



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:

- 'Heat map' functionality which allows for zooming in and out of maps
- 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:

- What program activities do we deliver? Where? Are there areas where there could be gaps? Or areas of overlapping services?
- How many are 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
- Organisation / Outlets

TABLE 1 – Sheet information in the Service footprint report

Sheets:	Measures / Notes:	Displays:
SA4 (Statistical Area Level 4)	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by <ul style="list-style-type: none"> ○ SA4 ○ remoteness area 	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 <ul style="list-style-type: none"> ○ SA3 ○ remoteness area 	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 <ul style="list-style-type: none"> ○ SA2 ○ remoteness area 	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 <ul style="list-style-type: none"> ○ LGA ○ remoteness area 	Column graphs and map
Remoteness area	<ul style="list-style-type: none"> • Individual clients / clients who accessed more than one activity • Accommodation type • Individual clients by remoteness area 	Column graphs and map
Outlets	<ul style="list-style-type: none"> • Individual clients / individual client sessions / sessions per client • Individual clients by <ul style="list-style-type: none"> ○ outlet ○ remoteness area 	Column graphs and map
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 ○ cultural and linguistic status 	Column graphs and bar graph
Client demographics – CALD	<ul style="list-style-type: none"> • Individual clients by <ul style="list-style-type: none"> ○ cultural and linguistic status ○ country of birth ○ main language spoken at home 	Bar graph and table
Information page	<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/).