



Legal Needs Dashboard – Community Profiles

Definitions & Guide

Quick access to definitions

Below is a list of indicators available in the Community Profiles dashboard, click on any indicator for quick access to its definition, data source and reference period.

POPULATION

All Population
Population 15+
Female 15+
Children & young people (0-24)
Older people (65+, ATSI 50+)

DIVERSITY

Aboriginal and Torres Strait Islander (All)
Aboriginal and Torres Strait Islander (Female 15+)
Language other than English (15+)
Low English proficiency 15+

CENTRELINK PAYMENT TYPE

Age Pension
Carer Payment
Disability Support Pension
JobSeeker Payment
Youth Allowance

DISADVANTAGE

Disengaged young people 15-24
Homeless, or at risk
Low education
Lone parent 15+
Low personal income <\$33,800/year 15+
Rural & remote

HEALTH

Disability (severe/profound) (0-64)
Mental health condition
NDIS participants

DOMESTIC & FAMILY VIOLENCE

ADVOs issued
Domestic violence related assault
DV Intimidation, stalking, harassment
Breach ADVOs

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Indicators definitions

Table 1: Indicators definitions

Indicator	Description
POPULATION	
All population	All people (Australian residents). ABS 2021 Census
Population 15+	People aged 15 or over. ABS 2021 Census
Female 15+	Women aged 15 or over. ABS 2021 Census
Children and young people (0-24)	People aged 24 years and under, including babies and children. ABS 2021 Census
Older people (65+, ATSI 50+)	Aboriginal and Torres Strait Islander people aged 50 or over, and non-Indigenous people (incl those whose Indigenous status is not known) aged 65 years and over. ABS 2021 Census
DIVERSITY	
Aboriginal and Torres Strait Islander (All)	People who identify as Aboriginal, Torres Strait Islander, or both. ABS 2021 Census
Aboriginal and Torres Strait Islander (Female 15+)	Women aged 15 or over who identify as Aboriginal, Torres Strait Islander, or both. ABS 2021 Census
Language other than English (15+)	People aged 15 years and over who speak a language other than English at home, excluding an Australian Indigenous language. ABS 2021 Census
Low English proficiency (15+)	People aged 15 years and over, including Aboriginal and Torres Strait Islander people, whose English proficiency is classified as spoken 'not well', or 'not at all'. ABS 2021 Census
CENTRELINK PAYMENT TYPE	
Age Pension	Age Pension is a support payment for people who have reached the qualifying age. From 1 July 2013 to 30 June 2017, the qualifying age for both men and women was 65 years. Since 1 July 2017, the Age Pension qualifying age for both men and women has further increased. For people born on or after 1 July 1952 the pension age will progressively increase by 6 months every 2 years until it reaches 67 on 1 July 2023. To qualify for the Age Pension, a person must have been an Australian permanent resident for a total of 10 years with at least five of those years being continuous, or have a qualifying residence exemption, or satisfy the residence requirements under an international social security agreement. In some instances, Age Pension recipients have the choice of having their Age Pension paid by either Services Australia or the Department of Veterans' Affairs (DVA), Services Australia pays the vast majority of Age Pension recipients. Data.gov.au only includes data for the recipients paid by Services Australia. Data includes recipients who are determined to be current (including those entitled to be paid or in receipt of zero rate of payment) or suspended from payment on the Centrelink payment system. DSS Benefit and Payment Recipient Demographics – June 2023 Quarter
Carer Payment	Carer Payment provides income support for carers who, because of the demands of their caring role, are unable to support themselves through substantial paid employment. Data includes recipients who are determined to be current (including those entitled to be paid or in receipt of zero rate of payment) or suspended from payment on the Centrelink payment system. DSS Benefit and Payment Recipient Demographics – June 2023 Quarter

Indicator	Description
Disability Support Pension	<p>DSP is an income support payment for people who are unable to work for 15 hours or more per week at or above the relevant minimum wage, independent of a Program of Support due to permanent physical, intellectual or psychiatric impairment. A DSP claimant must be aged 16 years or over and under Age Pension age at date of claim, however once in receipt of DSP, a person can continue to receive DSP beyond Age Pension age. Data includes recipients who are determined to be current (including those entitled to be paid or in receipt of zero rate of payment) or suspended from payment on the Centrelink payment system.</p> <p><i>DSS Benefit and Payment Recipient Demographics – June 2023 Quarter</i></p>
JobSeeker Payment	<p>JobSeeker Payment is the main income support payment for recipients aged between 22 years and pension age (the minimum qualifying age for Age Pension), who have capacity to work now or in the near future. JobSeeker Payment is available to people who are looking for work, who temporarily cannot work or study because of an injury or illness, or bereaved partners in the period immediately following the death of their partner, subject to meeting eligibility requirements. Data includes recipients who are determined to be current (including those entitled to be paid or in receipt of zero rate of payment) or suspended from payment on the Centrelink payment system.</p> <p>From 20 March 2020, JobSeeker Payment replaced Newstart Allowance, Bereavement Allowance and Sickness Allowance.</p> <p><i>DSS Benefit and Payment Recipient Demographics – June 2023 Quarter</i></p>
Youth Allowance	<p>This includes recipients of Youth Allowance (student/apprentices) and recipients of Youth Allowance (other). Data includes recipients who are determined to be current (i.e. entitled to be paid) on the Centrelink payment system.</p> <p>Youth Allowance (student/apprentices) is a means-tested payment for full-time students or apprentices.</p> <p>Youth Allowance (other) is the primary income support payment for young people aged 16–21 years who are seeking or preparing for paid employment. Some 15 year olds may also receive assistance. To qualify for Youth Allowance (other) a person must be unemployed, aged under 22, looking for work or combining part-time study with job search, or undertaking any other approved activity, or temporarily incapacitated for work or study.</p> <p><i>DSS Benefit and Payment Recipient Demographics – June 2023 Quarter</i></p>
DISADVANTAGE	
Disengaged young people (15-24)	<p>People aged 15 to 24 years, unemployed and not currently a full time or part time student.</p> <p><i>ABS 2021 Census</i></p>
Homeless, or at risk	<p>This indicator combines estimates of people who were homeless on census night and estimates of people who are considered to be at risk of experiencing homelessness.</p> <p>People who are considered homeless include:</p> <ul style="list-style-type: none"> • people living in improvised dwellings, tents or sleeping out • people living in supported accommodation for the homeless • people staying temporarily with other households • people living in boarding houses • people in other temporary lodgings • people living in 'severely' crowded dwellings. <p>People who may be marginally housed and at risk of experiencing homelessness include:</p> <ul style="list-style-type: none"> • people living in other crowded dwellings • people in other improvised dwellings • people marginally housed in caravan parks. <p><i>ABS, Estimating Homelessness: Census, derived from 2021 Census</i></p>
Lone parents (15+)	<p>People aged 15 years and over classified as lone parent.</p> <p>This is households with one male or female parent and a dependent child. All children under 15 are classified as dependent. Children aged 15 to 24 are dependent when they are in education.</p> <p><i>ABS 2021 Census</i></p>

Indicator	Description
Lower education (15-64)	<p>People aged 15 to 64 who:</p> <ul style="list-style-type: none"> • are not currently a full time or part time student • do not have a non-school qualification higher than Certificate level 1 or 2, such as a trade certificate or an academic qualification later in life. • and whose highest year of school completion is: Year 12 (for those aged 15-44), Year 11 (for those aged 45-54), Year 10 (for those aged 55-64). <p><i>People aged 65 years are not included as leaving school early was previously more common and their inclusion skews the count to older people. Older people are represented by a separate priority group.</i></p> <p>ABS 2021 Census</p>
Low personal income <\$33.8k (15+)	<p>People aged 15 years and over with a personal income < \$649 per week, or < \$33,800 per year.</p> <p>ABS 2021 Census</p>
Rural & remote	<p>People of all ages living in an area classified as Outer Regional, Remote or Very Remote in the ABS Remoteness structure Edition 3 (2021-26), which is derived from the Accessibility/Remoteness Index of Australia (ARIA+).</p> <p>ABS 2021 Census</p>
HEALTH	
Disability (severe/profound) (0-64)	<p>People aged under 65 with a profound or severe core activity limitation, meaning that they need assistance in their day-to-day lives in at least one of three core activities (mobility, communication, and self-care) because of old age, a disability or long term health condition lasting more than six months. This indicator is in line with the definition of severe or profound disability from the ABS Survey of Disability, Ageing and Carers (SDAC). It does not include all people with a disability.</p> <p><i>People aged 65 years are not included as leaving school early was previously more common and their inclusion skews the count to older people. Older people are represented by a separate priority group.</i></p> <p>ABS 2021 Census</p>
Mental health condition	<p>People who have been told by a doctor or nurse that they have a mental health condition (including depression or anxiety).</p> <p>ABS 2021 Census</p>
NDIS participants	<p>The number of active participants in the National Disability Insurance Scheme (NDIS). Active participants are those determined eligible and who have an approved plan. Also included are participants whose plan has expired and a new plan has not formally commenced, but they have not exited the Scheme.</p> <p>NDIA, NDIS data and insights, June 2023</p>
DOMESTIC AND FAMILY VIOLENCE (NSW only)	
ADVOs issued	<p>The number of Apprehended Domestic Violence Orders (ADVOs) issued in NSW in the 2022-23 financial year. These are final orders, and location is based on offender's usual place of residence. ADVOs are made by the court to protect individuals from violence, threats and harassment from a spouse, de facto partner, ex partner, family member, carer or person living in the same household. ADVOs are This does not include personal violence orders (APVOs).</p> <p>BOCSAR, NSW Crime Tool, 2022-23</p>
Domestic violence related assault	<p>The number of criminal assaults incidents, classified as being domestic violence related, recorded by police in NSW in the 2022-23 financial year.</p> <p>BOCSAR, AVO Statistics, 2022-23</p>
DV Intimidation, stalking, harassment	<p>The number of intimidation, stalking or harassment incidents, classified as being domestic violence related, recorded by police in NSW in 2022-23.</p> <p>BOCSAR, NSW Crime Tool, 2022-23</p>
Breach ADVOs	<p>The number of breach of ADVOs incidents recorded by police in NSW in the 2022-23 financial year. Location is based on offender's usual place of residence. It is not possible to compute the ADVO breach rate by comparing the number of breaches with the number of ADVOs issued. This is because some AVOs have multiple breaches and the number of AVOs issued in a year is not the same as the number of AVOs in force across the year.</p> <p>BOCSAR, NSW Crime Tool, 2022-23</p>

Data sources and reference periods

Table 2: data sources and reference periods

Data source	Notes
Australian Bureau of Statistics (ABS)	<p>2021 Census of Population and Housing</p> <p>For most census-based indicators (and unless specified otherwise), data was retrieved through the ABS TableBuilder tool, using the <i>Counting persons, Place of usual residence</i> dataset. This dataset is based on place of usual residence, the geographic area in which a person usually lives. This may or may not be the place where the person was counted on census night. The dataset population is the count of persons in Australia excluding overseas visitors.</p> <p>Census-based counts should be treated as minimum counts as they only include people self-declaring these characteristics. Small numbers are not reliable due to the ABS's method of randomly adjusting numbers to avoid the release of confidential data.</p> <p>https://www.abs.gov.au/statistics#census</p>
	<p>Estimating Homelessness: Census</p> <p>Estimates of people who were experiencing homelessness or marginally housed as calculated from the Census of Population and Housing. As homelessness is not a characteristic that is directly measured in the Census, estimates of those experiencing homelessness are derived using analytical techniques based on the characteristics observed in the Census and statistical assumptions.</p> <p>Reference period 2021, released 22/03/2023</p> <p>https://www.abs.gov.au/statistics/people/housing/estimating-homelessness-census/2021</p>
Department of Social Services (DSS)	<p>DSS Benefit and Payment Recipient Demographics – June 2023</p> <p>Point-in-time snapshot of the number of recipients of each Australian Government benefit as at June 2023.</p> <p>In data released by the DSS, all cells including any totals and subtotals have been rounded to the nearest 5 (with values from 1 to 7 rounded to 5, and zero cells representing actual zeros). This may limit the accuracy of aggregated data as calculating totals from rounded data compounds the effects of rounding. Individuals who live overseas, individuals who are without a valid home address and individuals who only have a postal address may not be assigned to a specific locational boundary.</p> <p>https://data.gov.au/data/dataset/dss-payment-demographic-data</p> <p>For further details on social services payments, see 'A guide to Australian Government payments' available on the Services Australia website: https://www.servicesaustralia.gov.au/organisations/about-us/publications-and-resources/guide-australian-government-payments</p>
	<p>Domestic Violence Statistics, AVO Statistics, July 2022 – June 2023</p> <p>Data was extracted using the BOCSAR NSW Crime Tool.</p> <p>http://crimetool.bocsar.nsw.gov.au/bocsar/</p> <p>Some indicators are also available from the <i>Domestic Violence Statistics</i> and <i>AVO Statistics</i> reports issued quarterly.</p> <p>https://www.bocsar.nsw.gov.au/Pages/bocsar_pages/Domestic-Violence.aspx</p>
National Disability Insurance Agency (NDIA)	<p>NDIS data and insights, June 2023</p> <p>This data provides insights in relation to the National Disability Insurance Scheme (NDIS). Included in the dashboard is a point-in-time snapshot of the number of participants (people with an NDIS plan) as at June 2023.</p> <p>https://data.ndis.gov.au</p>

Levels of geography

All geographic boundaries are defined as per the ABS [Australian Statistical Geography Standard \(ASGS\) Edition 3](#), reference period July 2021 - June 2026.

To support collaborative service planning at national, jurisdictional and local levels, data is available for the following geographies:

- **Local Government Area (LGA) 2021:** ABS approximation of gazetted local government boundaries as defined by each state and territory. LGA boundaries are updated every year. However, for consistency across geographies, the 2021 LGAs boundaries are used in the dashboard.
 - **CLSD regions** are clusters of LGAs. The [Cooperative Legal Service Delivery \(CLSD\) Program](#) supports 12 regional justice partnerships in regional, rural and remote NSW. The purpose of each partnership is to build and nurture a network of legal assistance and community services to increase access to justice and improve legal and social outcomes for people experiencing social or economic disadvantage or dislocation.
- **Postal Areas (POA):** ABS approximation of a general definition of postcodes.
- **Statistical Area (SA2, SA3, SA4)**
 - SA2s are medium-sized areas that represent a community that interacts together socially and economically. They generally have a population between 3,000 and 25,000 with an average of about 10,000 people.
 - SA3s are designed for the output of regional data through clustering groups of SA2s that have similar geographic and socio-economic characteristics. In general, SA3s have a population between 30,000 and 130,000 people.
 - SA4s are the largest sub-state regions, their boundaries represent labour markets and the functional area of Australian capital cities respectively. In regional areas, SA4s tend to have a population of 100,000 to 300,000 people, while in cities they tend to have a larger population of 300,000 to 500,000 people.
- **Suburb and localities (SAL):** ABS approximation of the officially recognised boundaries of suburbs (in cities and larger towns) and localities (outside cities and larger towns) as defined by the State and Territory governments of Australia.
- **State/territory:** six states and two territories of Australia. In addition, Jervis Bay, Christmas Island, Cocos (Keeling) Islands and Norfolk Island are categorised as ‘Other Territories’.

Table 3: Number of spatial areas at each level of geography

Spatial areas	LGA *	Postal area *	SA2	SA3	SA4	Suburb/ locality *	State/ territory
Number of spatial areas, covering the whole of Australia without gaps or overlaps	547	2,643	2,454	350	89	15,334	9

* Non ABS Structures. These are ABS approximations to enable comparison with other data, they do not exactly match official legal boundaries and should only be used for statistical purposes.

Refer to the table next page to see what geographies are available for each indicator.

Where an indicator is not provided at a particular level of geography, this is because data was not available/published at the time of the dashboard being released, or it was only available using an older version of geography boundaries.

Table 4: Levels of geography available for each indicator

Indicator	LGA	Postcode	SA2	SA3	SA4	Suburb	State
All Population	✓	✓	✓	✓	✓	✓	✓
Population 15+	✓	✓	✓	✓	✓	✓	✓
Female 15+	✓	✓	✓	✓	✓	✓	✓
Children & young people (0-24)	✓	✓	✓	✓	✓	✓	✓
Older people (65+, ATSI 50+)	✓	✓	✓	✓	✓	✓	✓
Aboriginal and Torres Strait Islander (All)	✓	✓	✓	✓	✓	✓	✓
Aboriginal and Torres Strait Islander (Female 15+)	✓	✓	✓	✓	✓	✓	✓
Language other than English (15+)	✓	✓	✓	✓	✓	✓	✓
Low English proficiency 15+	✓	✓	✓	✓	✓	✓	✓
Age Pension	✓	✓	✓	✗	✗	✗	✓
Carer Payment	✓	✓	✓	✗	✗	✗	✓
Disability Support Pension	✓	✓	✓	✗	✗	✗	✓
JobSeeker Payment	✓	✓	✓	✗	✗	✗	✓
Youth Allowance	✓	✓	✓	✗	✗	✗	✓
Disengaged young people 15-24	✓	✓	✓	✓	✓	✓	✓
Homeless, or at risk	✓	✗	✗	✓	✓	✗	✓
Low education	✓	✓	✓	✓	✓	✓	✓
Lone parent 15+	✓	✓	✓	✓	✓	✓	✓
Low personal income <\$33,800/yr 15+	✓	✓	✓	✓	✓	✓	✓
Rural & remote	✗	✗	✗	✗	✗	✗	✓
Disability (severe/profound) (0-64)	✓	✓	✓	✓	✓	✓	✓
Mental health condition	✓	✓	✓	✓	✓	✓	✓
NDIS participants	✓	✗	✗	✓	✓	✗	✓
ADVOs issued	✓	✗	✗	✗	✗	✗	✓
Domestic violence related assault	✓	✓	✗	✗	✗	✗	✓
DV Intimidation, stalking, harassment	✓	✓	✗	✗	✗	✗	✓
Breach ADVOs	✓	✓	✗	✗	✗	✗	✓

General notes

Rounding, small numbers & aggregated totals

Numbers (that is, 'counts') presented in the dashboard are rounded to the nearest 10. Small numbers (less than 10) are not displayed and replaced with a '<10' label. [As a general rule, low numbers should be treated with caution and not relied upon to draw definitive conclusions. Findings based on low numbers are indicative only.](#)

For confidentiality purposes, the ABS uses a process of perturbation of small numbers and DSS publishes counts rounded to the nearest 5. This protects the privacy of individuals while maintaining a high standard of accuracy. Adding up counts for a few areas to obtain aggregated totals is acceptable. However, adding up counts for a large number of small areas will increase the margin of error, which is why it is best to use the closest or highest level of geography available for your purposes. For example, to obtain total counts for a specific SA4, it is best to refer to the SA4 tab rather than calculating the sum of SA2 counts within that SA4. This is also why the total of, for example, all LGAs in a state may be slightly different to the data presented at state level (the sum of LGAs is indicative, but data by state provides more accurate totals at the jurisdictional level).

Counts and percentages

Counts provide a better indication of the size of the population of interest, and therefore the extent of potential legal needs that may result in demand for services in a geographic area. But percentages can also be useful in understanding the relative representation of a group between different geographic areas. [Percentages calculated over small populations can appear deceptive and should be treated with caution.](#)

The dashboard allows to show data as counts or as percentages: when data is displayed as percentages, it automatically calculates the proportion of the primary indicator as a percentage of the general population (that is, the entire population) within each area. For example, if *Older people* is selected as primary indicator by SA2, data shows the percentage of older people in each SA2: 46.6% of the population in the Tuncurry SA2, 8.5% of the population in the Riverstone SA2, etc. The blue box shows the overall count and the percentage of the general population for the combined selected areas. Percentages are not displayed for the following indicators:

- **All population:** this is because 'All population' will always represent 100% of the general population in every area (so the map would be entirely dark blue, and all bars would show 100%).
- **Domestic and family violence indicators:** for indicators such as these that are based on counts of incidents, it is best to use rates calculated over the relevant population. Refer to statistics published by BOCSAR for rates of domestic violence related incidents.

Cross-border postcodes

There are 15 cross-border postcodes in Australia. Data for those postcodes has been apportioned to each jurisdiction according to the percentage of the general population residing on either side of the border. This means that:

- When selecting a jurisdiction, data reported against cross-border postcodes only includes counts for that state/territory (even if the whole postcode area appears highlighted on the map).
- When selecting a cross-border postcode (without applying a jurisdiction filter), data is aggregated to show all counts for the postcode area (regardless of the state/territory data is assigned to).

[Postcode data should not be used when comparing state/territory level counts.](#)

Tips and Troubleshooting

Click on headings below for some tips and solutions to get around some common Tableau dashboard quirks. If you cannot find the answer to your problem or query, please **contact us**.

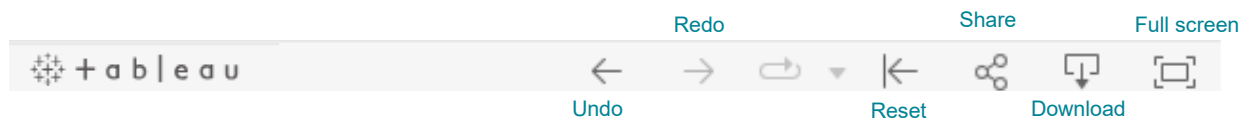
- **Tip: Tableau toolbar explained**
- **Tip: Tableau map controls explained**
- **Tip: Selecting data with filters**
- **How do I get back to the beginning/reset the dashboard?**
- **I can no longer see the tooltip or any information when hovering over the map**
- **Help, everything has disappeared! The dashboard has gone blank, the map/chart are gone...**
- **Help, I have lost track of where I am on the map! I have zoomed too far in or out, I am lost in the ocean...**
- **Can I download the data?**
- **Data shows counts even though I selected percentages.**
- **There are grey areas on the map with no information.**
- **Why do I get a message asking to choose a valid indicator?**
- **I have selected all areas but the map only highlights one area and everywhere else is in pale yellow**
- **It doesn't allow me to select or deselect the areas I want.**
- **The summary statistics blue box is no longer showing any data**
- **The map doesn't zoom in to the area I have selected**
- **Only one area is showing on the map but the geography filter is set to 'All'**

Your question is not listed here, or you may have further comments or feedback on the dashboard?

Please do not hesitate to contact us on research@lawfoundation.net.au.

Tableau toolbar

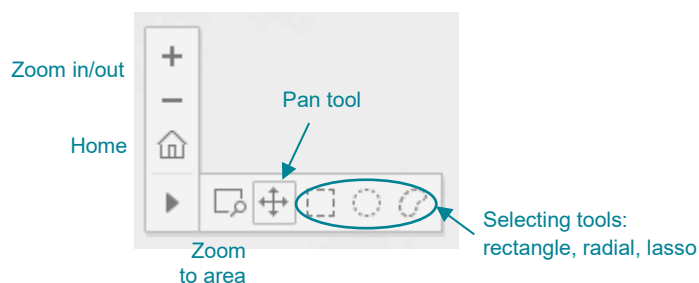
The Tableau toolbar is located just below the dashboard and provides standard online features such as undo/redo the last action, reset to default view (back to the beginning), share or download. The toolbar is hidden in full screen mode.



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Tableau map controls

The map controls appear in the top left corner when hovering over the map. They allow for both moving around the map (including zooming in and out), and selecting areas from the map.



- Use the + and - buttons to zoom in or out.
- Use one of the selecting tools (rectangle, radial or lasso) to draw boundaries on the map and select a specific group of areas. Any area that is fully or partially within the drawn boundaries will be included in the selection, so it is best to zoom in for a more accurate selection. Make sure to change back to the pan tool to move the map without changing your selection.
- The Home button cancels any zooming or moving action, but without changing the selection. Note that using geography filters on the right hand side automatically updates the map to zoom into the area of interest. When an area is selected using the dropdown list(s), the Home button resets the map to the selected area.
- Use the pan tool (cross of arrows) to move the map around without selecting or deselecting any area.

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How do I get back to the beginning/reset the dashboard?

Click on the reset button that is located in the Tableau bottom toolbar below the chart, to the right. It is represented by a 'back to start' arrow and looks like this:



This will reset the dashboard back to the default view: showing all population counts in NSW, with no comparison indicator. Note that Tableau toolbars are hidden when viewing the dashboard in full screen mode. Press Escape to exit full screen mode if required.

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I can no longer see the tooltip or any information when hovering over the map

This may be due to a dropdown list being left open after applying a filter. Close the dropdown list by clicking on the little down arrow of the filter (or anywhere in the grey area on the right) to enable tooltips to appear on the map or the chart.

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Help, everything has disappeared! The dashboard has gone blank, the map/chart are gone...

This can happen when selecting conflicting filters, such as trying to select a CLSD region in NSW when the State filter is set to show QLD only. Update the geography filters accordingly, or you can fully reset the dashboard by clicking on the Tableau reset button in the bottom toolbar.

The screenshot shows a Tableau dashboard with a blank map area. The right-hand filter pane is visible, with the 'State' filter set to '(Multiple values)' and the 'CLSD Region (NSW)' filter set to 'Taree-Forster'. Red circles highlight these filters and the 'Reset' button in the bottom toolbar. Red arrows point from text annotations to these elements.



Correct the geography filters

Or reset the dashboard

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Help, I have lost track of where I am on the map! I have zoomed too far in or out, I am lost in the ocean...

Two options:

1. Reset the map by clicking on the Home button in the top left corner of the map.  This will cancel any zooming or moving action, and take you back to the area selected with the geography filters on the right hand side (or to the view of NSW if no filters are selected).
2. Fully reset the dashboard by clicking on the reset button in the bottom toolbar.  Note that this resets to the dashboard's default view, including the geography filters (to NSW only) and the indicators (to All population as primary indicator, with no comparison indicator).

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Can I download the data?

The dashboard allows you to download a screenshot of the dashboard as an image (.png file), in .pdf format, or as a PowerPoint slide. Click the Download button from the Tableau toolbar and follow the prompts.



To download a spreadsheet of the complete dataset included in the dashboard, click [here](#) (check your *Downloads* folder).

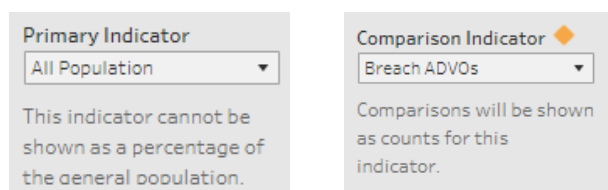
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Data shows counts even though I selected percentages

Percentages are calculated over the general population within each area. Percentages are not displayed for the following indicators:

- **All population:** this is because 'All population' will always represent 100% of the general population in every area (so the map would be entirely dark blue, and all bars would show 100%).
- **Domestic and family violence indicators:** for indicators such as these that are based on counts of incidents, it is best to use rates calculated over the relevant population. Refer to [statistics published by BOCSAR](#) for rates of domestic violence related incidents.

When one of these indicators is selected as primary indicator, the 'Show data as' dropdown list is replaced with a message. When one of these indicator is selected as comparison indicator, and the primary indicator was displayed as a percentage, then data for both indicators automatically reverts to displaying counts to allow for comparison.



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There are grey areas on the map with no information

The grey areas on the map are where no resident population was recorded in the 2021 Census, so all indicators (and the tooltip) are blank. This is the case for about 686 localities across Australia, out of a total of over 15,530 suburbs/localities.

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Why do I get a message asking to choose a valid indicator?

This happens when a category header has been selected rather than an actual indicator.

The list of indicators is quite long and a few headers have been inserted for ease of navigation, such as POPULATION, DIVERSITY, etc. They are in capital letters to distinguish them from indicators. Headers only represent broad categories for sign posting purposes and are **not linked to any data**.

It was not possible to disable the selection of a header from the dropdown list. When a header is selected by mistake, there is no data to display and a warning message replaces the map and chart. Simply update your selection to one of the available indicators. Note that a comparison indicator is not required, you can choose the '(none selected)' option and view data for the primary indicator only.

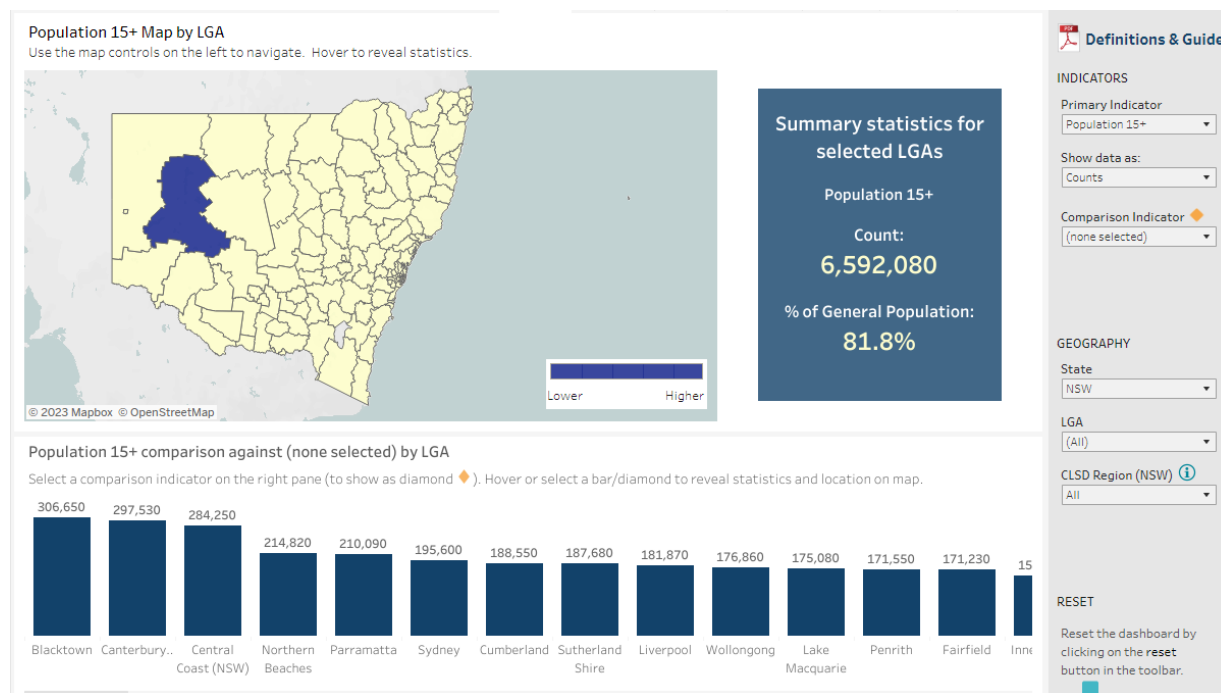
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I have selected all areas but the map only highlights one area and everywhere else is in pale yellow

This is usually caused by a specific sequence of actions that combines selecting and filtering. If you select an area from the map, then select a different area using the dropdown list to the right, and then select 'All' from the same list, the chart and Summary box show data for all areas, but the map highlights the initial selection, as shown below.

To reset the map selection, click on the highlighted area to select it again, then click anywhere in the ocean to clear the map selection and bring it in line with the geography filters on the right hand side.



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It doesn't allow me to select or deselect the areas I want or

The summary statistics blue box is no longer showing any data

This happens when the dashboard gets tangled up in multiple contradictory selections. The dashboard allows for areas to be selected either from the map or using the available dropdown lists on the right-hand side. While both methods result in the selection of area(s), they are treated as different actions by Tableau (selecting vs filtering) and the combination of both methods can trigger errors. It is recommended to clear a selection using the same method as was used to select it. For example:

- If you selected from the map (by clicking an area or using the selecting tool), make sure to clear the selection by clicking anywhere in the sea before starting a new selection using the dropdown list.
- If you selected from the list (by ticking/unticking boxes), make sure to tick 'All' to remove the filter before selecting a different area from the map.

Not sure how you got there, or where you're at? Simply reset the dashboard by clicking on the reset button that is located in the Tableau bottom toolbar. It is represented by a 'back to start' arrow and looks like this:



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The map doesn't zoom in to the area I have selected

When selecting an area using the geography filters (the dropdown lists on the right-hand side), the map automatically zooms into the selected area. However, it might happen, after a specific sequence of actions, that the map no longer zooms in or out as expected. This is caused by using a combination of actions such as selecting areas from the filters and also manually moving and selecting from the map. In order to reset the map, click on the Home button located in the map controls (they appear in the top left corner when hovering over the map).



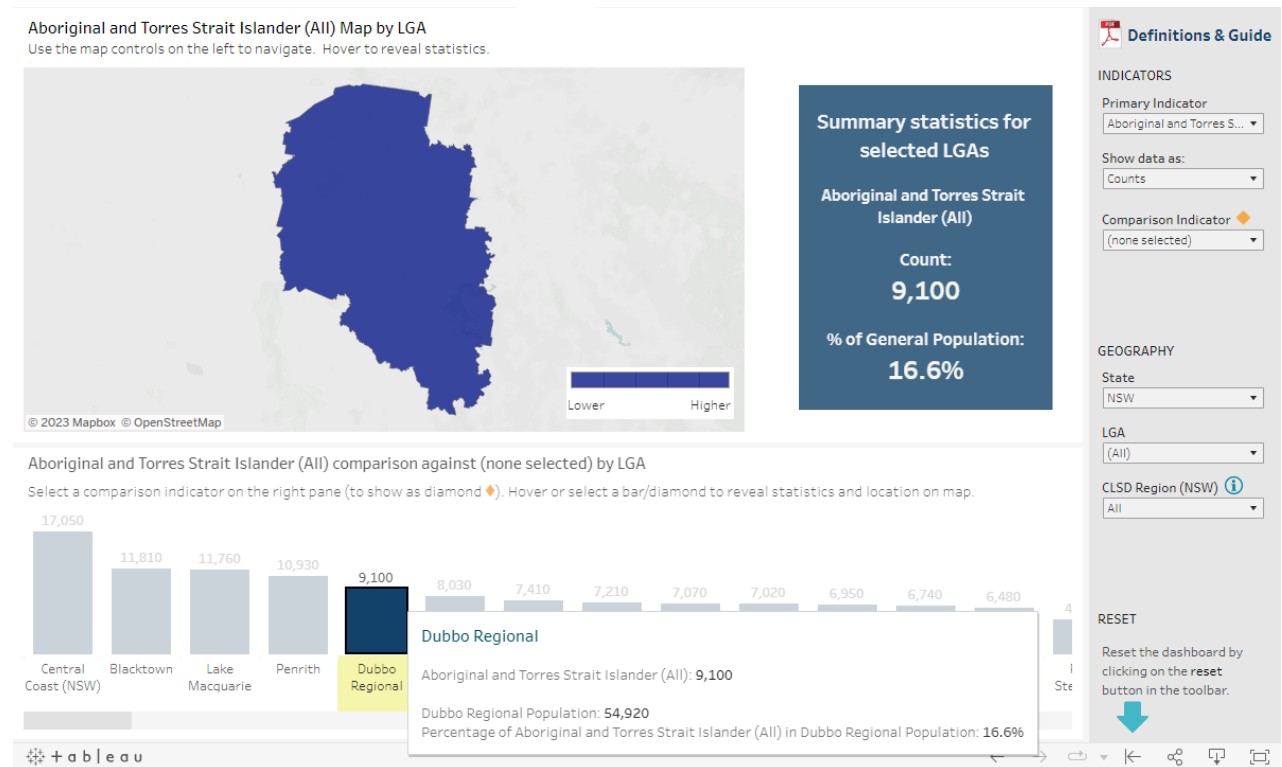
The Home button cancels any zooming or moving action, without changing your selection from the dropdown lists.

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Only one area is showing on the map but the geography filter is set to 'All'

The dashboard is designed to be as interactive as possible: clicking on the map highlights an area and the chart and box update to show data for that selected area only. Similarly, clicking on one bar from the chart will select that area, with the map and Summary statistics box updating accordingly. The rest of the chart remains visible but appears faded.

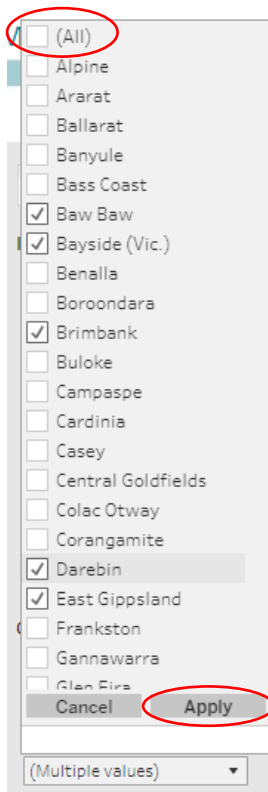
Simply click anywhere in the chart area (the white space above the blue bars) to revert to the initial selection.



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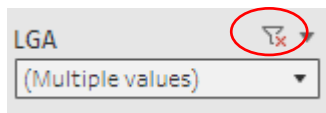
Selecting data with filters

The dropdown lists on the right-hand side allow for easy filtering of the data to focus on your geographic area of interest.



- Click on the down arrow to open the list of available areas, and tick/untick boxes to customise your selection.
- Note that the list available will reflect other filters already applied. For example, if you selected Victoria in the state filter, the bottom filter will only show Victorian areas (LGAs, SA2s, etc. depending on which tab you are in).
- If you want to select only a few areas from a long list, untick the 'All' option at the top to automatically deselect all areas, then click on the ones you wish to see data for.
- Click on the Apply button, then click on the down arrow again to close the list.

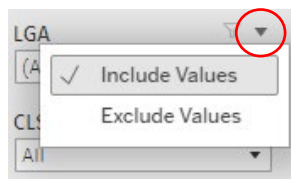
Click on the funnel symbol with the red cross to easily clear the selection in one click (this reverts to selecting all areas). Or open the list again and tick 'All' at the top.



You can also reverse the filter feature.

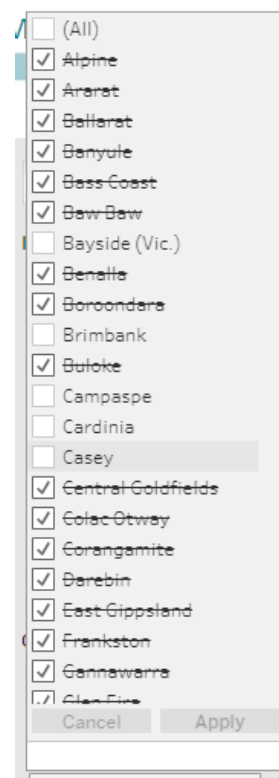
By default, a tick means that the area is included in your selection. But the filter can also work in reverse, whereby areas that are ticked are excluded from the selection.

To do this, click on the down arrow located next to the header (that is the one above the box, it appears when hovering the cursor over the text box/header), and change from 'Includes Values' to 'Exclude Values'.



This time, all areas that are ticked appear crossed out and will be excluded from your selection. And the map, chart and summary statistics will show data for areas that are unticked only.

This feature can be a little counter-intuitive (mind gymnastics alert!), but it is a handy tool if you are interested in getting data for a specific cluster of areas, and then see data for everywhere else combined (or for the rest of the jurisdiction).



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