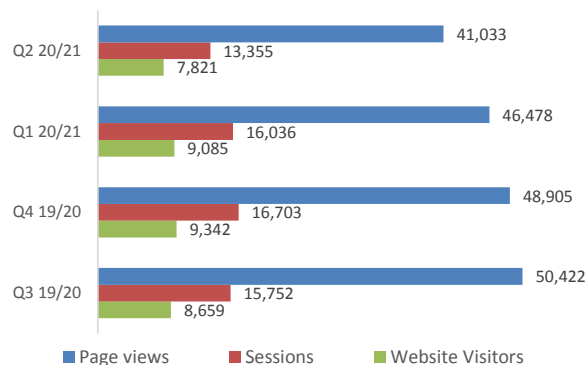
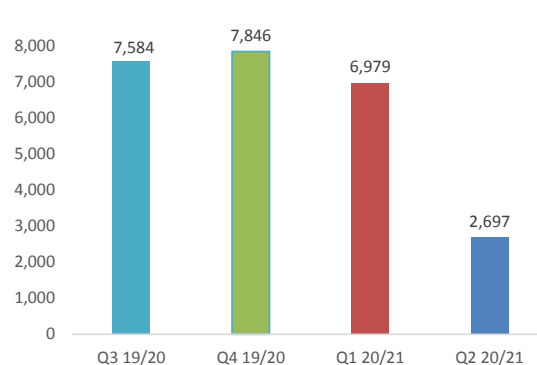
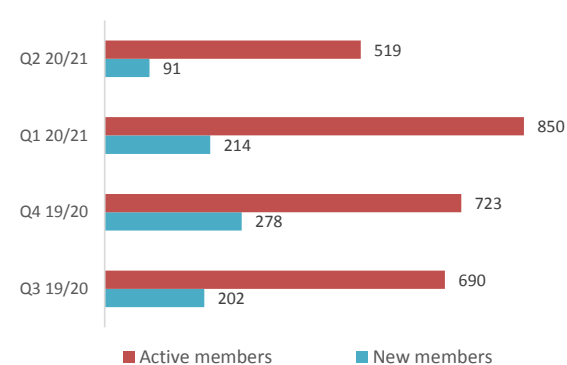
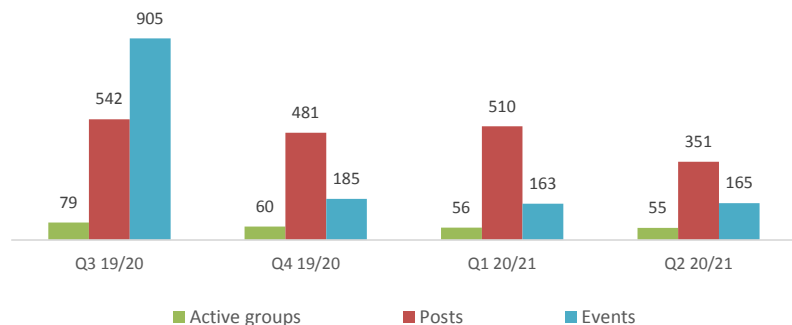
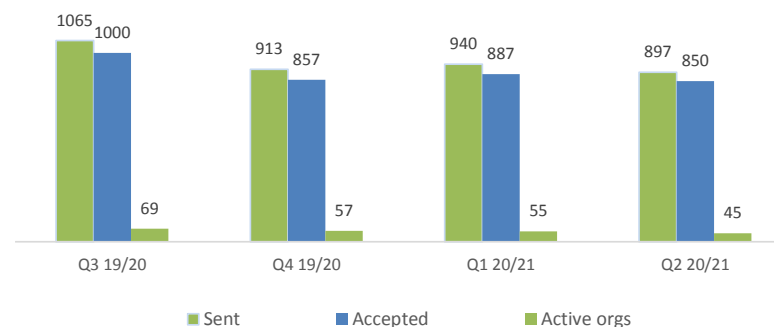
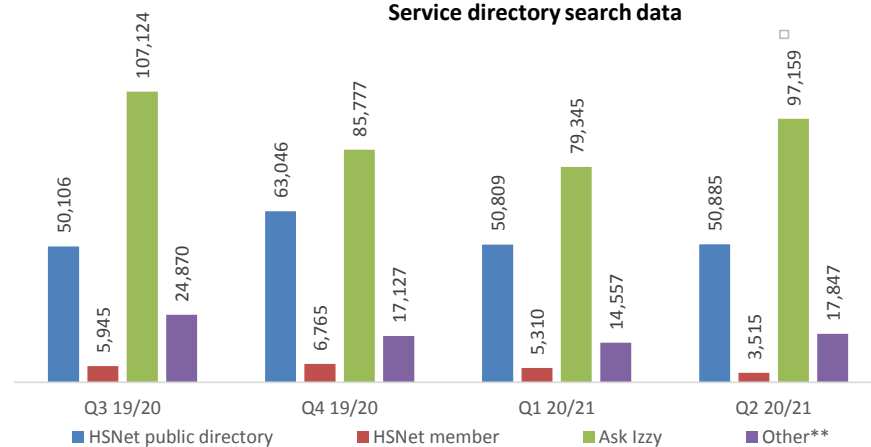


Website visits

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

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.

Members

Active members (users) are the total number of visitors to the website. These can be members or non members.

Members refers to the number of people who have registered to the site and logged in.

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 facility 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 Alcohol and other drug providers on 29/5/2018), **Seniors Card**, (direct link on their site to the HSNet service directory), **CIMS** (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 HSNet monthly service demand dashboard tracks searches on the HSNet website for a number of categories including food, DV, housing and legal services.

The dashboard has been produced by FACSIA since the beginning of the COVID 19 pandemic in March 2020.