Social Connection Charter

Socially connected communities make people feel like they belong.

Figure 1. – Our vision for an integrated community of services and an organisational approach that helps facilitate social connections. These connections help address the social and economical impacts of isolation and loneliness for all.

Integrated Communities & Organisations

TRUST

Organisation Actions

Recognise

Accessibility

Linking Systems

Unite

Change

Socially Connected & Belonging Individuals

ENGAGE

SUPPORT

Respect

Empower

Organisation Engagement Capabilities

Building Relationships

Ballarat Community HEALTH

GRAMPIANS COMMUNITY HEALTH

Social Connection Charter

Everyone has a role to play in helping people feel that they belong

Socially connected communities make people feel like they belong. We can create opportunities for community connections by:
- building trusted relationships that support equitable service access for all
- valuing system links (through partnerships with community stakeholders)
- recognising the variety of social influences, different life stages and changes that contribute to social isolation, loneliness and disconnect.

Community members, services providers, community organisations, health professionals, frontline workers, organisations, agencies, groups, clubs, and government sectors are collectively responsible and accountable for the decisions, actions, and practices that uphold the mission of better social connections and belonging.

This Social Connection Model shows our vision for an inclusive approach to adopting a "pro-social-connection lens" to improve social connection practices.

FIGURE 1. OVER PAGE:

Integrated Communities & Organisations

Accessibility: Promote, improve and provide equal access to activities, programs, facilities, services and organisations. Access will increase quality of life and independence and will result in better social integration. Focus on access, affordability, physical distance, quality of outcomes, and availability of services.

Linking Systems: Get service coordination right. Connect individuals and communities to organisations and systems that help them access resources, share knowledge and build skills that can bring about change.

Building Relationships: Forge mutually beneficial connections with stakeholders to address social isolation, loneliness and disconnect more effectively and efficiently.

Organisation Engagement Capabilities

Trust: Earn, enhance and maintain trusted relationships with individuals, organisations and communities to improve social connections, making sure everyone feels safe and secure.

Engage: Engage individuals and communities. Educate them on the importance and value of social connections for health and wellbeing.

Support: Support communities and individuals to find solutions that address social isolation and loneliness.

Organisation Actions

Recognise: Recognise the needs of and issues affecting individuals and communities and increase awareness of the gaps, strengths and weaknesses that exist. Use the knowledge of individuals and communities to identify community needs.

Change: Use methods that foster collaboration to change systems, sectors, and structures in innovative ways. Embed connection culture as best practice.

Empower: Build individual and community confidence and capacity. Have them share their expertise to improve resources and services.

Respect: Use a whole-of-community approach to build trusted relationships. Acknowledge, appreciate and understand the diversity in the community, and support long-term connections to build a sense of belonging.

Unite: Collaborate with others to support individuals and communities to overcome adversity and disadvantage. Leverage established services and systems to enhance and increase social connections.