

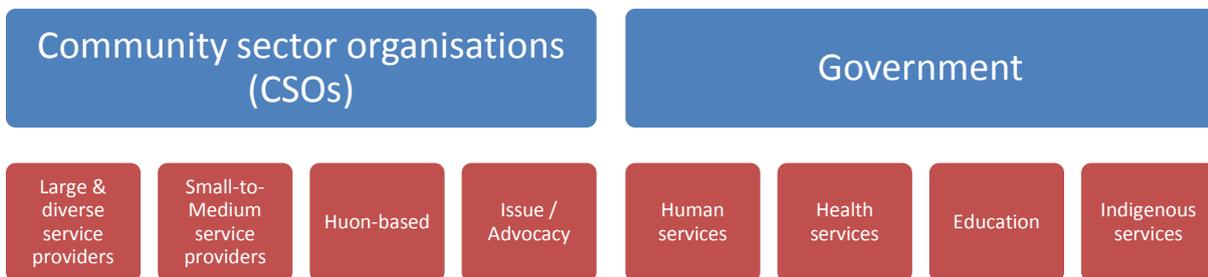
Joined Up: Service System Network Analysis (SNA)

Summary of Wave 1 Data Collection

What was done

July and August 2016	September through October 2016
Site visits Sit-down meetings in Hobart and the Huon Valley with key stakeholders to explore key issues and conceptualize key aspects of the service network.	Wave 1 network survey (online). Data collected from 76 respondents representing 57 organisations serving the needs of Huon Valley residents.

Types of organisations surveyed in the Huon Valley Service System



Types of social networks surveyed

- **Operational** (referral, coordination of services)
- **Experiential** (collaboration, trust, difficulties working together)
- **Reputation** (effective, community's best interest, status, historical roles)

Key findings and recommendations

	Finding High level existing collaboration, referral, and coordination of services. Many connections between organisations in Joined Up Service System, with regards to collaboration, referral and coordination of services. A single community structure of organisations and a distinct lack of fragmentation.
	Recommendation Build on current strengths of the <i>Joined Up</i> network. There is much going right already. Keep up efforts at building connections among the system organisations.
	Finding Government as broker between collaborating organisations. State government services, especially health services, tended to be seen by many as "easy and reliable collaboration partners". This placed them in the role of "broker" or intermediary.
	Recommendation DHHS & THS are in a position to foster new collaborative links among other organisations, and to transform diverse sets of thinking into innovative new ideas.

		<ul style="list-style-type: none"> Particular opportunities might be seen within their partnerships with smaller non-Huon-based CSOs, who are not extensively connected to the rest of the system, except through DHHS/THS.
	Finding	Large CSOs: Quality connections. Large CSO service providers have fewer connections to other organisations (than government organisations) but are more likely to have reciprocal (mutually recognised) collaboration ties.
	Recommendation	Large CSOs might be consulted with respect to strategies for establishing and maintaining healthy collaborative relationships. However, caution should be paid to whether such efforts could limit the formation of new collaboration partnerships.
	Finding	Large vs Small CSOs. CSOs are more likely to collaborate with other CSOs based upon their size (i.e., large collaborate large CSOs, small with small CSOs).
	Recommendation	If fragmentation between large and small CSOs is seen as problematic for the Joined Up service system, changing funding rules to incentivise partnerships between large and small CSOs may assist.
	Finding	Reputation matters. There was a general level of agreement on who was effective, who had the community's best interest, who was difficult to work with. This indicates that reputation within the network drives peoples' views about organisations.
	Recommendation	Be aware that the attitude of one organisation towards another can stand to influence future collaboration among many organisations, not just between the two themselves. Seek to re-visit reputation where it has negatively impacted collaboration, and ask participants whether some reputations have lasted longer than is useful.
	Finding	Issues of Agreement and Disagreement. Organisations in Joined Up have general agreement with some issues, and disagreement with others ("Competition for funding resources to provide services to people in the Huon Valley is a good thing").
	Recommendation	This list of issues facing service provision in the Huon Valley provides a clear list of issues that have consensus, but also which issues need to be addressed.
	Finding	Day-to-day ties and agreement on issues for Huon Valley. Organisations were more likely to agree on issues facing service provision in the Huon Valley if they shared referral and coordination of services.
	Recommendation	Building consensus on key issues is a ground-up process and may coincide with building up referral pathways and coordination of services. The day-to-day work of building and maintaining referral pathways and coordination of services could be a good platform for building agreement on key issues.