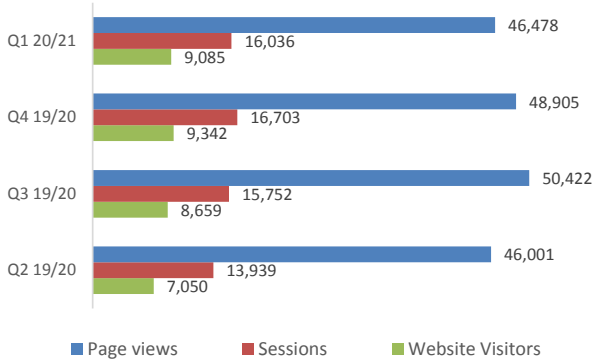
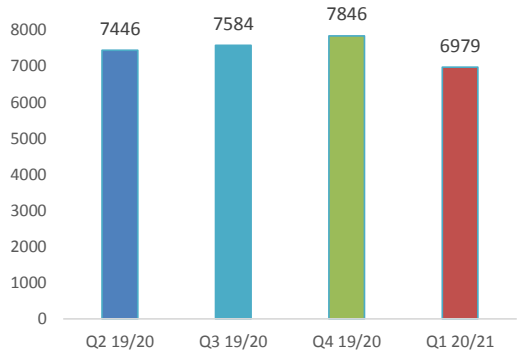
HSNet Quarter One (Jul-Sep 2020) Dashboard Report

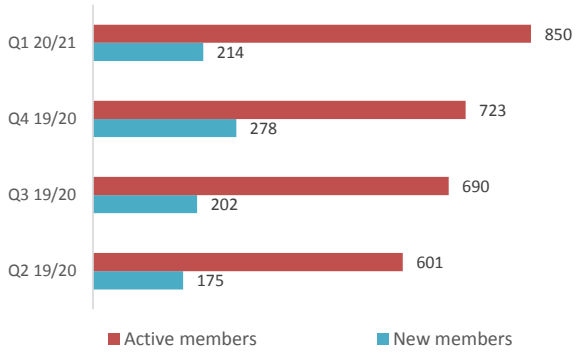
Website visits



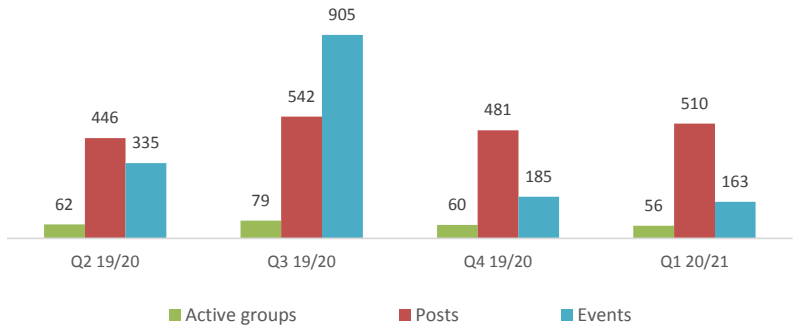
Current members



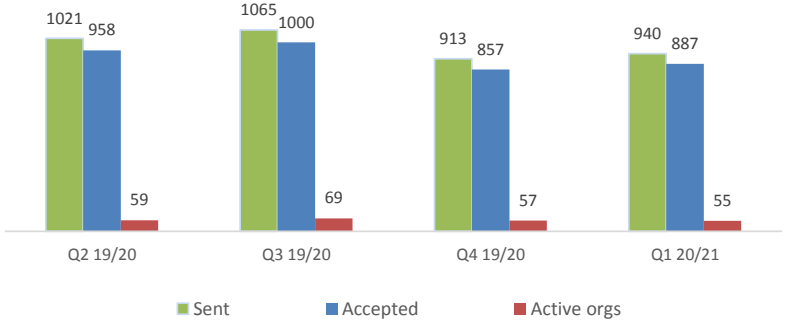
Active and new members



Groups overview

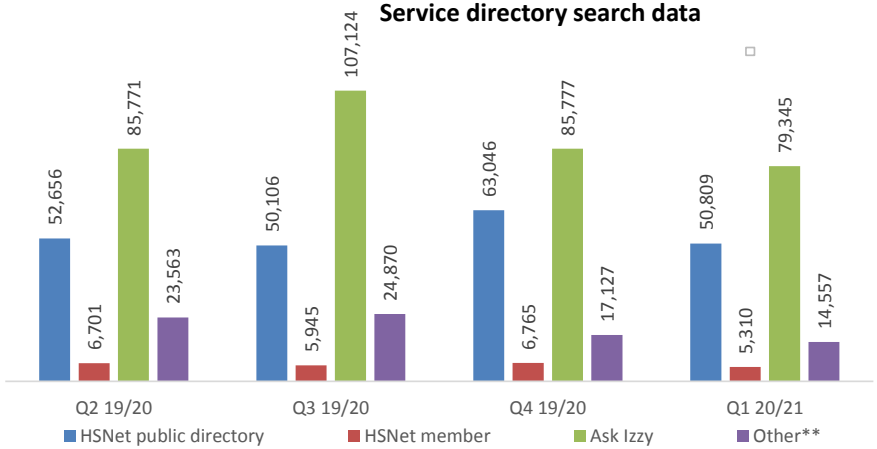


Referrals



[HSNet Service Demand Dashboard](#) - View monthly interactive information by search category and districts across NSW.

Service directory search data



EXPLANATORY NOTES

Website visits

Page views: A unique page view includes multiple hits on a given page in the one and same session.
Sessions: A group of interactions/visits one user makes within a given timeframe on the website.
Sessions and page views are counted by total by quarter.
Website visitors: The total number of visitors (users) to the website. These can be members or non-members

Members

Members refers to the people who have registered to use the site.
Active Members refers to the number of members who have logged in during that period.

Groups overview

A collection of private and public collaboration spaces where users can find and publish information from around the sector. Registered members can post articles and events to the HSNet community, as well as create their own groups for private collaboration.

Referrals

HSNet function available for registered members only. Users can refer a client from service to service and track the progress of the referral.
Active organisations: organisations that have been provided access to make, send and/or receive referrals.
Sent and accepted referrals: The difference in these numbers can be attributed to the time at which the report was generated ie referrals have been sent but not accepted during the reporting period. Broadcast referrals can only be accepted by one organisation. Referrals that are not accepted include rejected, withdrawn, expired and new (not actioned yet).

Service directory search data

The total number of individual searches can be made by HSNet members and/or the public. The service directory provides a range of human support services across NSW.
Other: Combines searches from ***Your Service Hub* (Your Room was launched by NSW Ministry of Health for some Alcohol and other drug providers on 29/5/2018), ***Seniors Card,*** *(direct link on their site to the HSNet service directory)*, **CIMS** (a DCJ Housing website), ***DCJ Digital*** *(website - search stats derived from Google Analytics commenced 2019),* ***DCJ Aboriginal Outcomes*** *(direct link to HSNet service directory - API), Bourke Jobs Board* https://www.bourkejobsboard.com/bourke-community-services.php *(link to HSNet service directory - API commenced in 2019).*

Service demand dashboard - Click NSW for interactive map

The monthly service demand dashboard tracks searches within NSW via HSNet, Ask Izzy, Lifeline and Service Seeker websites for a number of categories including food, DV, housing and legal services.
The dashboard has been produced by FACSIAR since the beginning of the COVID-19 pandemic in March 2020.