

## Working on Systems to Improve Social Inclusion – *a starting point for staff*

“ SOCIAL INCLUSION MATTERS FOR ITSELF AND BECAUSE EXCLUSION IS TOO COSTLY.”

### Introducing the concepts

**Systems thinking approach:** refers to examining the whole social system that contributes to community outcomes rather than single-issue activities and programs. This approach seeks to ask the right questions, to better understand the system in order to better inform action planning.

People are interactive, adaptive and unpredictable, and are not necessarily motivated to change. Change at the system level is more likely to deliver the most effective social outcomes.

**Group model building (GMB):** A collaborative method to analyse an issue with a group of people, constructing dynamic patterns and new insights between noticeable factors.

**Causal loop diagram (CLD):** A visual map that illustrates the relationships between the different factors in a system that are causally interrelated. These maps demonstrate how each element in a system impacts on other elements, in ways that can either increase or decrease their effect.

### The Inner East journey so far

Workshop	Description
Workshops 1-5 (February 2021)	Discussed Social Inclusion aspects of <i>Engage</i> and <i>Have a Voice</i> : <ul style="list-style-type: none"> <li>Group were asked to respond to this question, ‘<i>what factors in our community influence whether everyone has the resources, opportunities and capabilities they need to Engage and Have a Voice?</i>’</li> <li>Responding to this question helped drive the development of a CLD of the problem.</li> </ul>
Workshop 6 (March 2021)	Identified potential actions in response to the problem that was explored during workshops 1-5. Gauged interest with potential project partners and outlined four project ideas.
Next Steps (June -September 2021)	Group reflections that will inform the next steps: <ul style="list-style-type: none"> <li><b>Co-design</b> plays a significant role in enabling opportunities for the community to <i>Engage</i> and <i>Have a Voice</i>.</li> <li>The need to foster <b>great relationships</b> with the community and empower them.</li> <li>Recognise the <b>cycle of engagement</b> and processes around having a say.</li> <li><b>Working with leaders and professionals</b> to encourage <i>Engaging</i> and <i>Having a Voice</i> but also demonstrate those values in community engagement processes.</li> <li><b>Enabling skilled and knowledgeable workforces</b> to address the structures and systems that require modification for a socially inclusive society.</li> <li><b>Capture diverse perspectives</b> in the system to really understand where professionals could create most influence in the system.</li> <li>Centre <b>community voice and understand issues</b> from their perspective.</li> </ul>

**Some key factors where participants saw a need for new or further action:**

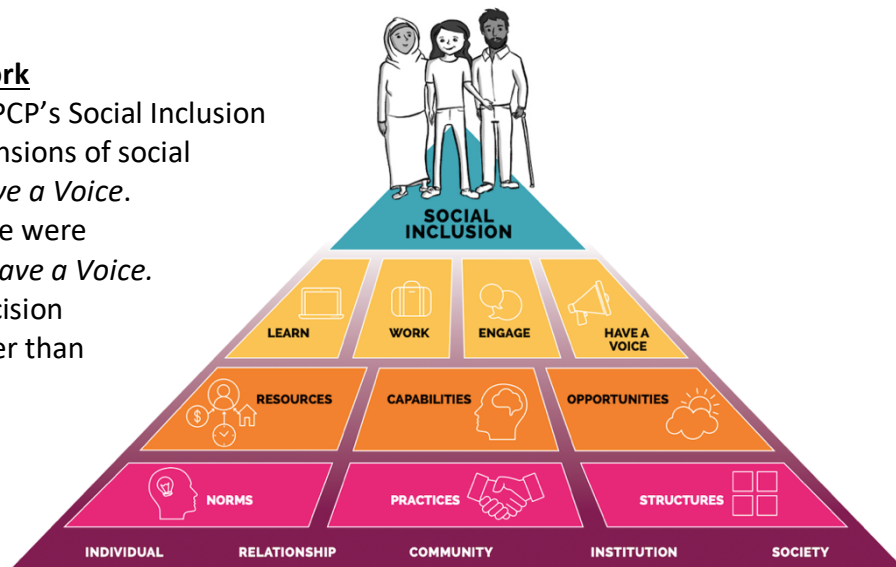
- Reach those in isolation and living with housing insecurity
- Enhance digital connection
- Identify oppressive systems that prevent unequal participation
- Build a culture of engagement and having a voice
- Capture meaningful results and outcomes
- Improve distribution methods that reach into communities
- Provide physically accessible options of community participation

**Applying the Social Inclusion Framework**

Workshops were guided by Inner East PCP’s Social Inclusion Framework, which identifies four dimensions of social inclusion: *Learn, Work, Engage* and *Have a Voice*.

For the purpose of these workshops, we were particularly interested in *Engage* and *Have a Voice*.

*Having a Voice* includes influencing decision making and exercising leadership, rather than passive participation.



**Reflections**

→ Does this resonate with you?

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→ Do you see yourself/your organisation having a role in addressing any of these issues?

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→ Do you have any ideas that are important to consider in *Engaging* and *Having a Voice*?

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