

# Service Footprint Report

Name of service provider

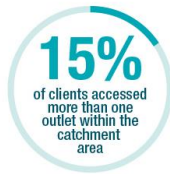
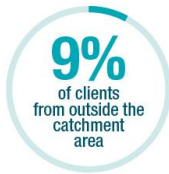
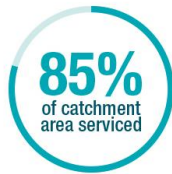
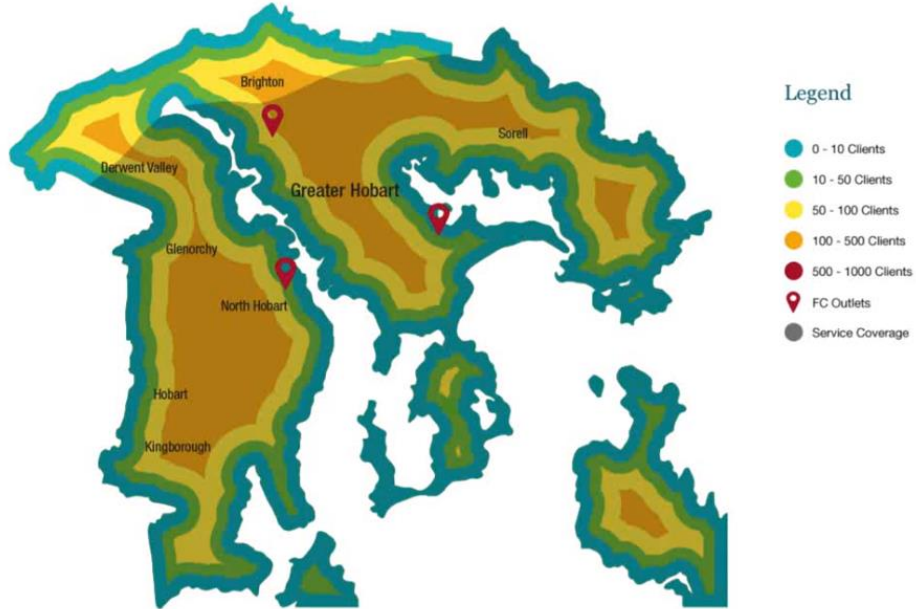
Service Footprint report

Filters Applied  
Reporting Period: Period 2, 2014  
Activity: Financial Counselling - KPI: 4

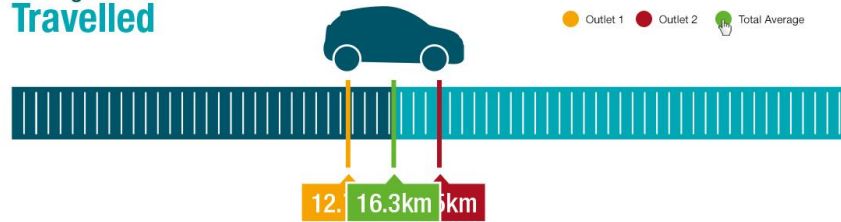


601 Hobart, TASMANIA

Location of outlets  Service coverage areas  Client location



## Average Distance Travelled



### Catchment summary of organisational activity

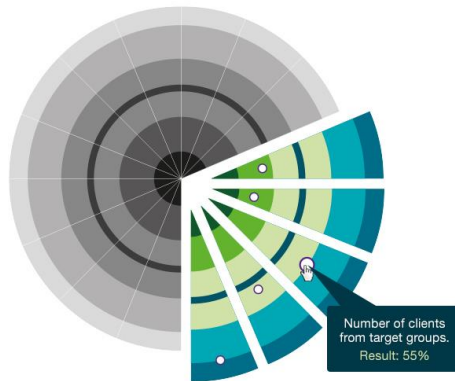
Clients Seen: 1000	Sessions delivered: 899
New 20%	Cases active 41
Existing 80%	Clients with positive Goal SCORE 69%
Indigenous 5%	Clients with positive Circumstance SCORE 63%
CALD 12%	Cases with positive Community SCORE 76%
People with a disability 5%	Clients with positive Satisfaction Rating 82%

# Service Provider Benchmark Report

Name of service provider

Service Provider Benchmark Report

Filters Applied  
Reporting Period: Period 2, 2014  
Activity: Financial Counselling



### Legend

- More than 30% above the average
- Between 10% and 30% above the average
- Between 10% below the mean and 10% above the average
- Between 10% and 30% below the average
- More than 30% below the average
- Average of comparable peers
- Result of the service provider in the relevant category

**70%** of your clients experienced a positive outcome compared to **50%** achieved by your peers



**376** Clients assisted compared to **295** assisted by your peers

You have provided **63 Sessions** compared to **57 Sessions** provided by your peers

**Your target group is Disability, Low income, Homeless & Employment Status**



**10%** of your clients gave you a positive rating compared to **9.5%** of peers

# Provider Outlet Benchmark Report

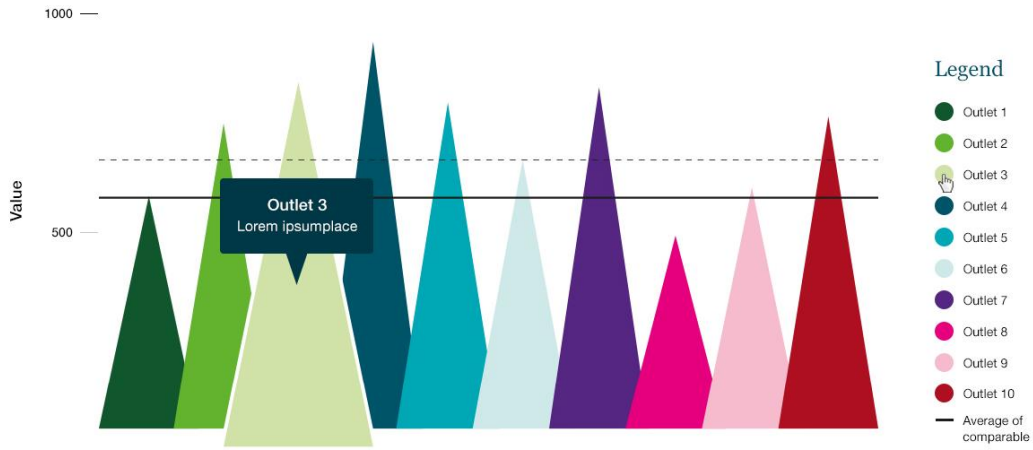
Name of service provider

Provider Outlet Benchmark Report

Filters Applied  
Reporting Period: Period 2, 2014  
Activity: Financial Counselling - KPI: 4



Select KPI KPI 4



### Top Placed Outlet: Outlet 4

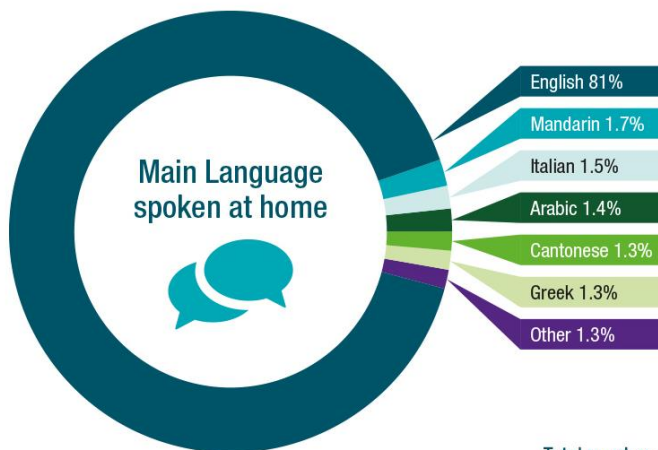
KPI	Value
1. Number of clients Assisted	600
2. Number of services delivered	800
3. Number of clients from target groups	70%
4. Clients achieving goals/resolving issues	60%
5. Clients with improved life circumstances	58%

### Bottom Placed Outlet: Outlet 8

KPI	Value
1. Number of clients Assisted	400
2. Number of services delivered	300
3. Number of clients from target groups	50%
4. Clients achieving goals/resolving issues	40%
5. Clients with Improved life circumstances	38%

## Outlet 3

### KPI 1 - Number of clients assisted



### Demographics

- Indigenous
- Country of birth
- Main language spoken at home
- Disability
- Age Group
- Gender

Total number of clients assisted: 342

- KPI 1
- KPI 2
- KPI 3
- KPI 4
- KPI 5

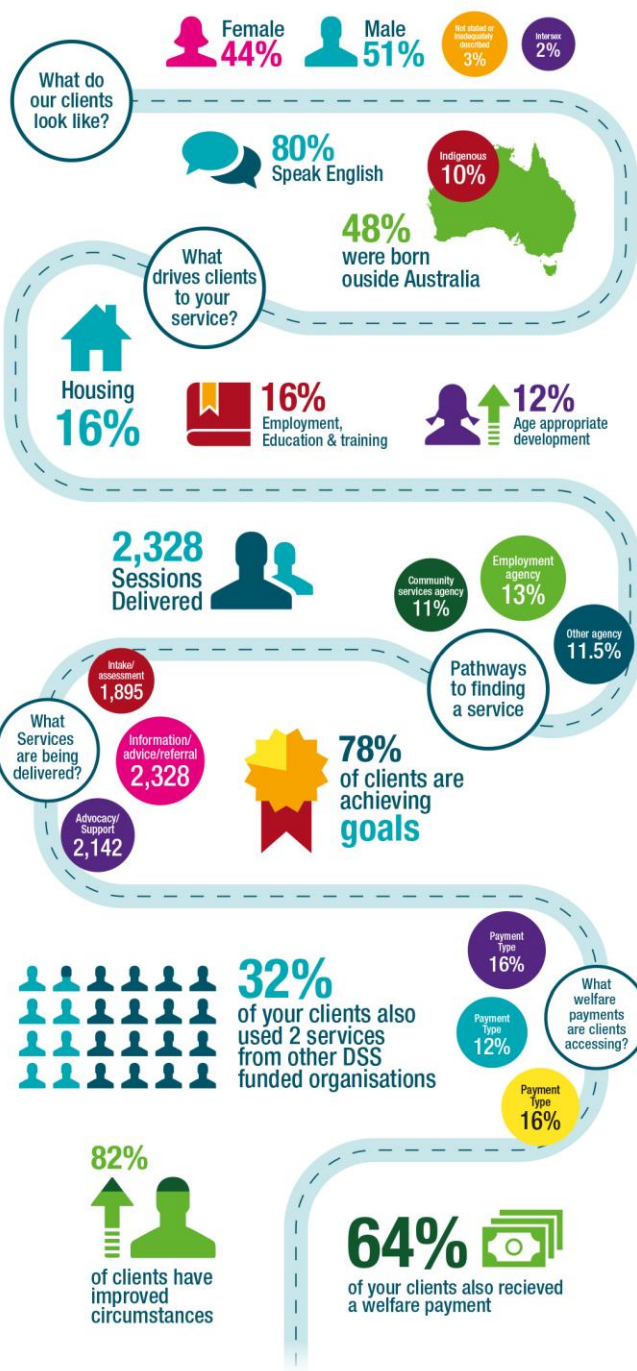


# Client Pathways

Name of service provider

Activity report

Filters Applied  
Reporting Period: Period 2, 2014  
Activity: Financial Counselling



# Client Pathways

Name of service provider  
Comparison Report

Filters Applied  
Reporting Period: Period 2, 2014  
Activity: Financial Counselling



Service Provider	Benchmark
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Pathways to finding a service



What services are being delivered?



What outcomes are clients achieving?



What welfare payments are clients accessing?



# Community Profiles Report

Locality: Victoria

Community Profiles report

Filters Applied  
Date Generated: 18-01-2015  
Activity: Financial Counselling - KPI: 4



## Locality



### Locality

Total population: xxxxxxxx  
Total land area: xxxxxxxx  
SEIFA: xxxxxxxx  
ARIA: xxxxxxxx  
Indigenous population: xxxxxxxx  
CALD population: xxxxxxxx  
Disability population: xxxxxxxx

## Physical Health

% who rate their health as, mostly satisfied, pleased or delighted.

2013	Shift	2014
65%	▲2%	67%

% of adults self-assessed as having some form of disability or long-term health condition

2013	Shift	2014
16%	▼7%	9%

% of adults who has a core-activity limitation

2013	Shift	2014
13%	◆0%	13%

% who has a condition or disorder that impacted on their schooling or employment

2013	Shift	2014
4%	▲1%	5%

% who experienced at least one personal stressor during the year preceding the survey interview

2013	Shift	2014
20%	▲2%	22%

## Personal & Family Safety

## Community Participation & Networks

## Managing Money

## Material Wellbeing

## Mental Health, Wellbeing & Self-care

Patients admitted for mental health-related care

2013	Shift	2014
62	▼5	57

Medicare-subsided mental health-related services

2013	Shift	2014
143	▲13	156

Mental health related emergency department occasion of service

2013	Shift	2014
47	▲7	54

Proportion of persons with a mental & behavioural condition

2013	Shift	2014
13%	▼1%	12%

Proportion of adults with very high levels of psychological distress

2013	Shift	2014
6%	◆0%	12%

## Age-appropriate Development

## Family Functioning

## Employment, Education & Training

## Housing



# Outcomes Report

Name of service provider  
Outcomes Report

Filters Applied  
Reporting Period: Period 2, 2014  
Activity: Financial Counselling - KPI: 4



**70%** <sup>(283)</sup> of your clients had a pre and post SCORE compared to **50%** <sup>(217)</sup> of your peers clients.

Client Circumstances | Client Goals | Client Satisfaction | Community SCORE



Client Circumstances | Client Goals | Client Satisfaction | Community SCORE



Client Circumstances

**Physical Health**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Mental Health**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Personal and family safety**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Age-appropriate development**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Community participation**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Family Functioning**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Managing Money**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Employment, education & training**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Material Wellbeing**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

**Housing**

Ave Start SCORE	Ave SCORE Difference	Ave End SCORE
2	▲1	3

Client Goals

Client Satisfaction

Community SCORE