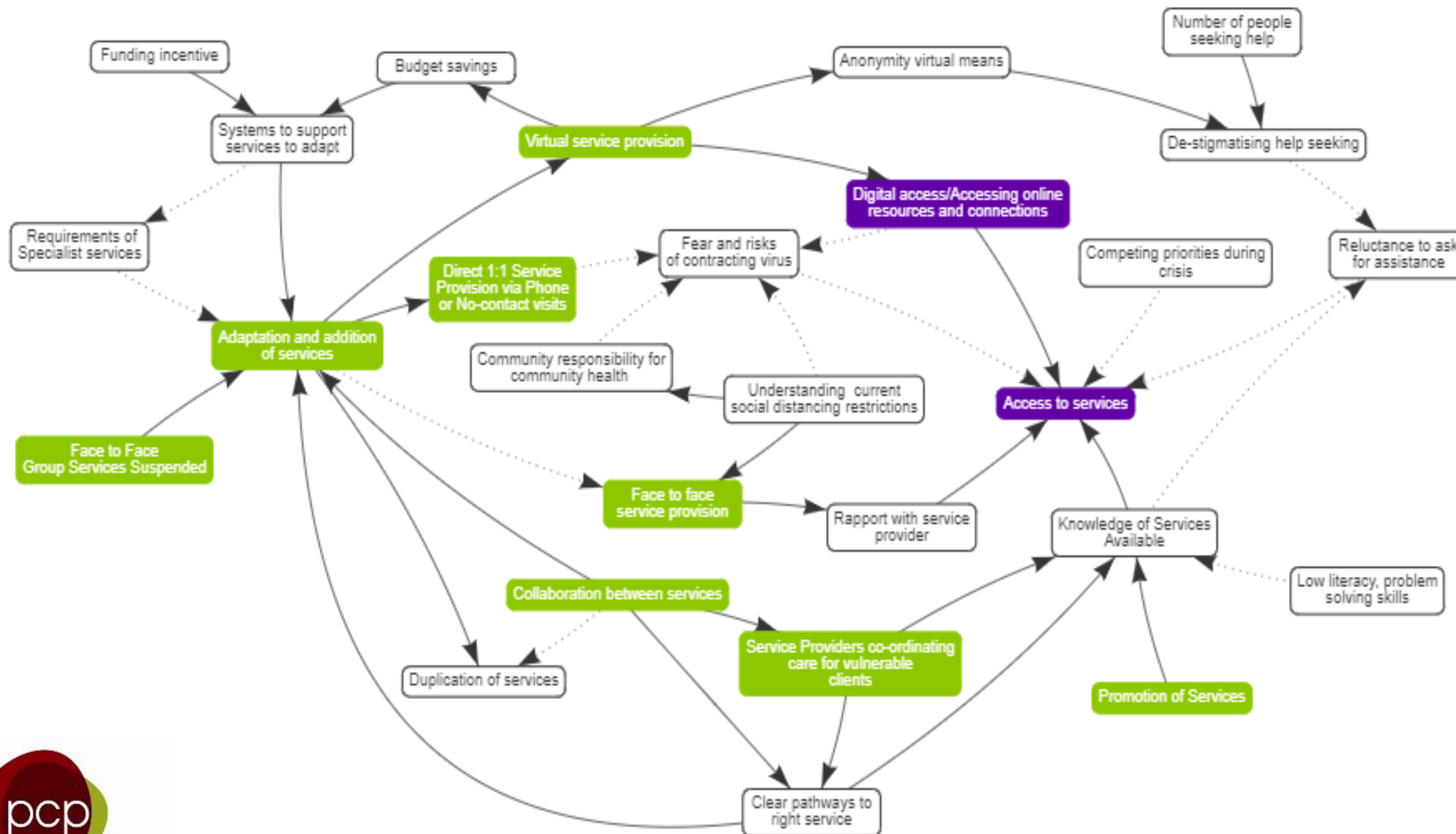


Collaboration for Community Resilience - COVID 19

Summary Paper : Meeting 4 May 6, 2020.

Detailing the Impacts around Access to Services



The impact of **Access to Services** was translated into a Causal Loop Diagram (CLD) by the group in recognition of the complexity and connections between the factors and variables. This CLD also shows connections to the other factors discussed in previous meetings. There were many and varied discussions around access to services shared by meeting participants. Some of the stories captured are explained further below:

One of the main stories centered on **adaptation and addition of services**. Services were adapting in a range of ways (eg using digital appointments, rearranging waiting rooms, strict criteria for face to face visits including temperature checks). The increase in **funding incentives** and **support systems** has caused an increase in **adaptation and addition of services**. There were positive stories focusing on the **increase in virtual service provision** causing an **increase in anonymity** which has caused an **increase in de-stigmatising help seeking** which has led to a decrease in **the reluctance to seek help** increasing **access to services**. However this is causing a decrease in **face to face contact** leading to a decrease in **rapport** which is leading to a decrease in **service access**.

The interesting story around enablers and barriers around **adaptation and addition of services** depicts a feedback loop. This loop shows that an increase in **the systems to support services to adapt** causes an increase in **adaptation of services** which has resulted in an increase in **virtual service provision**, causing an **increase in budget savings** which increases **systems to support services to adapt** thus closing that loop.

An increase in **collaboration between services** has resulted in an increase in **services providers co-ordinating care for vulnerable clients** leading to an increase in **knowledge of services** resulting in increased **access to services**.

The identified impacts are represented in purple, actions in green and gaps in orange with all other factors and variables in white