Online inter-organisational relationships in the disability service sector

Paul Henman | Associate Professor

Centre for Policy Futures & School of Social Science

Dan Dai | Research Officer

School of Social Science

Challenge

In order to ensure joined up disability support services, organisations need to collaborate.

How do organisations collaborate?

Approach

- In an online world, organisations host websites and use these for sharing information and connections.

- Hyperlinks between organisational websites may indicate organisational collaborations.
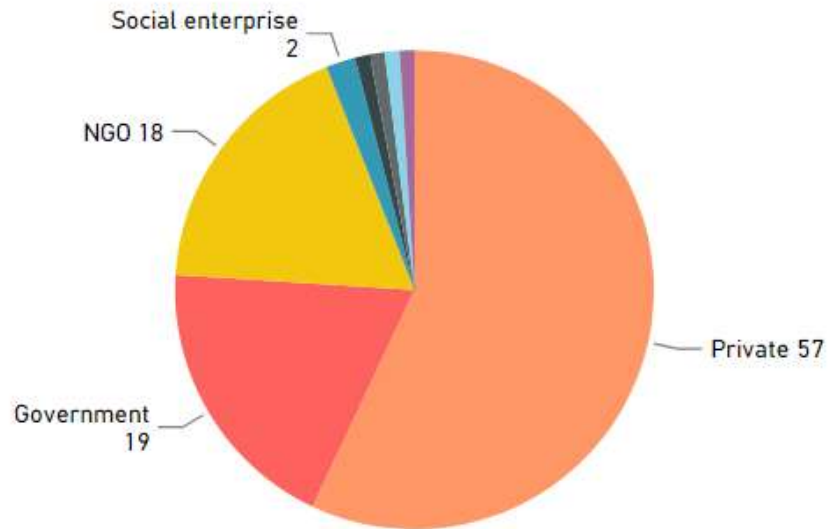
- Complement offline relationships.

Methods

- Web crawling and hyperlink analysis
  - Crawl the full website of seed websites for all outgoing hyperlinks
- Visualisation of network

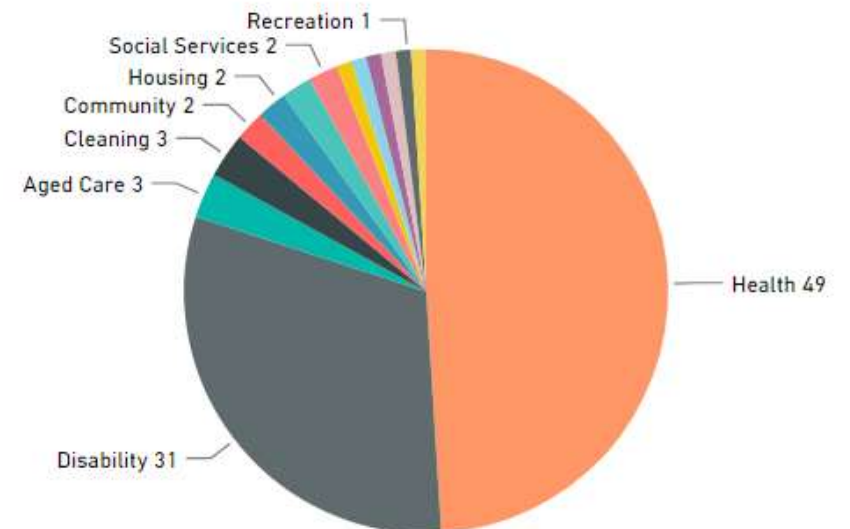## Seed websites (100 random NDIS registered service providers)

- Geography: National, State, Local

- Type: Government, Private, NGO, Social enterprise, Advocacy NGO, Peak Body

- Sector: Disability, Health, Social Services, Aged Care, Community, Education, Finance, Housing, Recreation, Technology etc.

- Focus: Hospital and Health Services (HHS), Advocacy, Support services, Audiology, Occupational Therapy, Psychology, Medical supplies, Equipment etc.
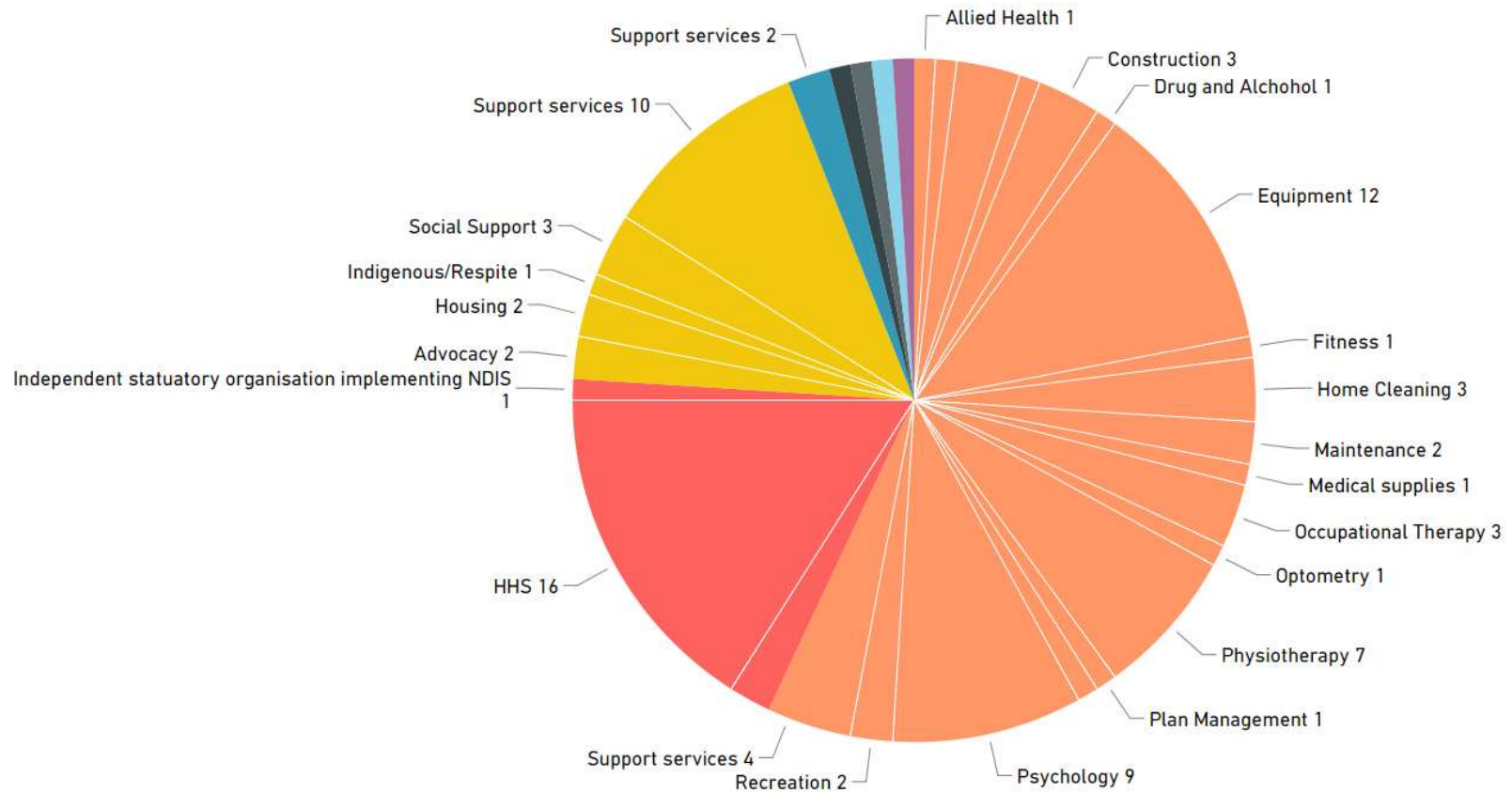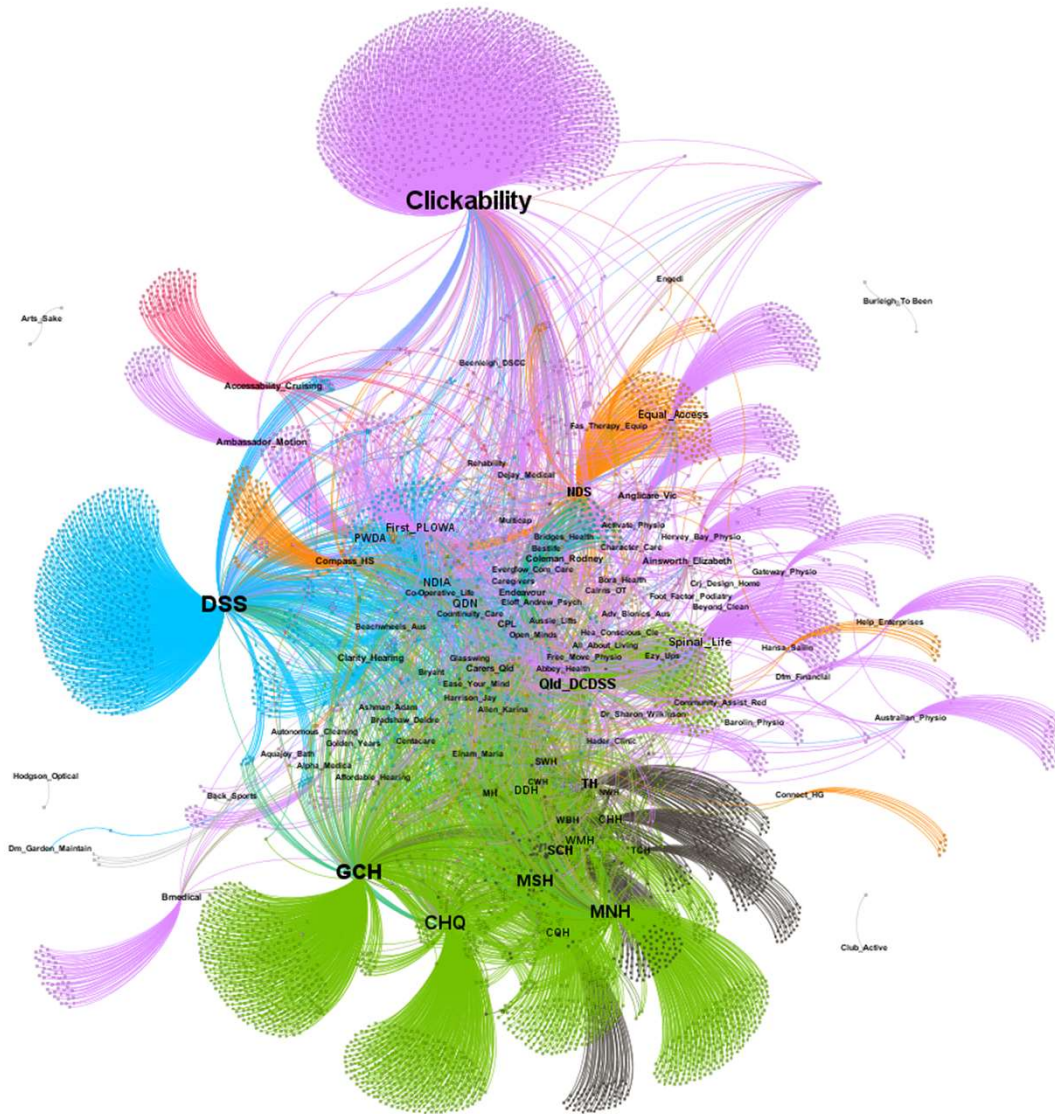
THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Seed websites (100)

Composition by Type

Social enterprise 2

NGO 18

Private 57

Government 19

Composition by Sector

Recreation 1

Social Services 2

Housing 2

Community 2

Cleaning 3

Aged Care 3

Health 49

Disability 31

Seed websites (100) Types & Focus

Total Seed Website	Size	Edges	Density
100	6,113	9,298	0.000249
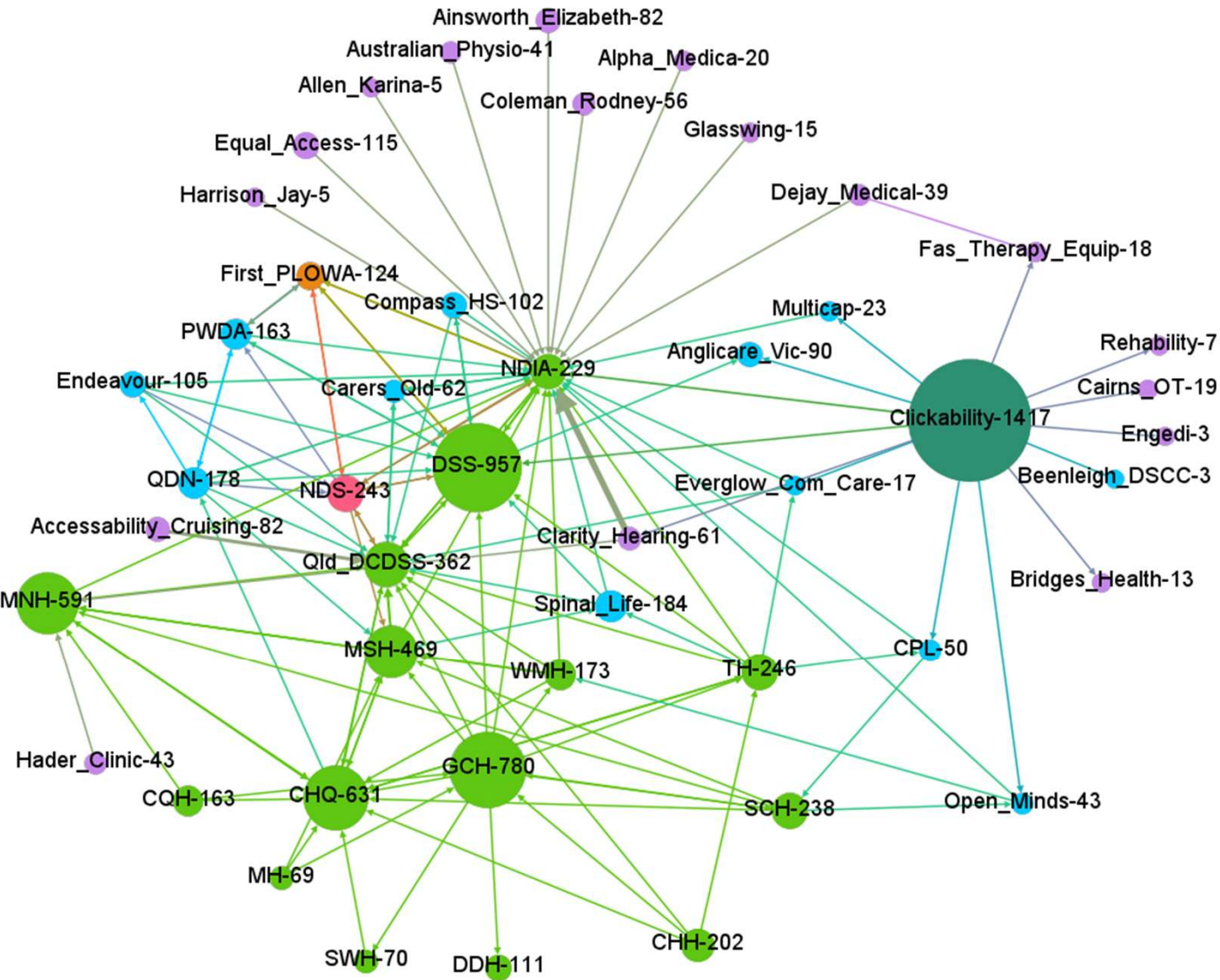
Operation types
(by Degree)

Max: Clickability 1417

THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Legend:
- Private (purple)
- Government (green)
- NGO (blue)
- Advocacy NGO (orange)
- Social enterprise (teal)
- Peak Body (pink)
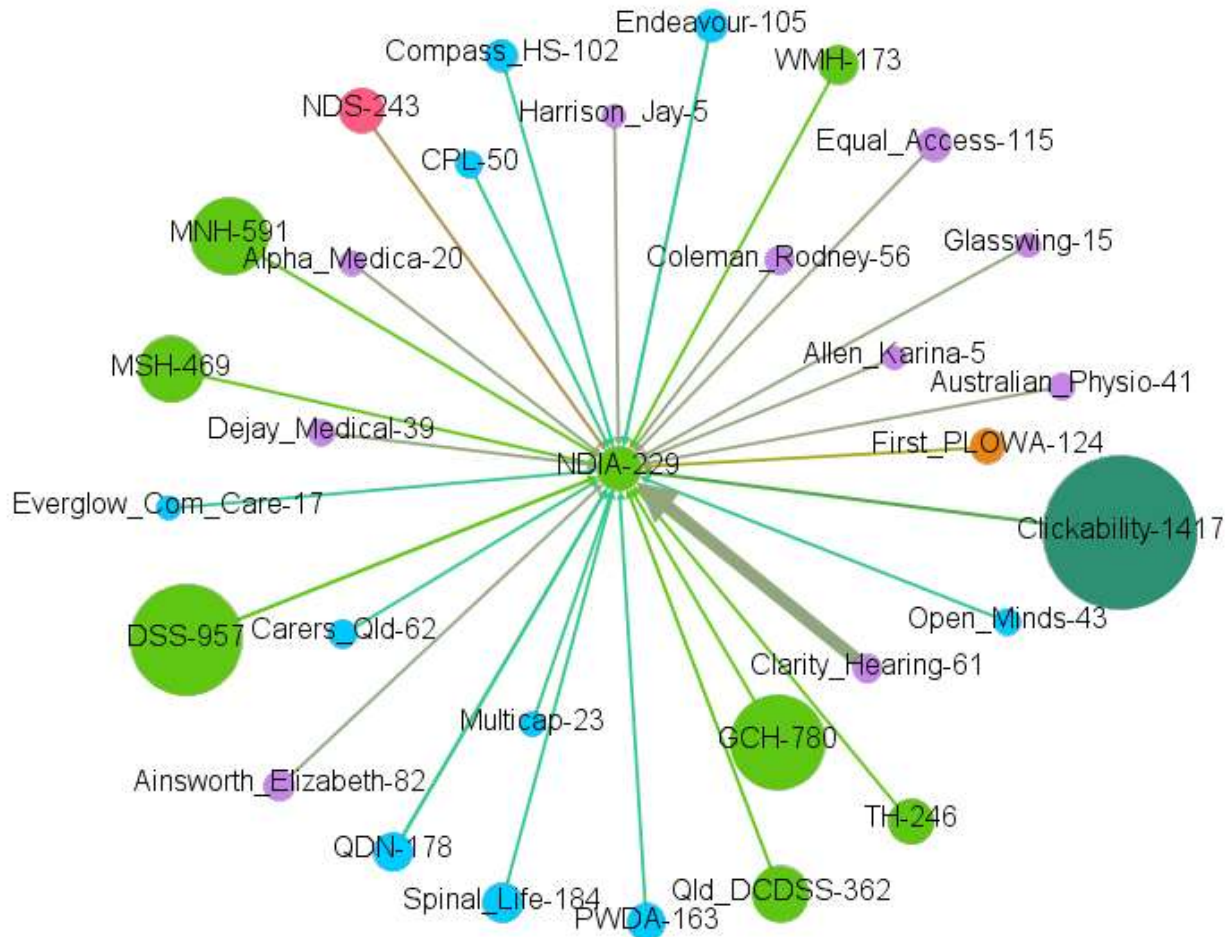
30/100 points to NDIA

Type	Number
NGO	10
Private	10
Government	7
Advocacy NGO	1
Peak Body	1
Social enterprise	1

THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

NDIA only points to government/NGO/
Peak Body/Advocacy NGO

Private
Government
NGO
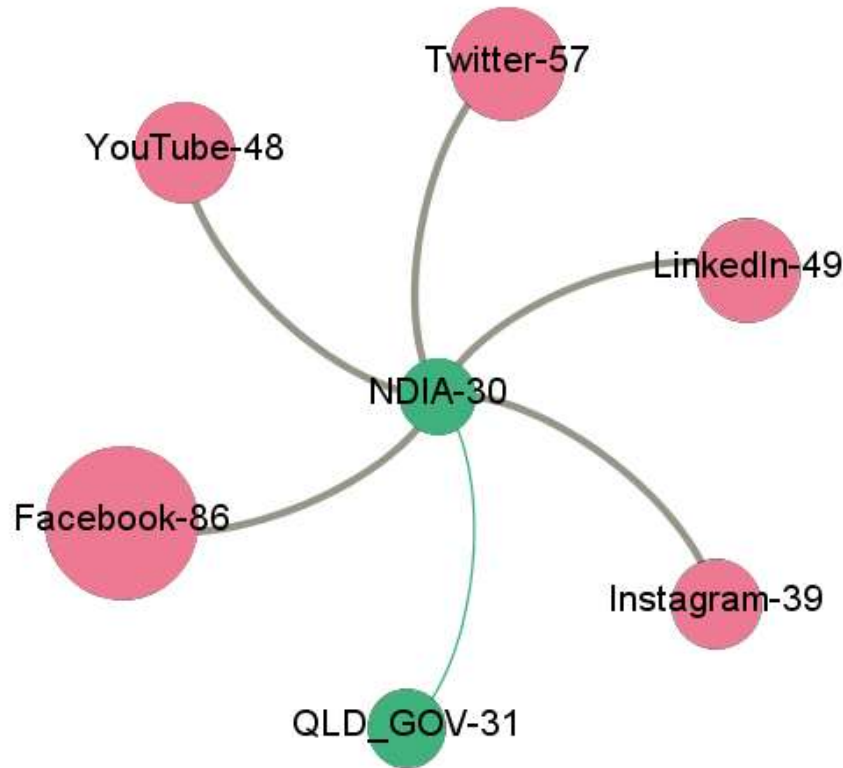Advocacy NGO
Social enterprise
Peak Body
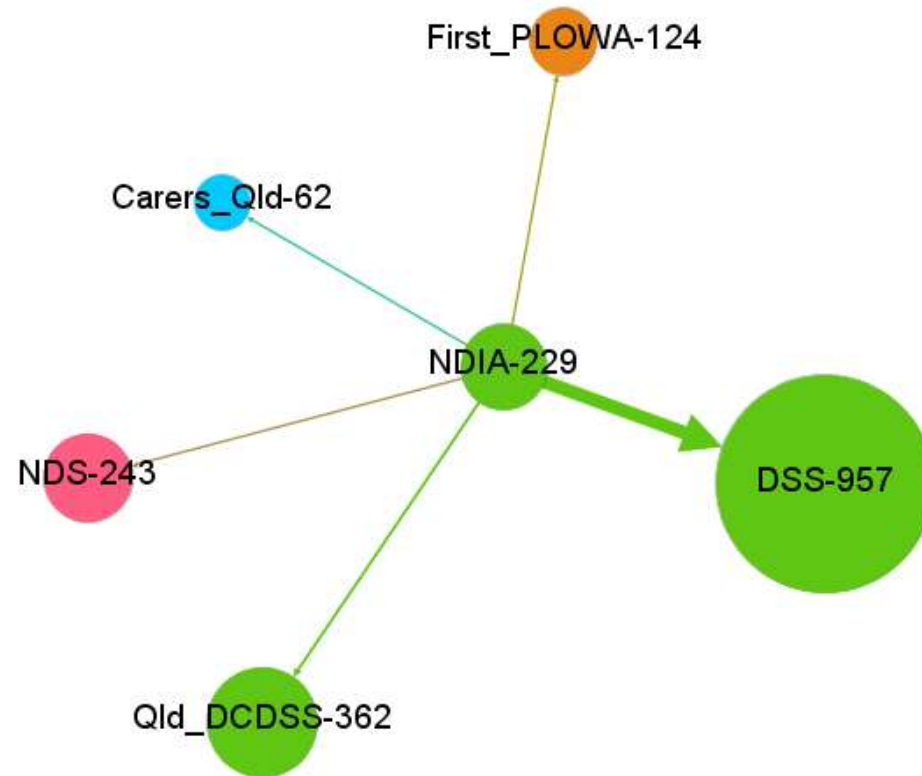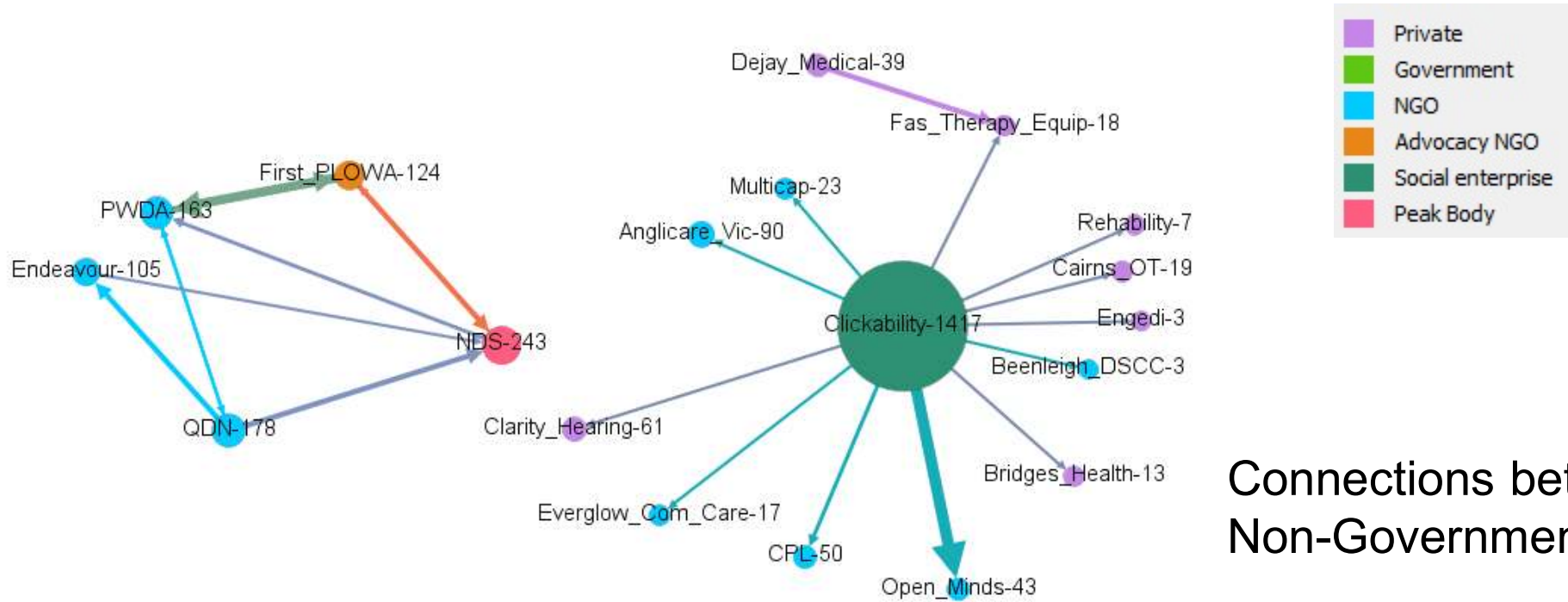
Connections between Non-Government websites

E.g.
- QDN → NDS / Endeavour
- PWDA → QDN
- NDS → PWDA
- Clickability → Others

Important websites with In-Degree >= 30

(meaning cited by others >= 30 times, the total source number is 100)

Social Media	(71.43%)
Government	(28.57%)

Social Media plays an important role among online organisational networks

Next Steps

- Crawling 100 more randomly sampled NDIS registered service providers

- Analyse the network using social network metrics to identify centrality, importance, role of websites (hubs, authority)

- Use results to identify organisations for offline investigation

Thank you

Dr Paul Henman | Associate Professor
School of Social Science
p.henman@uq.edu.au
+61 7 344 33142

Dan Dai | Research Officer
School of Social Science
d.dai@uq.edu.au
+61 40 350 7410

@pwh67