



# Southern Grampians Glenelg Primary Care Partnership

## COLLABORATION FOR COMMUNITY RESILIENCE (COVID 19)

Understanding the complexity of community impacts and adaptations to build community resilience in the face of COVID 19.

### Background

The Southern Grampians Glenelg Primary Care Partnership (SGGPCP) is committed to working together to **mobilise community-led action** to build **healthy, resilient and thriving communities**. SGGPCP recognised that the resilience of the Southern Grampians and Glenelg communities in South West Victoria in the face of COVID 19 could be strengthened by organisations having collective knowledge and advocacy of the needs of the community. The leadership platform of SGGPCP alongside the established network of trusted relationships, local knowledge, agility and adaptability were key assets that enabled SGGPCP to lead a local collaboration.

An existing network, RASnet (Rural Adjustment and Support Network) was established by SGGPCP in 2006 for cross sector organisations to be networked and align their support efforts for the community in response and recovery to drought. This group has continued post drought to maintain relationships to monitor and support our rural communities through any key changes it was facing. RASnet was broadened and accelerated in recognition of the value of the existing relationships and structures to collaborate local efforts to enhance community resilience in response to COVID 19. The network was renamed to represent the current situation to Collaboration for Community Resilience (COVID 19) - C4CR.

### Method

With the aim to develop a shared understanding of the impacts of COVID 19, identify gaps and opportunities, the C4CR network began meeting in April 2020. The complexity and connections between the impacts identified by the group necessitated the need for a sophisticated approach. As a result Causal Loop Diagrams (CLD) were used to visually represent the influences and connections. Four sub-CLDs and narratives were produced as well as an overall visual representation of the whole system (pictured below) showing how these impacts interact with some of the stories alongside the map to indicate the rich nature of each factor. These valuable diagrams were then used by the Network to continue to understand and track changes to the system as restrictions eased, as well as using our shared understanding of the system, to build a better and more resilient community into the future as part of recovery.

### Casual Loop Diagram: Factors influencing resilience of the of Southern Grampians & Glenelg communities throughout COVID 19 (March - Sept 2020)

#### A story of recommencing community activities

Throughout the pandemic, we've seen many sports and community activities stop and start due to lockdown and restrictions. Our community identified top down leadership is decreasing levels of community empowerment and future vision which is in turn decreasing the ability of clubs to recommence. The restrictions themselves are ever changing, making for a rapidly changing situation and messaging, furthering the difficulties clubs and community groups are having recommencing their service/activity.

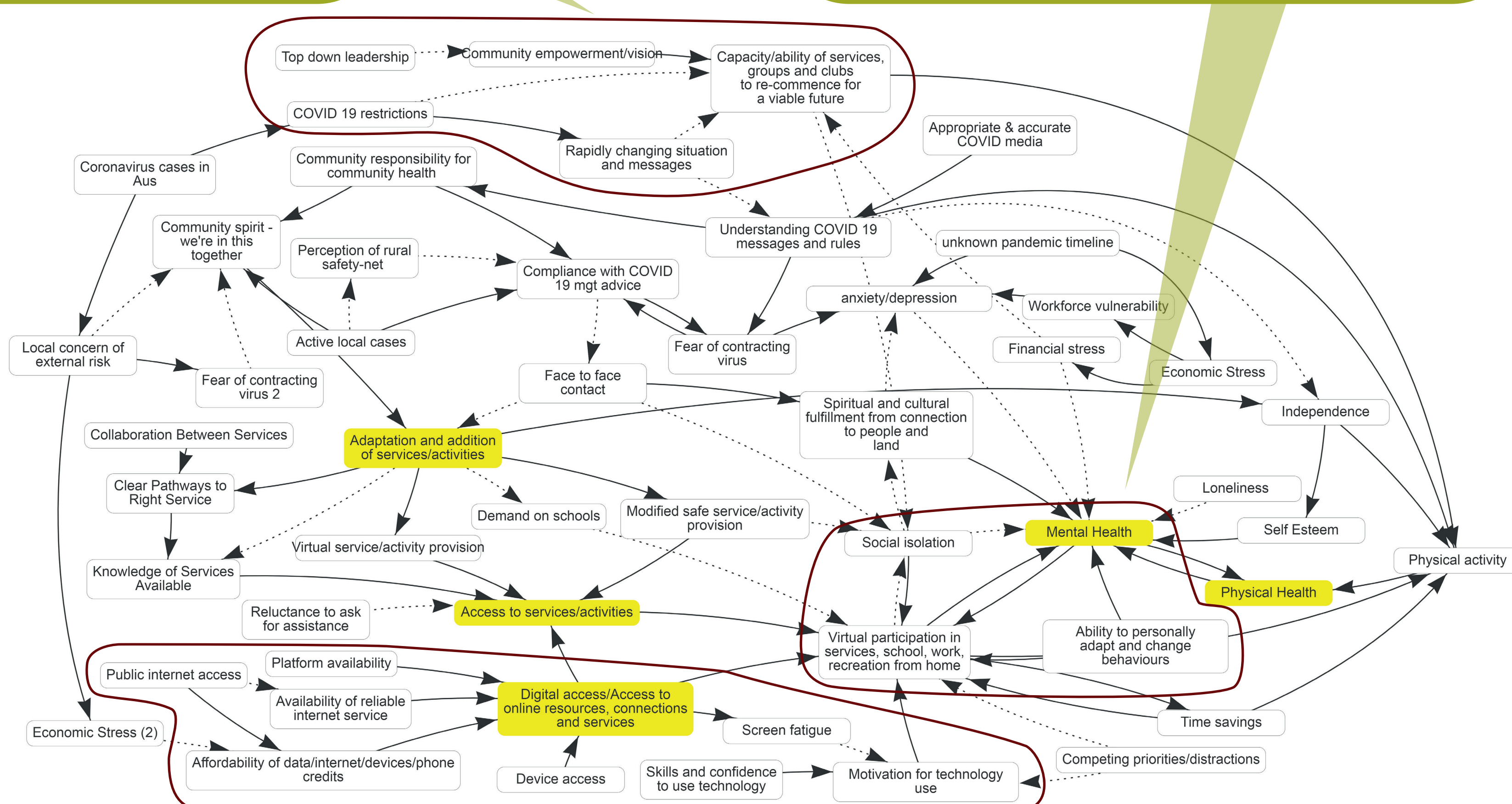
#### A story of virtual engagement for better mental health

Mental health is a central point in this map, indicating it has strong influence on the system and is strongly influenced by a large number of variables. We heard that as people's mental health increases, they are more likely to participate in virtual activities to remain stimulated and connected. Therefore, they are less socially isolated and are living more fulfilled lives due to connection with people and culture. This then reinforces positive mental health.

#### A story of the importance of digital access

Digital access has become more important than ever before during the pandemic. This part of the map highlights how digital access can be influenced, and influence our participation in life during COVID-19 times. Public internet access, often relied heavily upon in rural areas, was not as accessible due to movement restrictions and closures of services like libraries and community centres. A decrease in public internet access highlighted the impact of affordability of devices and internet, and device access has on people's connection to online resources and services.

For those with no access issues, having access often meant spending more time on devices therefore causing some screen fatigue. Screen fatigue lowered our motivation to use technology and therefore impacted on levels of virtual participation. Levels of skills and confidence in the digital world also have an impact on motivation for technology use.



#### How to read the systems map

##### Positive Connection (Solid Arrow)

Change in same direction  
As A Increases - B Increases  
As A Decreases - B Decreases

##### Negative Connection (Dashed Arrow)

Change in opposite directions  
As A Increases - B Decreases  
As A Decreases - B Increases

### Highlighting the value of SGGPCP

The establishment and implementation of the C4CR network highlights the valuable role of the PCP platform. With established, trusted relationships, SGGPCP has a history of innovation to initiate new ways of working with the partners and stakeholders. As a result, participants trusted SGGPCP to guide the discussion and expose the group to new approaches. SGGPCP has strong external partnerships which have increased the capability of the partnership to respond proven by implementation of CLDs with this network which result from a strong relationship with GLOBE at Deakin University. SGGPCP is agile and has the ability to adapt to new challenges unlocking the capability to pivot existing work to respond to urgent needs. Particularly at a local level.

### Outcomes

- Shared Understanding
- Fostering cross sector collaborations
- Service access
- Documenting the story
- Informing future planning and frameworks
- Highlighting the value of partnership approaches
- Facilitating action
- Development of a Social Recovery Advice document

Further Information  
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