

Subject	Settlement Services Statistics Report: User Guide Notes
Definitions	New Client: First Settlement Services Case opened in Report Period Existing Client: First Settlement Services Case opened prior to Start Date Active Client: At least one session on at least one case in period New Case: Case Opened in period Existing Case: Case opened prior to start date Closed Case: Case closed within the reporting period
Output	PDF
Report Parameters	Defined period: Start Date & End Date (based on Session) Location: Site Program: Funding Source
Statistics	
1. Number of new clients in the reporting period	Count of Clients that have Client Create Date within report period and Settlement Services Case with session within report period
2. Number of existing clients in the reporting period	Count of Clients that have Client Create Date prior to report period and a Settlement Services Case with session within report period
3. Number of new cases in reporting period	Count of Cases with a session within report period and Case Create Date within report period
4. Number of existing cases in the reporting period	Count of Cases with a session within report period and Case Create Date prior to report Start Date
5. Number of Open cases with no sessions in the reporting period	Count of Cases with Status = Open and no session within report period
6. Number of cases with at least one session in the reporting period	Count of Cases with Status = Open and >=1 session within report period
7. Number of cases closed in the reporting period	Count of cases with Close Date within report period
8. Number of cases carried over beyond the reporting period	Count of Cases with Exit Date <report End Date or NULL
9. Number of Open Cases where Date of Arrival > 5 years	Count of Cases where Date of Arrival is more than 5 years > report start date
10. Total number of client sessions held in the reporting period	Count of sessions with session date within report period
11. Number of active clients identifying as Homeless	Count of Clients with SS case with Status = Open and Homeless = Yes
12. Number of active clients identifying as Aboriginal &/or Torres Strait Islander	Count of Clients with SS case with Status = Open and ATSI = Aboriginal or TSI or Aboriginal and TSI
Age of New Clients	Age as at report start date: 0-4 5-12 13-17 18-25 26-59 60+ Unknown
Age of Active Clients	Age as at report start date 0-4 5-12 13-17 18-25 26-59 60+ Unknown
Gender of New Clients	
Gender of Active Clients	
Main Language Spoken at Home - New Clients	
Main Language Spoken at Home - Active Clients	
Country of Birth - New Clients	
Country of Birth - Active Clients	
Ancestry - New Clients	
Ancestry - Active Clients	
Residency Status - New Clients	
Visa Type - New Clients	
Postcode of new clients	
Length of Time in Australia - Active Clients	
Date of Arrival - New Clients	
Longterm Disability - Category - New Clients	
Main Income Source for New Clients	
Main Presenting Issue for New Clients	
Source of Incoming Referrals - New Clients	
Referring Agency - New Clients	
Outgoing Referrals - Active Clients	
Resolution of Client Problems - Closed Cases	
Client Sessions for New Clients	
Client Sessions for New & Existing Clients	
Number of Sessions per Client in the reporting period	
Average Session Time by User	
Maximum Session Time & Count	
Issues Addressed (Primary) - Sessions	
Service Type - Sessions	
Active Cases by User	Count of Cases with Status = Open and at least 1 session in report period. Group by Case Assigned User