

## INFORMATION ON FuSioN IT SYSTEM

Western Australian (WA) Family Support Networks (FSNs) utilise the FuSioN database system to facilitate assessment, referral and case management between the FSN Lead Agency and Partner Agencies. FuSioN will also provide reports for operational and funding purposes.

The FSN Lead Agency is responsible for the Common Entry Point (CEP) and therefore the initial screening and assessment of clients, and entry of this information into FuSioN. Partner Agencies, through the 'no wrong door' philosophy will undertake some initial screening and assessment and input that data into FuSioN where appropriate. Partner Agencies also use FuSioN as a case management tool. This is particularly useful when there are multiple agencies working with a family. The FSN Lead Agency can utilise FuSioN to monitor progress of services to clients within the FSN.

User Guides for utilising FuSioN can be accessed on the wafsn.org.au website at <https://www.wafsn.org.au/fusion/>.

### **System Requirements for FuSioN.**

The supported IT requirements to utilise FuSioN (both FSN Lead Agency and Partner Agencies) are:

- A supported version of Microsoft Windows operating system;
- Internet Explorer 8 or Internet Explorer 11 (running in Enterprise Mode). Note Microsoft Edge is not supported;
- Highest level of wireless security available, if applicable;
- Microsoft Office 2010;
- Minimum of Adobe Acrobat Reader version 9 or later for PDF documents;
- Password protected access; each user must provide a unique email address to receive a passcode generated by the FuSioN application in order to access the system;
- Up to date virus and malware protection software; and
- IT support to address problems associated with Respondent's equipment and Respondent's access to the internet.

Respondents need to have IT security practices that include:

- monitoring of system access;
- procedures for regular updating of software security patches and security software; and
- removal of data from decommissioned equipment.

### **Licencing Fees and Costs**

- There are no licensing fees for the use of the FuSioN software. The FSN Lead Agency and all Partner Agencies will be able to access FuSioN by following a link from the [www.wafsn.org.au](http://www.wafsn.org.au) website and logging in with a User Name and Password.
- The costs of maintaining, and any alterations to, FuSioN software and the server system is borne by the Department of Communities (the Department).
- FSN Lead Agencies are responsible for maintaining their own IT systems to meet the IT requirements for utilisation of FuSioN.
- Individual Partner Agencies are responsible for maintaining their own IT systems to meet the IT requirements for utilisation of FuSioN.

## **FuSioN Training**

### Train the trainer

The Department through the Learning and Development Centre (LDC) will provide the initial FuSioN training.

- Training will be provided to the FSN Lead Agency CEP team through a train the trainer delivery model.
- LDC will provide a further training session, with the FSN Lead Agency to Partner Agencies to support the transition of FuSioN training to the CEP team.

### Ongoing training

- Following the initial training, the FSN Lead Agency CEP team will assume responsibility for training and supporting new users.