

Resolve

Resolve is an early intervention youth case management and diversion program



Griffith
UNIVERSITY
Queensland, Australia



Resolve works with young people aged 10 to 16 years who are at risk of entering the Youth Justice system.

The key focus is on young people who are displaying early signs of anti-social and offending behaviours. Most young people we support are just starting to come into contact with police and may be experiencing the court system for the first time.

Resolve aims to divert young people from the justice system by helping them get their lives back on track.

Program evaluation

An interim evaluation by Griffith University focused on assessing program effectiveness in meeting the needs and improving the lives of Logan young people.

It incorporated analysis of outcomes measures, participant observation and interviews with participants, staff and community stakeholders.

The evaluation covers the period from June 2022 to April 2023.

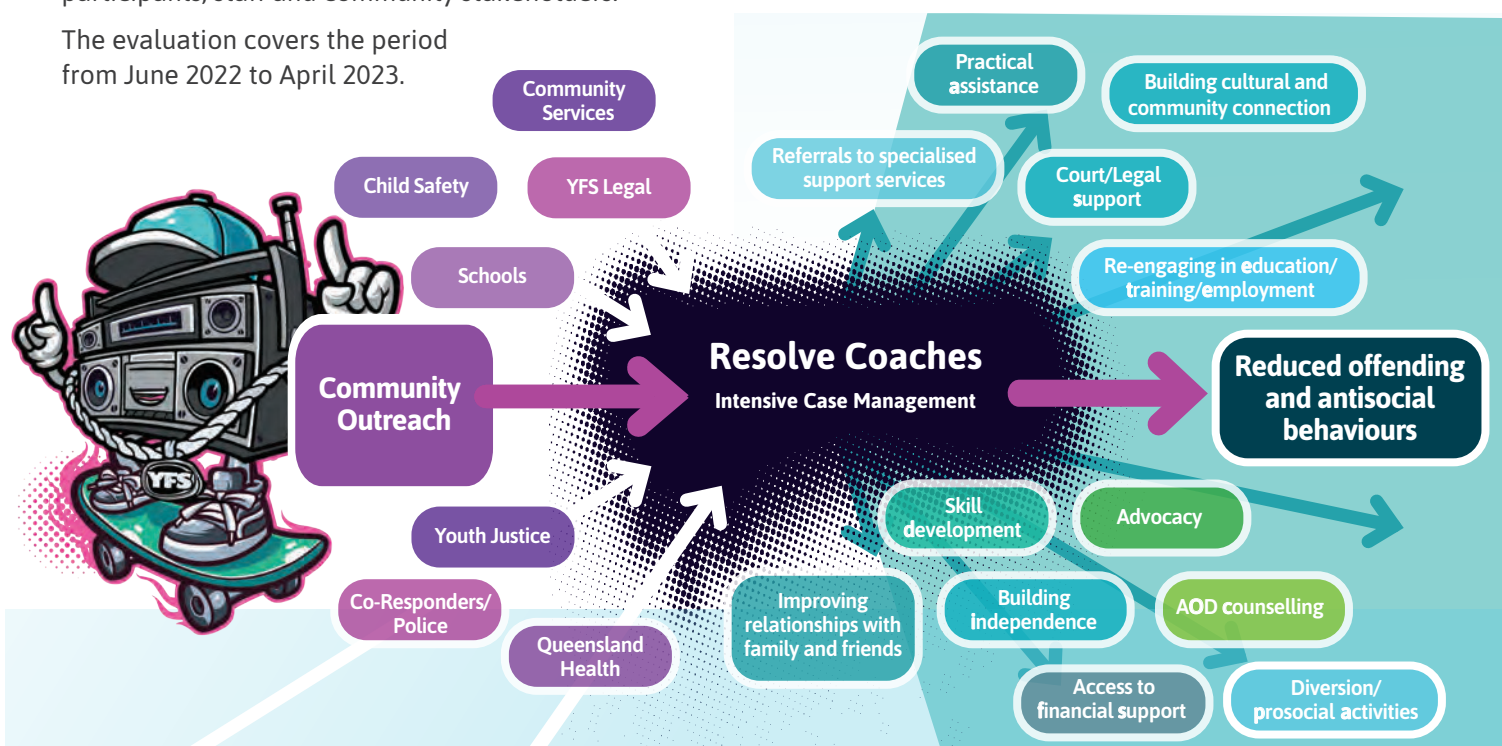
The Resolve model

Traditionally responses for at-risk young people are fragmented and often only engage with people who are already in the justice system.

The Resolve program engages with young people early. Through intensive case management, coaches assist young people to achieve their goals by providing individual, practical and well-planned assistance focused on the factors that contribute to their offending behaviours.

Working with a flexible, and strengths-based approach, co-designed with young people, the coaches guide and support young people to get their lives back on track.

Throughout the program young people gain access to specialised support services and are provided guidance to help them re-engage and reconnect back to their community.



Progress to date

In the first 11 months of operation, Resolve:



had 1,129 outreach contacts across six different locations



completed 17 diversion opportunities introducing young people to safe pro-social activities



provided one on one coaching to 65 young people.

Key findings:

The evaluation found Resolve is effective in creating positive change in the lives of young people in Logan, citing improved:

- connections, participation and sense of belonging
- engagement in the community
- sense of safety
- life skills
- physical and mental health
- quality of life
- trust and resilience
- hopefulness, sense of agency and confidence.

There was also significant reduction in risk levels related to housing, drug and alcohol use, and anti-social and offending behaviours.



Voices of young people

"My coach just proved to me that she is really trustworthy and that she is there for me so that made me happy in trusting her."

"My coach opened my mindset to try new things and leave the old me behind. My confidence changed and I got a paid job."

"My coach wasn't trying to put thoughts in my head. She wasn't saying that I should change because it would be beneficial for my grandparents like all the others did. She said I should change for myself."

"When I first met my coach, I was very suicidal and I did not like that at all. I feel like she helped me stop because when I was working with her, I didn't want to hurt myself at all. I have learned that it's always best to show your feelings rather than hide them and that hurting yourself is not the best option, loving yourself is the best option."

"I used to break the law and I didn't really see how much I was hurting my nan. I understand now that I actually need to change to keep her and my sister safe."



Early outcomes

Of those young people who closed with the program: ¹



81%
had met their
goals or needs



94%
improved their
level of hope



78%
improved their
life skills



84%
improved their
wellbeing



Case Story Cameron*, 13 years old

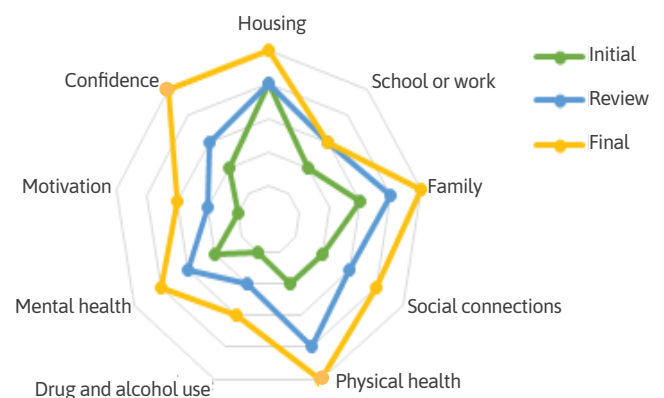
Cameron was consistently engaging in antisocial behaviours. His hobbies included riding his scooter around the local shopping centre and smoking in the park near his house.

Cameron found out about Resolve through a friend and referred himself to the program. Working with a Resolve coach, Cameron had challenging discussions about his behaviour. He also had the opportunity to participate in various diversion activities. These experiences influenced positive change for him.

His offending behaviours reduced and his relationship with his parents is better. He has now found alternative ways to get the adrenaline rush he seeks that don't put him at risk of entering the youth justice system.

*Name changed for privacy

Cameron's Outcomes Star



¹ Data provided by YFS

Key elements for effectiveness:

The evaluation identified success factors including:

- transport assistance for facilitating access
- engaging, interest-based and recreational activities for youth engagement
- the development of respectful, trusting and constructive relationships
- the accessibility, flexibility and reliability of coaches
- one on one coaching tailored to the individual goals, needs and circumstances of each participant
- building young people's personal, social and relational capabilities as the foundation for tangible outcomes in engagement in education, training and employment
- soft entry approaches to intensive support
- interagency collaboration
- embedding the program in a larger, well-established service (YFS) with strong community links and opportunities for ongoing service provision.

The evaluation found Resolve was highly effective and could serve as a role model for similar initiatives aimed at engaging disenfranchised youth.

Case Story Izzie*, 15 years old



Izzie was disengaged from school and was at risk of entering the justice system. He was mixing with peers who were encouraging illegal activities, and he had come to the attention of police for property damage and being involved with stolen cars.

Izzie's Resolve coach supported him to re-engage in education, helping him secure a paid traineeship in construction. His coach went above and beyond to assist him to settle into the routine of full-time work – supporting him to wake up and get organised every day, arrange transport to and from work, and helping him advocate for himself with regards to his placement.

Izzie is now about to finish his course and transition into a two year apprenticeship.

He has gained confidence, has made new friends at work, and is no longer engaging in anti-social behaviours.

His relationships with his extended family have also improved and he is learning more about his First Nations culture.

*Name changed for privacy

Challenges:

A lack of access to affordable housing was identified as a community-wide need that requires a more comprehensive response than Resolve can provide.



Future considerations:

- The outreach strategy adopted by the Resolve coaches, whilst effective in engaging at risk youth, was viewed as insufficient to address the scale of community concerns and needs.
- Participants advocated for more flexible timeframes as some young people would benefit from more time in the program.
- To repair the neurodevelopmental pathways damaged by early adversity requires high levels of relational support with many touch points.

For more information contact resolve@yfs.org.au

YFS acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and the traditional owners of the land on which we meet and work.



Resolve is a joint initiative from YFS, Griffith University, Over Rise Foundation and Queensland Police Service. Our key community partners are Logan New Directions, Ted Noffs Foundation, The Street University and ATSIHS.

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