



Service Footprint

Partnership approach - report available to participating organisations.



This report demonstrates outputs by outlet and region, to allow organisations to see where clients live, compared to where services are being delivered, or where staff are travelling to deliver them. The mapping functionality includes the ability to zoom in or out of statistical area (SA) levels. Report filters allow data to be displayed by reporting period, program activity and/or outlet.

Unique features:

- Maps with various geographic boundaries marked, and zoom in and out functionality
- Allows a visualisation of client and outlet locations, which can provide insights into staff and client travel distances and the suitability of service delivery locations

Key questions:

Examples of possible analysis areas (questions the report can answer)

- What program activities do we deliver? Where? Are there areas where there could be gaps? Or areas of overlapping services?
- How many clients and sessions do we have? If there are differences in client or session numbers between areas or outlets, what could the reasons be?
- Where do our clients live compared to where our services are delivered? Do we need to review the location of our outlets?
- What does our client group look like? Does the demographic composition correspond to what we expect to see for our program?
- Is there a trend in the location of clients or outlets which could have an impact on our staffing or other resourcing in future? How can we prepare for this?

Main filters:

- Financial year / Reporting period
- Program and activity
- Outlets
- Client demographics

Table 1 – Sheet information in the Service footprint report

Sheets:	Measures / Notes:	Displays:
State, SA4, SA3, SA2 (Statistical Area level 2, 3 & 4)	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by: <ul style="list-style-type: none"> ○ Client State -> SA4 -> SA3 -> SA2 ○ Outlet State -> SA4 -> SA3 -> SA2 <p>This sheet allows users to drill down from State to SA4 by selecting a particular State value. From SA4 users are also able to drill-down to SA3, and further down to SA2.</p>	Column graphs and map
SA4 (Statistical Area Level 4)	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by Client SA4 or Outlet SA4 • Individual clients by client remoteness or outlet locality 	Column graphs and map
SA3 (Statistical Area Level 3)	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by Client SA3 or Outlet SA3 Individual client by client remoteness or outlet locality 	Column graphs and map
SA2 (Statistical Area Level 2)	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by Client SA2 or Outlet SA2 Individual client by client remoteness or outlet locality 	Column graphs and map
LGA (Local Government Area)	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by Client LGA or Outlet LGA Individual client by client remoteness or outlet locality 	Column graphs and map
Remoteness	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by client remoteness or outlet remoteness • Individual clients by Accommodation type or outlet locality 	Column graphs and map
Footprint changes over time	<ul style="list-style-type: none"> • Individual clients per reporting period • Individual clients per reporting period by: <ul style="list-style-type: none"> ○ Client State ○ Outlet State ○ Client remoteness ○ Outlet remoteness ○ Client SA4 ○ Outlet SA4 	Line charts
Outlet locations	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by: <ul style="list-style-type: none"> ○ outlet ○ client remoteness or outlet remoteness 	Column graphs and map
Changes in outlet numbers	<ul style="list-style-type: none"> • Individual Clients per reporting period • Number of outlets per reporting period by: <ul style="list-style-type: none"> ○ Outlet State ○ Outlet remoteness ○ Outlet SA4 	Line charts

Sheets:	Measures / Notes:	Displays:
Changes in outlet load	<ul style="list-style-type: none"> • Average number sessions per outlet per reporting period • Average number sessions per outlet per reporting period by: <ul style="list-style-type: none"> ○ Outlet State ○ Outlet remoteness ○ Outlet SA4 ○ 	Line charts and heatmaps
Outlet listing	Detailed listing of every outlet. NB: Only outlets with one or more sessions are included in the table	Table
Client demographics	<ul style="list-style-type: none"> • Number of individual clients • Individual clients by: <ul style="list-style-type: none"> ○ age ○ gender ○ Indigenous status ○ disability status ○ 	Bar and pie charts
Extended demographics	<ul style="list-style-type: none"> • Individual clients by: <ul style="list-style-type: none"> ○ highest level of education ○ employment status ○ NDIS eligibility status ○ is client a carer flag 	Bar graph
Client demographics – CALD	<ul style="list-style-type: none"> • Individual clients by: <ul style="list-style-type: none"> ○ cultural and linguistic diversity status ○ country of birth ○ main language spoken at home 	Pie charts and tables
Ancestry and Migration	<ul style="list-style-type: none"> • Individual clients by: <ul style="list-style-type: none"> ○ ancestry ○ migration visa flag - > visa type ○ years in Australia 	Bar and pie charts, and table
Home situation	<ul style="list-style-type: none"> • Individual clients by <ul style="list-style-type: none"> ○ homelessness status ○ household composition ○ annual income ○ income source 	Bar graph and table
Information	<ul style="list-style-type: none"> • Glossary of terms used, grouped by category • Version history / changes 	Lists

For all Data Exchange reports, there is additional user guidance available on the Data Exchange [website](https://dex.dss.gov.au/) (https://dex.dss.gov.au/).