



Organisation overview

Standard report – available to all organisations



This report provides a one-stop view of an organisation's service delivery over time. You will only see the information submitted by your organisation, or organisations with which you have a 'handshake' arrangement.

By using the reporting filters, the report will display information on client types and demographics, outlets, services types, and patterns of service delivery.

Unique features:

- Shows delivery partner data – where 'handshake' agreements are in place
- Provides support person data (as separate from clients).

Key questions:

- What program activities do we deliver? From which outlets? For each activity delivered, what were the total number of cases, sessions, individual/group clients and support persons?
- Who are our clients and why do they seek our services? Were they referred to us? Are they part of a priority group for this program?
- Have we recorded key client demographic details? Do these correspond to the target groups for our program?
- When filtering to show individual and group clients, what does this tell us about our client group? Do we have higher or lower numbers than expected?
- What outlets do we have and who uses them? Which program activities are delivered at those outlets? What could the reason be for variations in client numbers or activity levels?
- Does the data suggest there may be different practises at different outlets?
- How many sessions have we delivered over all? How many sessions do clients attend, on average? How many sessions and clients are there for each case, on average?
- What does this overview of our organisation tell us? Have there been changes over time? Do we need to make adjustments to our service delivery model?

Main filters:

- Reporting period
- Client type
- Program activity
- Delivery organisation / Outlets

TABLE 1 – Sheet information for the Organisation overview report

<u>Sheets:</u>	<u>Measures / Notes:</u>	<u>Displays:</u>
User guide & filters page	<ul style="list-style-type: none"> Report purpose and main features Filters 	Lists
Attendance and sessions	<ul style="list-style-type: none"> Total number of clients, and monthly details for each client type: individual clients, group clients and support persons Total number of sessions and monthly attendance by client type Average session and case information Monthly number of cases 	Bar and scatter charts
Organisation summary	<ul style="list-style-type: none"> Organisation outlets by name, state, activity Clients by type, attendances, sessions and cases 	Table
Activity	<ul style="list-style-type: none"> Clients, group clients and support persons by activity Sessions by service type 	Bar and scatter charts
Service type	<ul style="list-style-type: none"> Number of sessions by service type 	Bar chart
Client demographics	Individual clients and support persons by: <ul style="list-style-type: none"> Age group Gender Indigenous status Disability status 	Bar chart and pie charts
Demographics – CALD	Individual clients and support persons by: <ul style="list-style-type: none"> CALD status Country of birth Main language spoken at home 	Pie charts and tables
Ancestry and migration	Individual clients and support persons by: <ul style="list-style-type: none"> Ancestry Migration visa By years in Australia 	Pie chart, bar charts and table
Home situation	Individual clients and support persons by: <ul style="list-style-type: none"> Homeless indicator Annual income Household composition Income source 	Table and bar charts
Referrals	Individual clients and support persons by: <ul style="list-style-type: none"> Referral origin Reason for seeking assistance External versus internal referrals Referral reason 	Bar charts
Outlet state	Individual/group clients and support persons by: <ul style="list-style-type: none"> Session attendance and state where the outlet is located 	Bar chart and table

<u>Sheets:</u>	<u>Measures / Notes:</u>	<u>Displays:</u>
	<ul style="list-style-type: none"> State summary by organisation, outlet, client type and support persons 	
NDAP activity (if applicable)	<ul style="list-style-type: none"> Number of sessions and clients by service type Number of sessions by NDAP topic and service type 	Table and bar chart
Attorney General's Department (if applicable)	<ul style="list-style-type: none"> Fees charged/client contribution by activity, delivery organisation and outlet Number of sessions by parenting agreement and legal help Clients issued certificates by certificate type, and by quarter 	Table, bar charts and pie chart
Education and skills training (if applicable)	<p>Money workshops :</p> <ul style="list-style-type: none"> Sessions and attendances by topic and client types for each workshop 	Table and bar chart
Information page	<ul style="list-style-type: none"> Glossary of terms used, grouped by category Version history, with details of document 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/).