



Family Support Network

PARTNER AGENCY (Remote training)

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

Target group:

- NGO staff of WA Family Support Networks.

Training for
 Sector (FSN)

Learning Outcomes

- Search and navigate FuSioN to find client and case information;
- Understand the roles of the Lead and Sector staff in recording responsibilities;
- Record cases and services.

Course Structure

- Navigate FuSioN and understand the Home Page
- Search for clients and cases
- Create new cases
- Add people to FuSioN
- Add notes and attach documents to cases
- Allocate cases
- Take services off Active Hold
- Update service details
- Record case reviews
- Close services
- Look up Alerts
- Run Query Reports

Facilitators

This is a remotely accessible, self paced course. Support is provided by the Systems Training Team via email, phone and computer shadowing.

Registration

Partner Agency staff can [Register Online](#)

