



Western Australian Family Support Networks

FuSioN Family Support Network: Partner Agency

Aim: FuSioN is the main client information system for the Family Support Network (FSN). This training will provide Partner Agency staff with the skills to navigate, search and record client information, services and outcomes.

Target group:

- NGO Partner Agency staff of WA Family Support Networks



Learning Outcomes

- Understand the purpose of the FuSioN database
- Search and navigate FuSioN to find client and case information
- Understand the role of the Sector Staff in recording responsibilities
- Recording cases and services

Structure

Morning session

- Navigate FuSioN and understand the Home Page
- Search for Clients and Cases
- Create a new Case and add people to FuSioN
- Take Cases and Services off Active Hold
- Update Service Details

Afternoon session

- Add Notes and attach Documents to Cases
- Close Services
- Record Case Reviews
- Look up Alerts
- Run Query Reports

Facilitators

Learning and Development Facilitators co-facilitate this training program with FSN Lead Agency staff at the Learning & Development Centre on a needs basis.

Registration

Registration is co-ordinated directly with LDC via the Family Support Network Child Protection Leader.

Learning and Development

