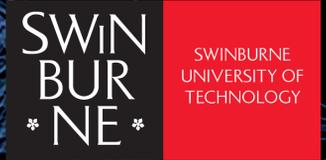




# Making the Invisible Visible

## Understanding the Value of Southern Grampians Glenelg PCP in the Context of the Coronavirus Pandemic



The Southern Grampians Glenelg Primary Care Partnership (SGGPCP) located in South West Victoria is committed to working together to mobilise community-led action to build healthy, resilient and thriving communities. During the coronavirus pandemic, SGGPCP quickly pivoted to lead a range of networks and activities to create a space to learn from each other, unpack the impacts of the pandemic on local communities, and work together to respond.

SGGPCP identified the increase in participation in SGGPCP facilitated networks and activities in comparison to before the pandemic. Hence, SGGPCP partnered with Swinburne University to understand the the value of SGGPCP's partnership facilitated networks and activities. The project employed social network analysis to understand the value of SGGPCP's partnership facilitation role for building community social capital during the coronavirus pandemic.

### Method

**Participants:** 38 representatives from 20 partner agencies and stakeholders. Participants represented diversity within agencies with participants from direct care and practitioners, managers and directors. There was an average of 5.6 years tenure with 87% identifying as female and 13% identifying as male.

**Design:** the project consisted of two main phases being semi-structured interviews and a survey.

## Trust in Coordinating Body

### Trust

#### The survey asked respondents to rate trust in SGGPCP

- 92% of respondents scored SGGPCP above 5 (of a possible 7) on ability (skilled and competent), 89% on benevolence (treating partners in a positive manner) and 92% on integrity (adherence to principles such as commitment).
- Trust in SGGPCP and learning are highly correlated (0.81)
- Trust was positively related to seeking advice from others in the network
- Seeking advice was positively related to learning

### Benefits of Partnering:

#### The survey asked about the benefits of partnering with SGGPCP

- **Networking and Partnership opportunities:** Linking with others, creating partnerships, diversity.
- **Knowledge and Ideas sharing:** Gaining local knowledge and shared understanding, increasing knowledge through research, data and relationships, testing ideas.
- **Collaboration:** Working together
- **Increased Capacity:** Backbone support, facilitation skills, expertise, academic rigour

## Network formation and knowledge transfer

### Knowledge Sharing: Seeking Advice

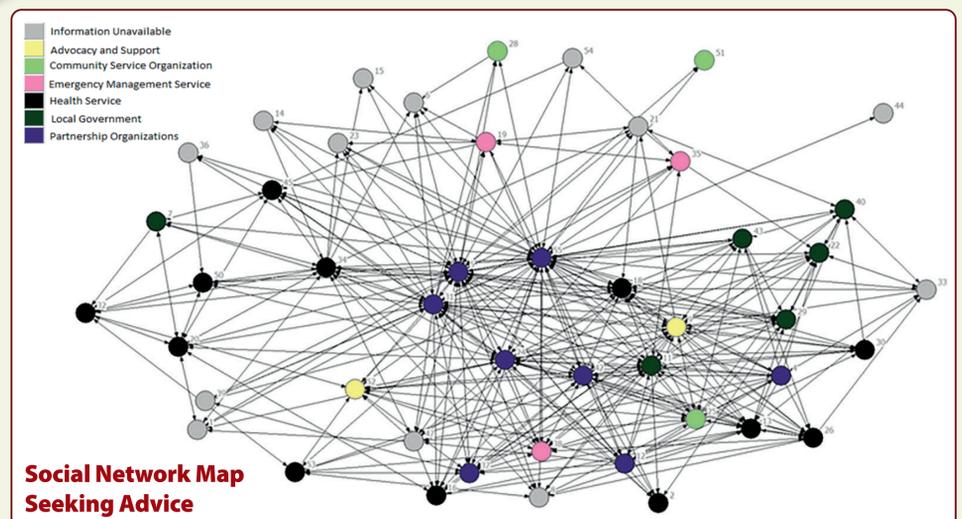
- Overall there were **487** advice seeking and giving relationships among 38 participants
- **70%** of these relationships were mutual

#### Partnership organisations (Purple circles) were:

- More active in giving advice and seeking advice than others
- More likely to be in a brokerage position (connecting individuals together)

#### People with more experience were:

- A popular source of advice
- More likely to be in a brokerage position (connecting individuals together)



On average, each participant sought advice from 7 individuals

On average, each participant gave advice to 6 individuals

On average, each participant formed 5 new relationships

On average, each participants working relationship with 6 individuals became stronger

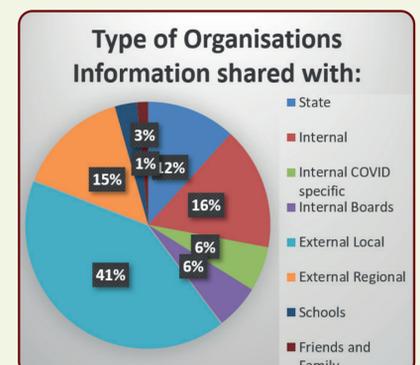
## Learning

### Enablers of the Learning network

- Skills and abilities of SGGPCP staff
- Tradition of innovation – supported by links to researchers and capacity and courage to trial new frameworks and processes.
- Strong commitment to collaboration

### Diffusion of information from SGGPCP networks:

Information was shared with 45 others including internally to peers and colleagues as well as to specific COVID groups, leadership through boards and committees of participants organisations. Information from the SGGPCP networks was also dispersed to State-wide groups mainly linked directly to respondents agencies. Regional groups receiving information had a focus on leadership and were mainly strategic and influential. Local community members and groups were the main benefactors of the information (41%).



### Further Information

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