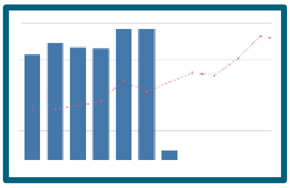
Resource Planning

Partnership approach report – available to participating organisations.



This report shows the intensity of services delivered in the one financial year compared to the previous year, providing an opportunity to identify trends and patterns, which in turn can facilitate effective resource planning for organisations.

Unique features:

- Allows comparison of service intensity (peak and troughs) over two years, with the ability to drill down as far as the days of the week.

Key questions:

- How many individual and/or unidentified group clients did we see each month? Have client numbers decreased in comparison to the previous year? Why might this be?
- How many sessions did we deliver? Were session numbers high in particular months? If yes, how could that affect staffing levels in the future?
- How many cases did we have? Does the current case structure work for us? Do we need to consider making any changes?
- What were the differences in levels of activity over the year? What could the reasons be? Have client numbers increased in line with the introduction of new services or programs?
- What were the busy and quiet times, on a monthly or weekly basis? Are sessions occurring more on certain days of the week? Could this be staff or client preference? How can we plan for this?
- What were our averages (sessions per client – clients per case – group clients per session)? What could be the reasons behind fluctuations?
- For each activity delivered, what were the total number of cases, sessions, individual/group clients and support persons? Is this what we expected to see?
- Was there a change over the two years (for all of the above questions)? How should this impact our planning and forecasting for the near future? And in the longer term?

Main filters:

- Financial year
- Client type
- Program activity
- Outlets

TABLE 1 – Sheet information for the Resource planning report

Sheets:	Measures / Notes:	Displays:
User guide and filters	• Report purpose and main features • Filters	Lists
Clients	• Number of clients seen – comparison over two years • Average number of sessions per individual client (latest year) • Average number of individual clients per case (latest year) • Average number of group clients per session (latest year)	Bar chart and lines
Sessions	• Number of sessions – comparison over two years • Average number of sessions per individual client (latest year) • Average number of individual clients per case (latest year) • Average number of group clients per session (latest year)	Bar chart and lines
Cases	• Number of active cases – comparison over two years • Average number of sessions per individual client (latest year) • Average number of individual clients per case (latest year) • Average number of group clients per session	Bar chart and lines
Summary	• Summary of the latest year selected • Summary of the previous year	Tables
Information page	• 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/).