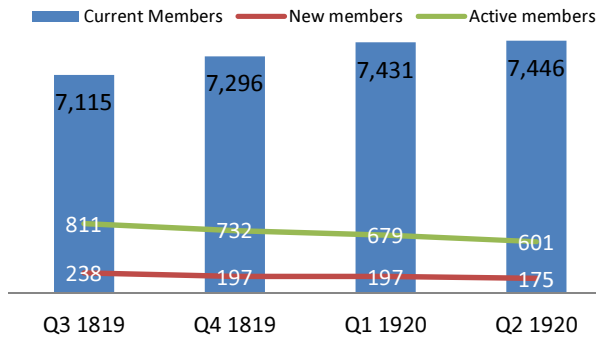


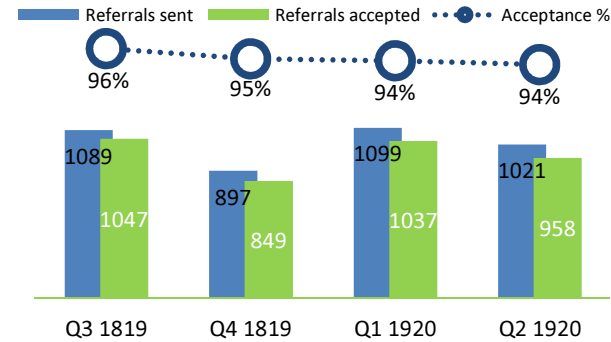
# HSNet Quarter Two 2019-20 Dashboard Report



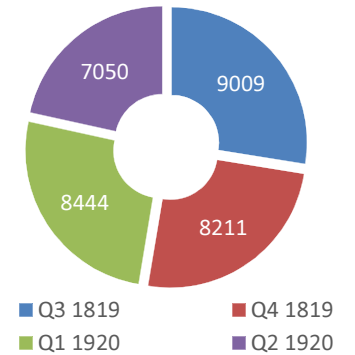
**Current, new & active members**



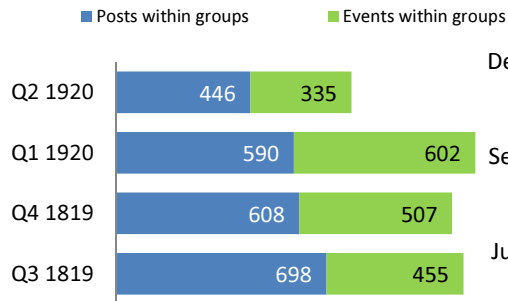
**Referral and acceptance rate**



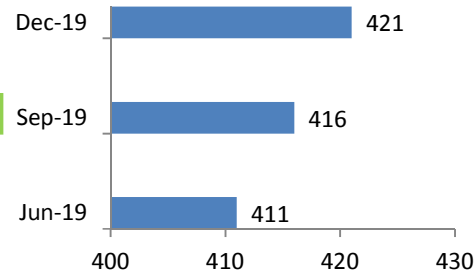
**Active users**



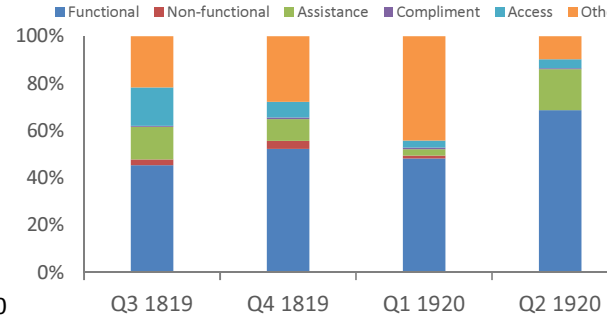
**Posts and Events**



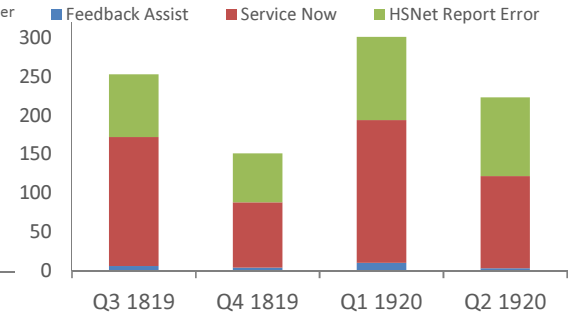
**Total Groups**



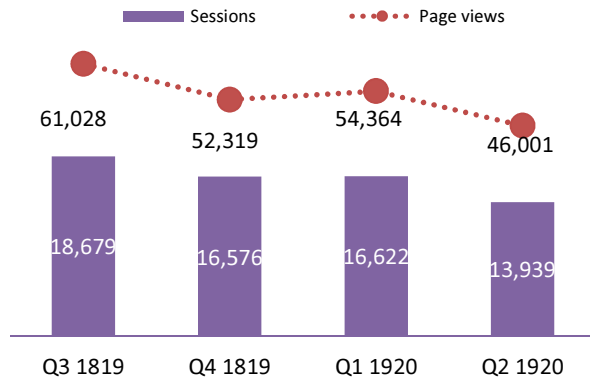
**Proportion of HSNet Feedback by Category**



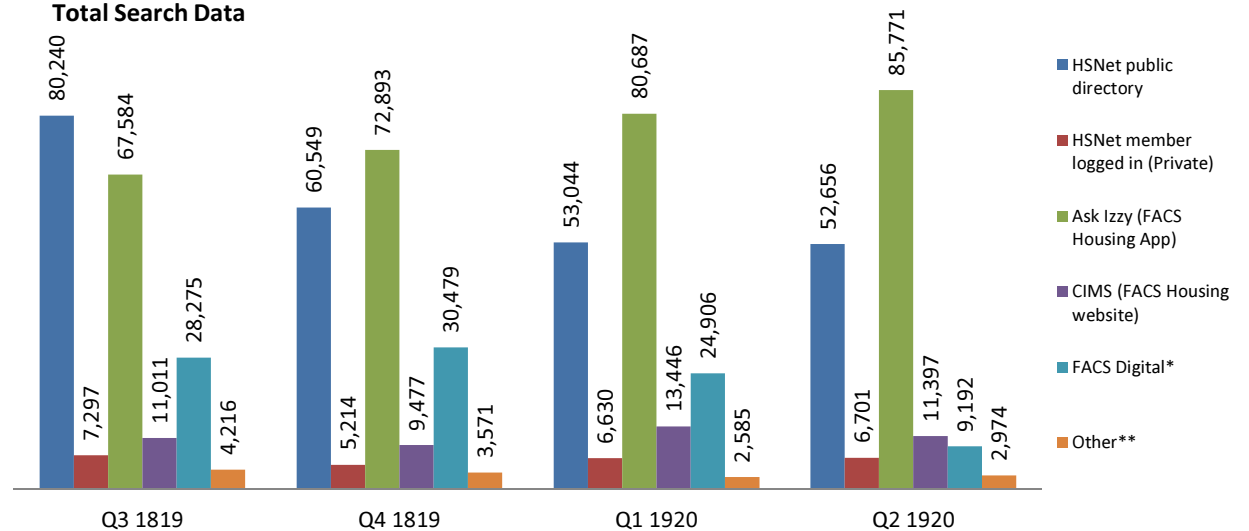
**HSNet Feedback by Pathway**



**Sessions and page views**

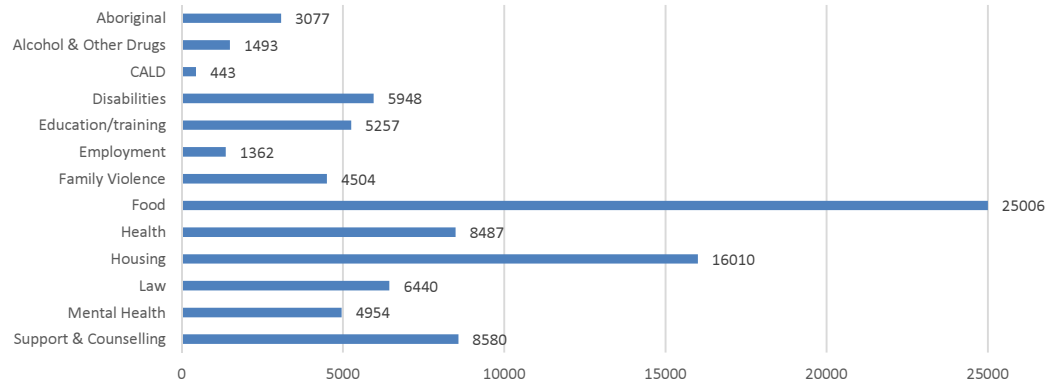


**Total Search Data**

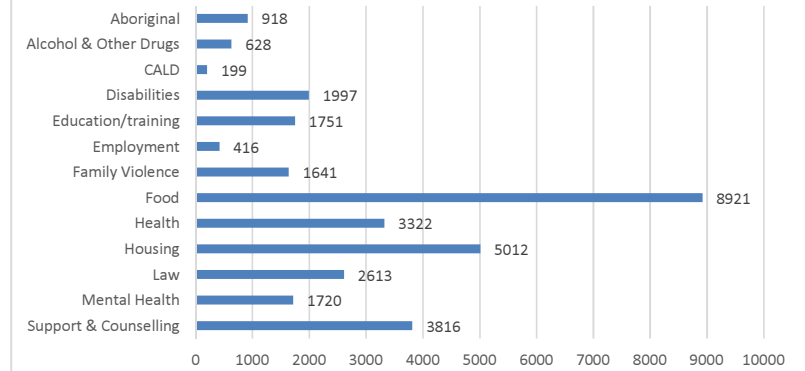


# Topic Searches by DCJ/Health District - Quarter Two 2019-20 Dashboard

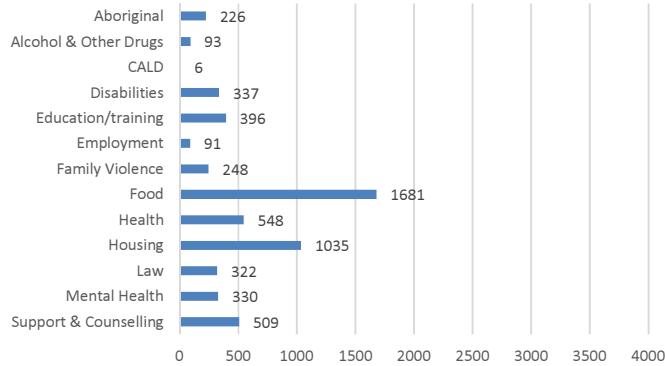
## New South Wales Q2 19-20



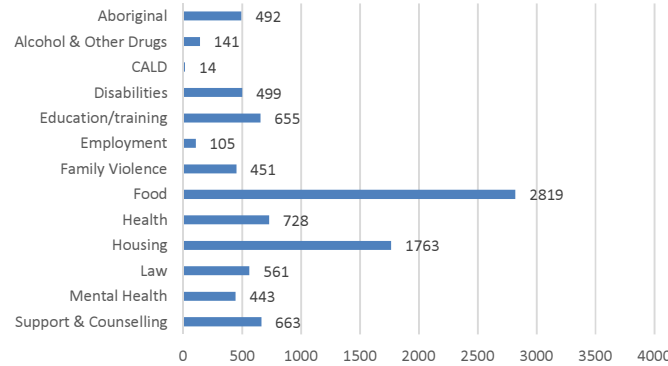
## Sydney, South Eastern Sydney & Northern Sydney Q2 19-20



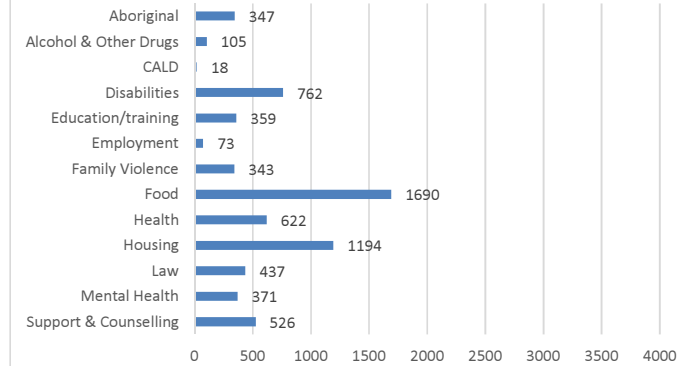
## Illawarra Shoalhaven & Southern NSW Q2 19-20



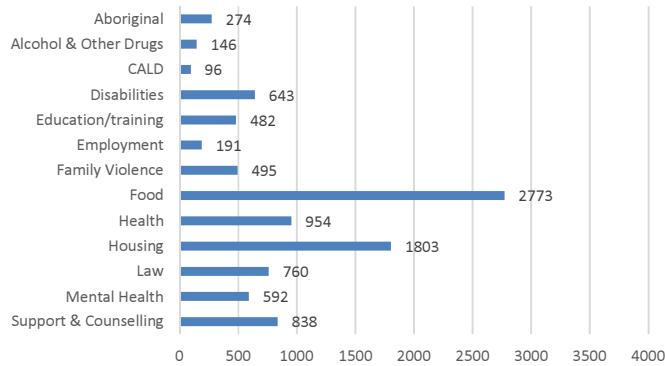
## Mid North Coast, Northern NSW & New England Q2 19-20



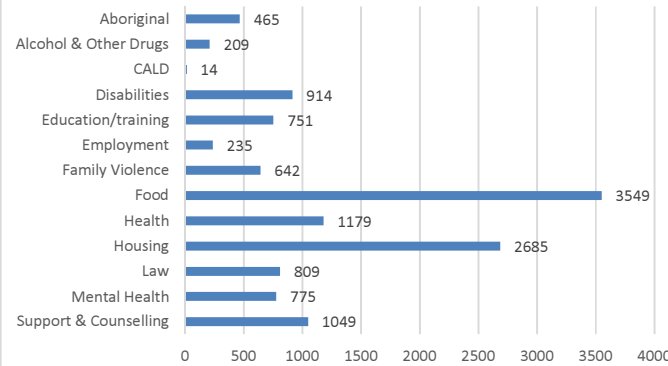
## Murrumbidgee, Far West & Western NSW Q2 19-20



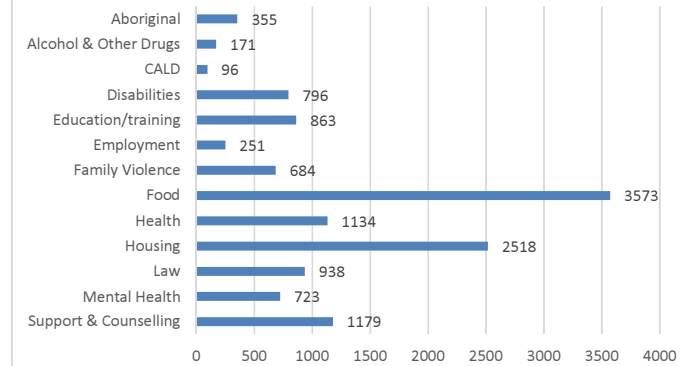
## South Western Sydney Q2 19-20



## Hunter & Central Coast Q2 19-20



## Western Sydney & Nepean Blue Mountains Q2 19-20



## Notes to Quarterly HSNet Dashboard Report

### Counting Rules:

- Active users are determined by each hit from one site who visited HSNet by a unique identifier. <https://support.google.com/analytics/answer/2992042?hl=en>
- Sessions and page views are counted by total by quarter.
- Referrals that are not accepted include rejected, withdrawn, expired and new (not actioned yet).

### Data sources:

Google Analytics administered by DCJ

HSNet Feedback Assist - Feedback widget for users to provide feedback, queries and comments.

Service Now - centralised portal capturing incidents and queries received from the [hsnet@facs.nsw.gov.au](mailto:hsnet@facs.nsw.gov.au) email or HSNet support phone line 02 9765 5260 (Mon-Fri 9-5pm)

### Proportion of HSNet feedback by category

**Functional:** Requests for application work to the site, adding/amending service information, issues with general functionality of site products.

**Non-functional:** Performance issues, technology available.

**Assistance:** Requests for general assistance with user of site features.

**Compliment:** Comments provided in regards to staff, project assistance, site functionality etc.

**Access:** Feedback regarding access to the site or access to specific tools ie. referrals, capacity.

### Search Data:

\*FACS Digital - search stats derived from Google Analytics

\*\*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** includes a link to the

### Terminology:

**Active users:** The total number of visitors to the website.

**Groups:** A collection of private and public collaboration spaces where users can find 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.

**Members:** The number of users who have registered as members of the site.

**Page view:** A view of a page on the site. A unique page view includes multiple hits on a given page in the one and same session.

**Referrals:** HSNet facility available for registered members only. Users can refer a client from service to service and track the progress of the referral.

**Searches:** The total number of individual searches of the HSNet service directory. The service directory is available to the public.

**Service Site:** Human service sites listed on the HSNet service directory.

**Services:** range of support services offered through the human service sites listed on HSNet service directory.