indicated

a growing demand for specialized support, covering diverse concerns from family relationships to mental health and drug abuse.

This report provides evidence of the program's effectiveness. Civic Assist's Youth Street Crew After Hours Program provides crucial support and referral pathways, especially for Indigenous youth. The results stress the need for continued program support, expansion, and additional assistance for program staff, highlighting its essential role in aiding vulnerable youth in the Toowoomba CBD and its fringe areas.



- **Community involvement grew to 17%**
- **There was a 15.4% engagement from Aboriginal and Torres Strait Islander youth**
- **More than 200 disclosures were collected**