# Service footprint

## Partnership approach - report available to participating organisations.

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| This is an image of the Service footprint report icon | 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 or 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) | * Individual clients / individual client sessions / sessions per client * Individual clients by   + SA4   + remoteness area | Column graphs and map |
| SA3  (Statistical Area Level 3) | * Individual clients / individual client sessions / sessions per client * Individual clients by   + SA3   + remoteness area | Column graphs and map |
| SA2  (Statistical Area Level 2) | * Individual clients / individual client sessions / sessions per client * Individual clients by   + SA2   + remoteness area | Column graphs and map |
| LGA  (Local Government Area) | * Individual clients / individual client sessions / sessions per client * Individual clients by   + LGA   + remoteness area | Column graphs and map |
| Remoteness area | * Individual clients / clients who accessed more than one activity * Accommodation type * Individual clients by remoteness area | Column graphs and map |
| Outlets | * Individual clients / individual client sessions / sessions per client * Individual clients by   + outlet   + remoteness area | Column graphs and map |
| Client demographics | * Number of individual clients * Individual clients by   + age   + gender   + Indigenous status   + disability status   + cultural and linguistic status | Column graphs and bar graph |
| Client demographics – CALD | * Individual clients by   + cultural and linguistic status   + country of birth   + main language spoken at home | Bar graph and table |
| Information page | * 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/).