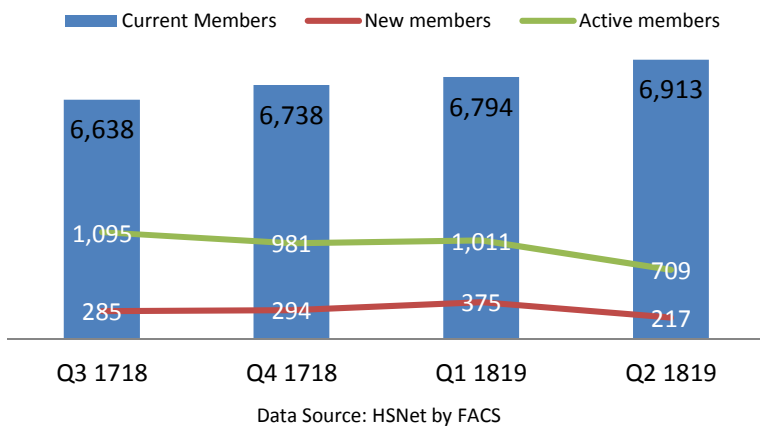
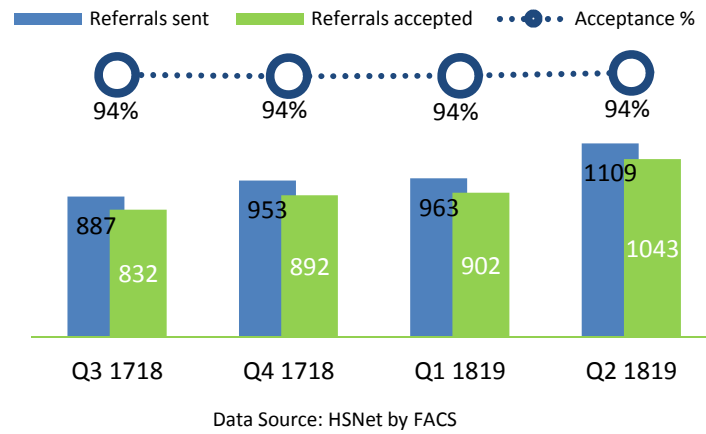


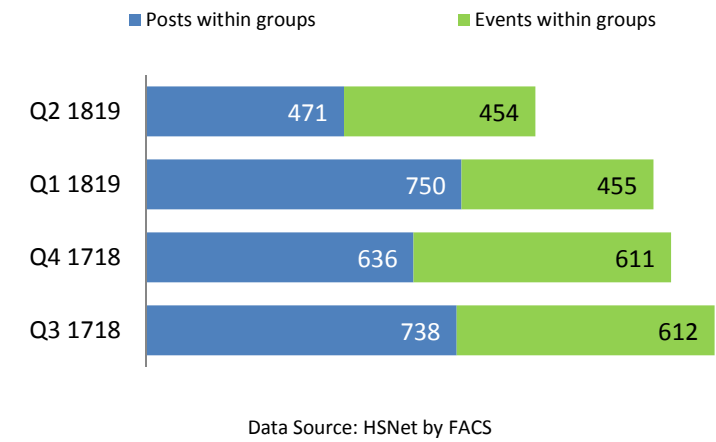
Current , new & active members



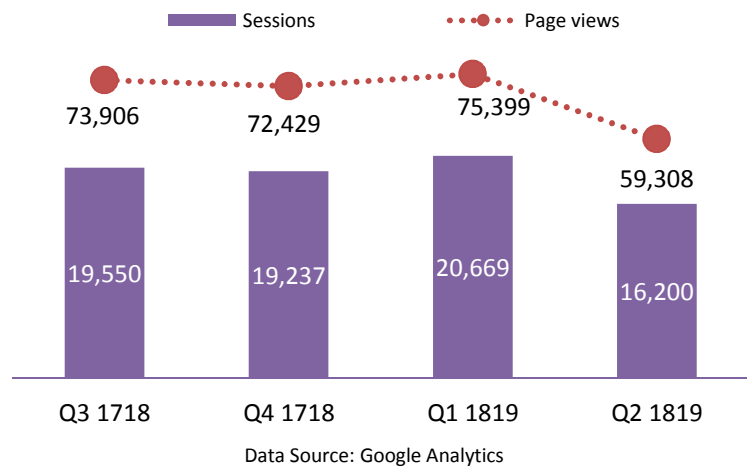
Referral and acceptance rate



Posts and Events



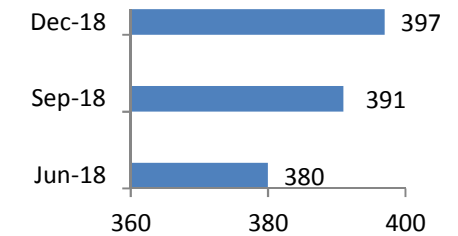
Sessions and page views



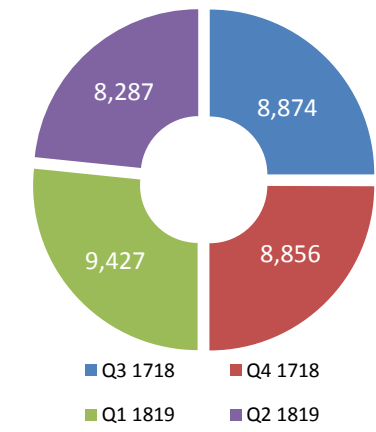
40,149
Service Sites



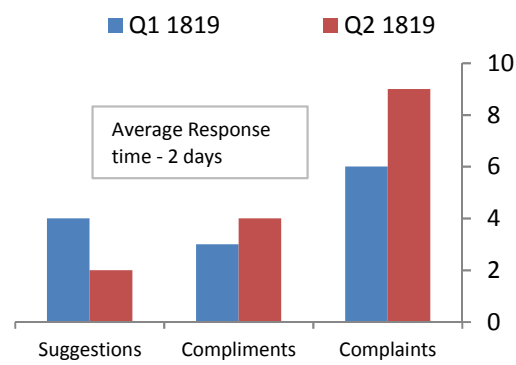
Total Groups



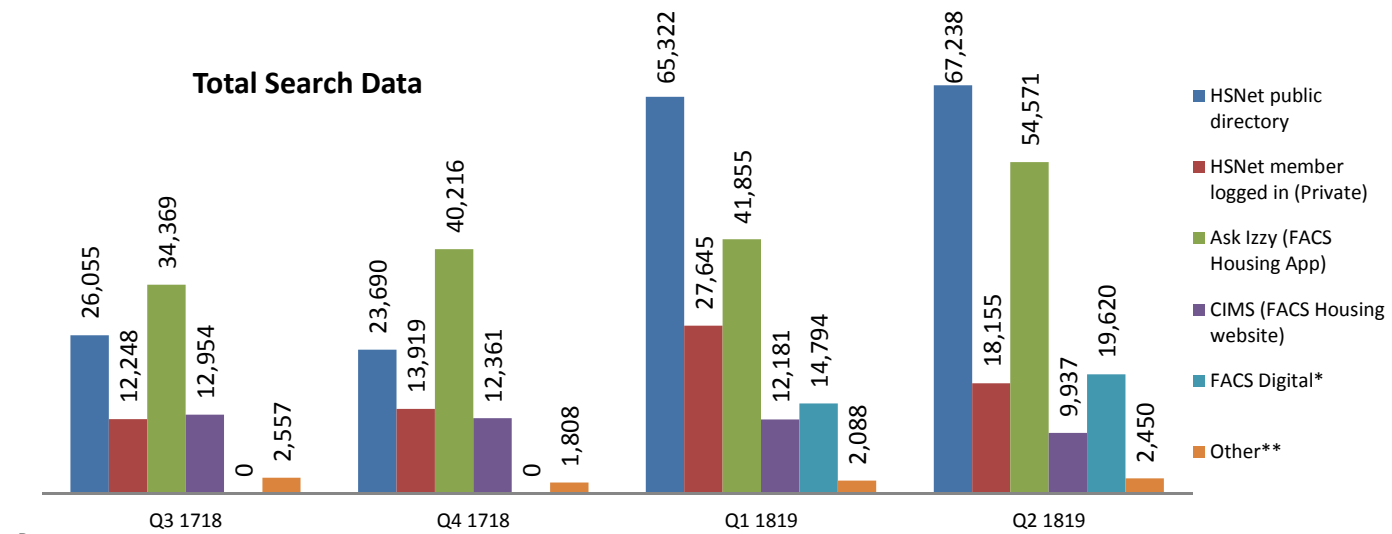
Active users



HSNet Feedback Assist



Total Search Data



Data source : Data from Infoxchange
 *FACS Digital search stats derived from Google Analytics and included for first time in Q1 2018-19 Dashboard. Previous quarterly FACS digital stats not reliable due to impact of web crawler on HSNet website
 **Other: Combines searches from the Rydon - Regional Youth Development Officers Network Inc (with link to HSNet directory on webpage) and the Seniors Card (link to HSNet directory on Seniors Card webpage)

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- Referrals that are not accepted include rejected, withdrawn, expired and new (not actioned yet).

Terminologies

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: An HSNet facility available for registered members only where users refer a client from service to service and track the progress of the referral.

Searches: The total number of individual searches of the HSNet directory of human and justice services across NSW. This facility is open to the public. Registered members can save favourite services.

Service Site: Human Service sites listed on the HSNet database

Services: range of support services offered through the Human Services sites listed on HSNet

Session: A group of interactions/visits one user makes within a given timeframe on the website.