



**FuSioN**

**Family Support Network**

**Lead Agency**

**Intensive Case Management**

**Learner Guide**



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# Introduction

Welcome to Fusion Training. Fusion is the main client information system for the Family Support Network (FSN). This course is designed for Lead Agency Intensive Case Management Staff of the Western Australian Family Support Networks and will provide you with an understanding of how to:

- Navigate Fusion and understand the Home Page
- Search for Clients and Cases
- Create new Cases and add people to Fusion
- Add Attachments and Notes to Cases
- Allocate Cases
- Create and Allocate Services
- Place Services on Active Hold
- Update Service Details
- Close Services
- Record Case Reviews
- Close a Case
- Create and Relate a new Case
- Add a Brief Intervention
- Create an Alert
- Run and View Reports

## Accessing the Fusion Database

To access FuSioN go to the <http://wafsn.org.au/> website and log in using your nominated Username and Password. **For FuSioN to operate correctly you must use Internet Explorer 8.**

For further security in the Production Environment, a passcode is generated and will be sent to your nominated email address. You will be able to reset your password after your initial login. Inactive Fusion accounts expire after 90 days.

## Activity 1. Navigating Around the Fusion Home Page

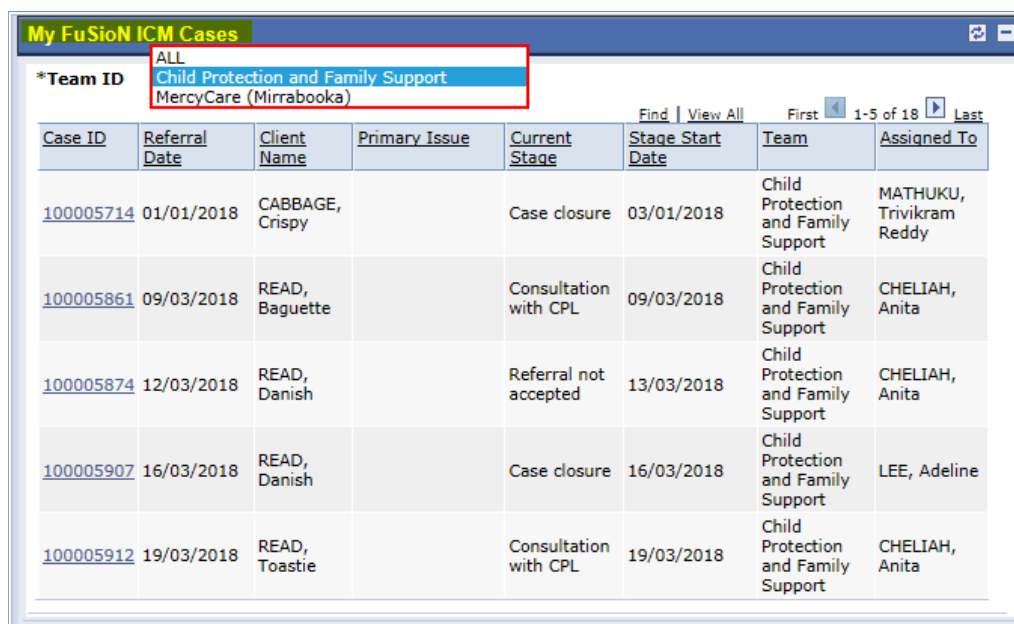
What you see on your Home page is relevant to whether you are a Lead Agency or Partner Agency.

The Lead Agency will have prime responsibility for allocating cases and services for their FSN and will therefore have a full overview of all cases and services on Fusion.

### Lead Agency Intensive Case Management Home Page View

Lead Agency Intensive Case Managers are able to view ALL:

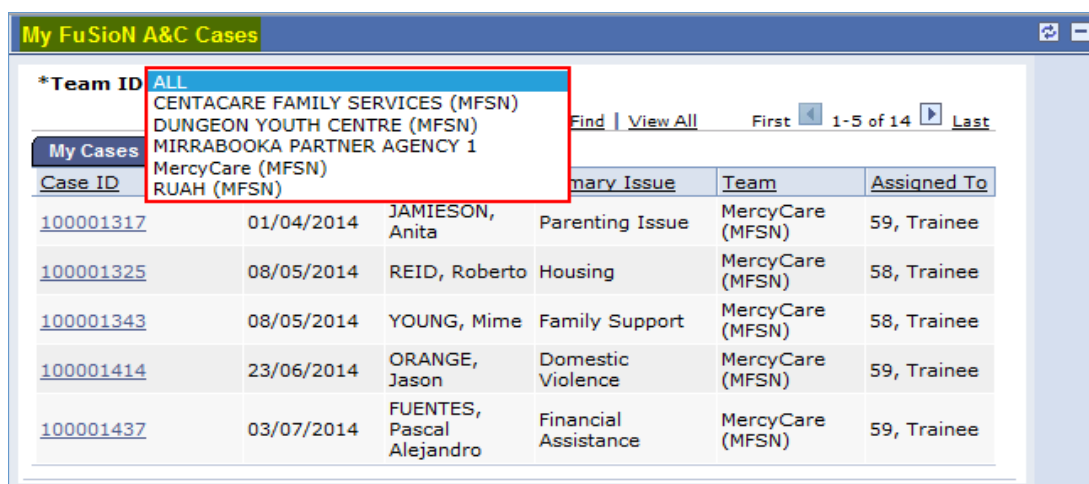
- Allocated Intensive Case Management Cases for their Family Support Network



The screenshot shows the 'My FuSioN ICM Cases' interface. At the top, there is a dropdown menu for '\*Team ID' with options: ALL, Child Protection and Family Support, and MercyCare (Mirrabooka). Below this is a table with columns: Case ID, Referral Date, Client Name, Primary Issue, Current Stage, Stage Start Date, Team, and Assigned To. The table displays five cases.

Case ID	Referral Date	Client Name	Primary Issue	Current Stage	Stage Start Date	Team	Assigned To
<a href="#">100005714</a>	01/01/2018	CABBAGE, Crispy		Case closure	03/01/2018	Child Protection and Family Support	MATHUKU, Trivikram Reddy
<a href="#">100005861</a>	09/03/2018	READ, Baguette		Consultation with CPL	09/03/2018	Child Protection and Family Support	CHELIAH, Anita
<a href="#">100005874</a>	12/03/2018	READ, Danish		Referral not accepted	13/03/2018	Child Protection and Family Support	CHELIAH, Anita
<a href="#">100005907</a>	16/03/2018	READ, Danish		Case closure	16/03/2018	Child Protection and Family Support	LEE, Adeline
<a href="#">100005912</a>	19/03/2018	READ, Toastie		Consultation with CPL	19/03/2018	Child Protection and Family Support	CHELIAH, Anita

- Allocated Assessment and Coordination Cases to the Lead and Partner Agencies across all Metropolitan Family Support Networks



The screenshot shows the 'My FuSioN A&C Cases' interface. At the top, there is a dropdown menu for '\*Team ID' with options: ALL, CENTACARE FAMILY SERVICES (MFSN), DUNGEON YOUTH CENTRE (MFSN), MIRRABOOKA PARTNER AGENCY 1, MercyCare (MFSN), and RUAH (MFSN). Below this is a table with columns: Case ID, Referral Date, Client Name, Primary Issue, Team, and Assigned To. The table displays five cases.

Case ID	Referral Date	Client Name	Primary Issue	Team	Assigned To
<a href="#">100001317</a>	01/04/2014	JAMIESON, Anita	Parenting Issue	MercyCare (MFSN)	59, Trainee
<a href="#">100001325</a>	08/05/2014	REID, Roberto	Housing	MercyCare (MFSN)	58, Trainee
<a href="#">100001343</a>	08/05/2014	YOUNG, Mime	Family Support	MercyCare (MFSN)	58, Trainee
<a href="#">100001414</a>	23/06/2014	ORANGE, Jason	Domestic Violence	MercyCare (MFSN)	59, Trainee
<a href="#">100001437</a>	03/07/2014	FUENTES, Pascal Alejandro	Financial Assistance	MercyCare (MFSN)	59, Trainee

The Team ID field allows you to filter the displayed cases. Options include; ALL cases assigned to your FSN, CPFS cases currently sitting at the CPL Consultation Stage or FSN cases assigned to your FSN that are not at the Consultation Stage.

- Allocated Services to the Partner Agencies across all Family Support Networks

My FuSioN Services							
*Team ID		<div> ALL  CENTACARE FAMILY SERVICES (MFSN)  DUNGEON YOUTH CENTRE (MFSN)  MIRRABOOKA PARTNER AGENCY 1  MercyCare (MFSN)  RUAH (MFSN) </div>					
My Service:		Find   View All First 1-3 of 3 Last					
Service ID	Case ID	Start Date	Family Name	Service Type	Team	Assigned To	Case Type
<a href="#">100001523</a>	<a href="#">100001343</a>	21/08/2015	YOUNG	Youth Programs	DUNGEON YOUTH CENTRE (MFSN)		A&C
<a href="#">100001524</a>	<a href="#">100001467</a>	21/08/2015	NALLURA	Parenting	MercyCare (MFSN)	59, Trainee	A&C
<a href="#">100001525</a>	<a href="#">100001468</a>	21/08/2015	REYNOLD	Financial Counselling	CENTACARE FAMILY SERVICES (MFSN)		A&C

The Case Type column will display if the Service is being provided to an A&C or ICM Case

## Partner Agency Home Page View

Partner agencies are only able to view their own:

- Allocated Assessment and Coordination Cases
- Allocated Services (including those on Active Hold)
- They cannot see Intensive Case Management Cases

Active Holding Manager Cases

\*Team ID ALL

No Open Cases

My FuSioN A&C Cases

\*Team ID ALL

Find | View All First 1-5 of 14 Last

My Cases

Additional Data

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To
<a href="#">100001317</a>	01/04/2014	JAMIESON, Anita	Parenting Issue	MercyCare (MFSN)	59, Trainee
<a href="#">100001325</a>	08/05/2014	REID, Roberto	Housing	MercyCare (MFSN)	58, Trainee
<a href="#">100001343</a>	08/05/2014	YOUNG, Mime	Family Support	MercyCare (MFSN)	58, Trainee
<a href="#">100001414</a>	23/06/2014	ORANGE, Jason	Domestic Violence	MercyCare (MFSN)	59, Trainee
<a href="#">100001437</a>	03/07/2014	FUENTES, Pascal Alejandro	Financial Assistance	MercyCare (MFSN)	59, Trainee

My FuSioN Services

\*Team ID ALL

Find | View All First 1-3 of 3 Last

My Services

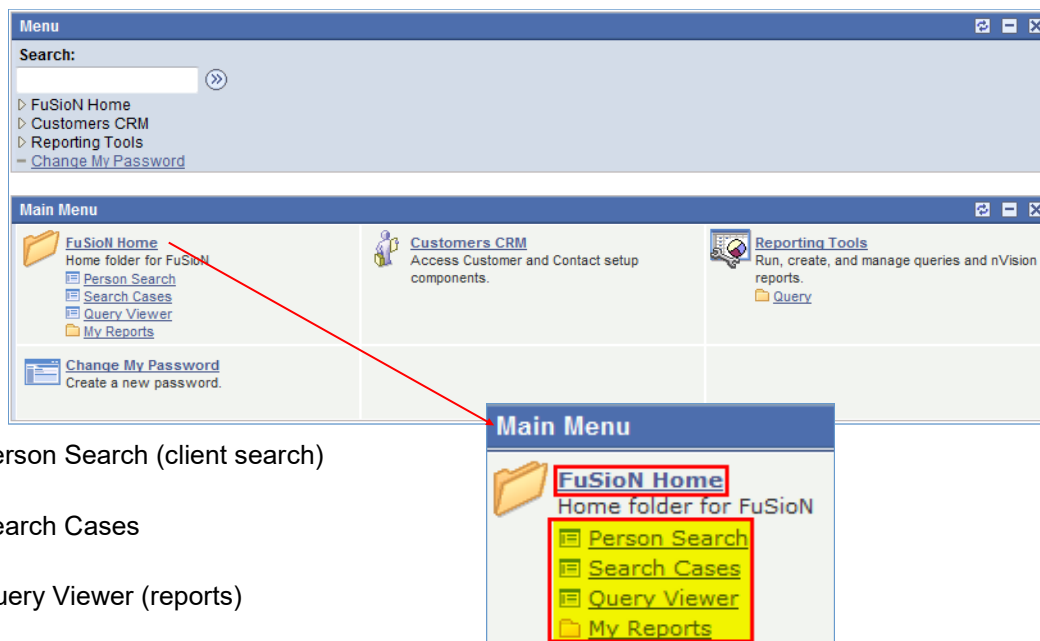
Additional Data

Service ID	Case ID	Start Date	Family Name	Service Type	Team	Assigned To	Case Type
<a href="#">100001523</a>	<a href="#">100001343</a>	21/08/2015	YOUNG	Youth Programs	DUNGEON YOUTH CENTRE (MFSN)		A&C
<a href="#">100001524</a>	<a href="#">100001467</a>	21/08/2015	NALLURA	Parenting	MercyCare (MFSN)	59, Trainee	A&C
<a href="#">100001525</a>	<a href="#">100001468</a>	21/08/2015	REYNOLD	Financial Counselling	CENTACARE FAMILY SERVICES (MFSN)		A&C



## Main Menu

The **FuSioN Home** link on the **Main Menu** is the portal to the available searches and reports:



- Person Search (client search)
- Search Cases
- Query Viewer (reports)
- My Report

Navigation back to the **Home page** is always accessible by clicking the **Home** link at the top of the screen; to exit FuSioN, click on the **Sign Out** link



## My FuSioN ICM Cases

The Lead Agency Intensive Case Managers can view **all Intensive Case Management Cases** for their FSN

Partner Agencies will not be able to view any **Intensive Case Management Cases**

- Team ID - allows selection of a specific agency or ALL
- View All - click to see all listed cases
- Case ID - click to go directly to the case

Case ID	Referral Date	Client Name	Primary Issue	Current Stage	Stage Start Date	Team	Assigned To
<a href="#">100005278</a>	27/11/2017	ARMSTRONG, Suellen		Case closure	27/02/2018	MercyCare (Mirrabooka)	DUNN, Sharon
<a href="#">100005389</a>	04/12/2017	POPE, Olivia	Family Support		04/12/2017	MercyCare (Mirrabooka)	LEE, Adeline
<a href="#">100005714</a>	01/01/2018	CABBAGE, Crispy		Case closure	03/01/2018	Child Protection and Family Support	MATHUKU, Trivikram Reddy
<a href="#">100005828</a>	06/02/2018	ARMSTRONG, Sumee	Child Protection	Intensive Case Management	06/02/2018	MercyCare (Mirrabooka)	DUNN, Sharon
<a href="#">100005833</a>	06/02/2018	BAXTER, Buster	Child Protection	Intensive Case Management	08/03/2018	MercyCare (Mirrabooka)	DUNN, Sharon

## My FuSioN A&C Cases

The Lead Agency Intensive Case Managers can view **all Assessment and Coordination Cases** across all FSNs

Partner Agencies will only be able to view their allocated **Assessment and Coordination Cases**

- Team ID - allows selection of a specific agency or ALL
- View All - click to see all listed cases
- Case ID - click to go directly to the case
- Additional Data tab - click to see referrer information, active hold status and number of days
- Show All Columns icon - reveals all columns

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To	Referrer Type	Referrer Name	Hold Status	Days Holding
<a href="#">100003352</a>	11/06/2014	PUM, Thang	Domestic Violence	MercyCare (Mirrabooka)	KITTLER, Sherilyn	Agency	DCP	N	
<a href="#">100003419</a>	30/06/2014	BEGUE, Stephanie	Family Support	ANGLICARE WA (MIRRABOOKA)	HARPER, Joanna	Agency	DCP	N	
<a href="#">100003460</a>	15/07/2014	JONES, Anthony	Parent/Teen Conflict	MercyCare (Mirrabooka)	KITTLER, Sherilyn	Agency	DCP	N	
<a href="#">100003486</a>	21/07/2014	MOORE, Kamah	Parenting Issue	MercyCare (Mirrabooka)	KITTLER, Sherilyn	Agency	DCP	N	
<a href="#">100003512</a>	25/07/2014	OLIVER, Christine	Financial Assistance	MercyCare (Mirrabooka)	KITTLER, Sherilyn	Agency	Other State (wa) Govt Dept	N	

## My FuSioN Services

The Lead Agency Intensive Case Managers can view **all services** across all FSNs

Partner Agencies can view only their **allocated services**

- Team ID - allows selection of a specific agency or ALL
- View All - click to see all listed services
- Service ID - click to go directly to the service screen
- Additional Data tab - click to see active hold status and number of days
- Show All Columns icon - reveals all columns, and View All reveals more rows

Service ID	Case ID	Start Date	Family Name	Service Type	Team	Assigned To	Case Type	Hold Status	Days
<a href="#">100001523</a>	<a href="#">100001343</a>	21/08/2015	YOUNG	Youth Programs	DUNGEON YOUTH CENTRE (MFSN)		A&C	N	
<a href="#">100001524</a>	<a href="#">100001467</a>	21/08/2015	NALLURA	Parenting	MercyCare (MFSN)	59, Trainee	A&C	Y	1069
<a href="#">100001525</a>	<a href="#">100001468</a>	21/08/2015	REYNOLD	Financial Counselling	CENTACARE FAMILY SERVICES (MFSN)		A&C	N	

## Activity 2. Person Search and Search Cases

There are two types of searches accessible from the **Home Page Main Menu** or side **Menu** on all other screens:

- Person Search
- Search Cases



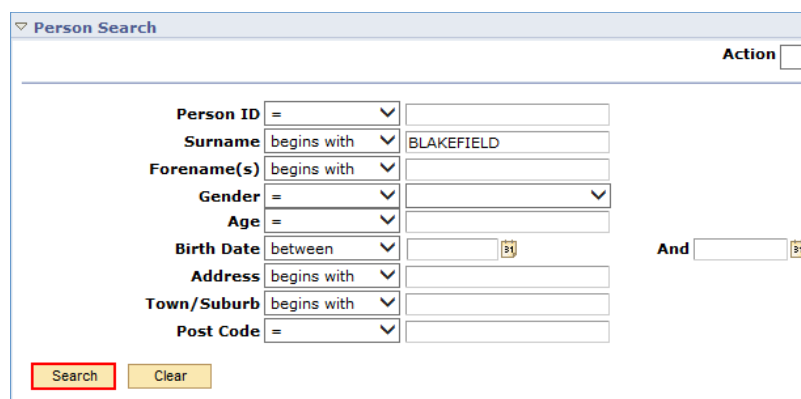
Searching for a person attached to an ICM case will return a search result to show they are in the system, however no case information will be visible.

### Person Search Overview

Criteria for finding a person:

- **Person ID** - a unique ID number is created for each client in Fusion
- **Surname / Forename** - select 'begins with', 'contains' or '=' when searching for a client's name
- **Gender** - refine search results by selecting M (male), F (female) or U (undetermined)
- **Age** - select '=' or 'between' using a client's age range
- **Birth Date** - select '=' or 'between' using a client's birth date range
- **Address** - enter all or part of a client's address if known. When searching using an address, leave off the street type i.e. street, drive, road.

**EXAMPLE** Search for BLAKEFIELD





**Search Results** provides a snapshot of client information including:

- Person ID
- Surname & Forename
- Aliases
- Gender
- Alerts

- Birth Date
- Age
- Current Address
- Deceased

If more than 5 results are returned you will need to click on the view all link

Search Result 2 record(s) found

Person View	Person ID	Surname	Forename(s)	Alias Surname	Alias Forename(s)	Gender	Alert Exists ?	Birth Date	Age	Current Address
	450892	AAWHITE	SALLY	AAWHITE	SARA	F	No		20 Yrs	30 PIMMEY COURT, , SYE 6000
	450893	AAWHITE	SUE	-	-	F	No		3 Yrs	30 PIMMEY COURT, , SYE 6000

Clicking the **Person View** icon displays the Person View screen



**Wildcard Search** uses ‘%’ sign when the spelling is uncertain. The wildcard ‘%’ sign replaces 1 or more unknown letters.

For example, Thompson is often spelt in a variety of ways. The wildcard can be used: T%M%S%N and the search results display all recorded variations of that surname.

## Activity: Person Search

### Open the Person Search screen

- **Click** on the **Person Search** hyperlink from the Home Page and search for the following people using a variety of different search criteria.

- 1) Search for Person ID 450699 and find:

Surname and Forename:  
Birth Date:  
Do any alerts exist?

- 2) Search for the following people and find their person IDs:

Paula Gray:  
Sam White:

- 3) Search for the following names and addresses and find the person IDs and suburbs:

*Tip: When searching addresses, leave off the street type as it may have been entered into Fusion as St instead of Street and this will not bring back results.*

Emma Black, 82 Ellesmere Street:  
Craig Green, 110 Withers Street:

- 4) Search for the following forename and estimated ages and find the surname and person ID:

Sophie, aged between 8 & 13 years:

- 5) Search for the following person with an estimated date of birth and find their actual Date of Birth and Person ID:

Louise Green, born between 01/01/2009 and 31/12/2009:

- 6) Search for Sally Thompson using 'contains' and a wildcard search T%M%S%N, and list all of the different spellings returned in the search results:

- 7) Search for Brent GRAY who lives at 12 Smith Street, Perth and find the following information:

Person ID:

Is this an open or completed case? (Hint: click on the Person View icon)

Is the client Aboriginal or Torres Strait Islander (ATSI) or Culturally and Linguistically Diverse (CaLD)?

## Search Cases Overview

You can only search got cases that belong to your Family Support Network.

Criteria for finding open or closed cases:

- **Case ID** - a unique ID number is created for each case in Fusion
- **Person ID** - a unique ID number is created for each client in Fusion
- **Surname / Forename** - select 'begins with', 'contains' or '=' when searching for a client's name
- **Start Date** - select '<', '=', '>' or 'between' using a case's start date
- **Primary Issue** - select an option from dropdown list

- **Assigned To** - search by who the case is assigned to
- **Team** - search by the Team or Agency the case is assigned to
- **Referrer Type** - search by the type of referrer for the case e.g. Agency or Individual
- **Summary** - search using the case summary (a brief description of the case)
- **Status** - search for open, closed or re-opened cases
- **Reason for Closure** - search case closure e.g. Client Disengaged or Case Completed
- **Date Created** - search for case creation date (*different to case Start Date*)

**Example:** Search for Case ID 100001399

**Search Results** provides a snapshot of case information:

Search Case									
Search Results									
Case Id	Start Date	Person	Summary	Primary Issue	Status	Reason for Closure	Assigned To	Team	Date Created
100001399	10/06/2014	AABROWN	Person needs mental health support	Mental Health	Open		09, Trainee	Communicare	10/06/2014

- **Case ID** - links directly to the case information screen

## Activity: Search Cases

Open the **Search Cases** screen

- Click on the **Search Cases** hyperlink from the Home Page

**Search** for the following cases

- 1) Search for the following Case ID 100001316 and find the Person and Primary Issue:  
 Person:  
 Primary Issue:
- 2) Search for Pascal Fuentes, Primary Issue; Financial Assistance, and find the following:  
 Assigned To:  
 Case ID:  
 Date Created:
- 3) Search for Surname; Thomas, and Referrer Type; Individual, and find the following:  
 Case ID:  
 Primary Issue(s):

## Activity 3. Create a New Case

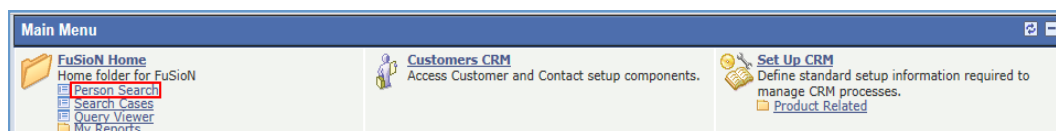
**Scenario:** The Child Protection and Family Support (CPFS) Division's Centralised Intake Team [State-wide Referral and Response Service] has referred Gareth (Dad), Sally (Mum) and Courtney (Child) to the Mirrabooka/Joondalup Family Support Network's Intensive Case Management service. The Family has significant history with CPFS for ongoing concerns around neglect of their child Courtney, including; poor school attendance, poor standard of the home environment, low level medical neglect (missed appointments), poor supervision and parenting capacity. Sally was previously a child in care and has a negative perception of the Department. Gareth drinks heavily and there are concerns that this impacts his parenting capacity. Sally and Gareth have demonstrated that with support they are able to increase the safety around Courtney and stabilise the family unit however this has not been sustained. Despite several periods of involvement with the Department, intervention action has never been considered necessary. It is clear that there are multiple and complex issues occurring in the family that have been ongoing for a long period of time however, there is insufficient information to warrant a Child Safety Investigation at this time. The case has been deemed appropriate for the Intensive Case Management Service.

*In training you will now create the case in Fusion.*

### Create a New Case (using your own surname):

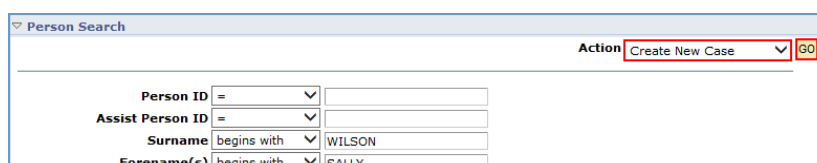
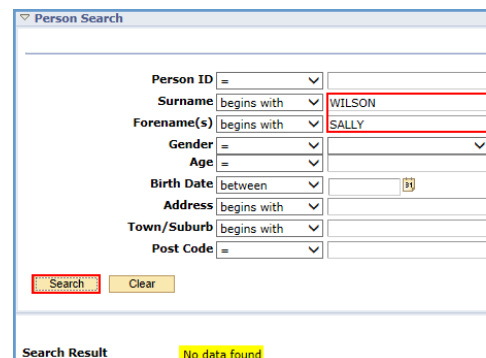
#### From the Home Page

- Click on Person Search



#### Search for Sally Your Surname

- Surname: enter **Your Surname**
- Forename: enter **Sally**
- Press **Search**: **No Data Found** should display
- Action: select **Create New Case**
- Press **Go**



#### Enter Start Date and Time

- Start Date: use the **calendar icon** to select **24/07/17**
- Start Time: auto-populates with current time

- Case Type: select **Intensive Case Management**
- Corridor: auto-populates as Mirrabooka/Joondalup
- Press **Create Case >>**

## Referral Information

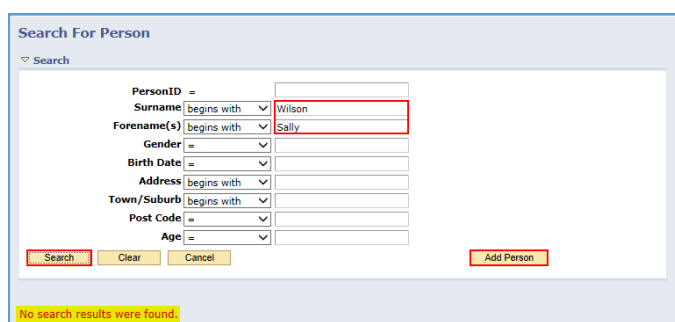
- Referrer: select **Central Intake Team**
- Primary Issue: select **Child Protection**
- Summary: enter **ICM Referral, Your Surname Family, Issue; Neglect, Substance Abuse, Parenting Capacity**
- Referral Details: enter **The Centralised Intake Team [State-wide Referral and Response Service] has referred the Your Surname family; Gareth (Dad), Sally (Mum) and Courtney (Child) to the Mirrabooka/Joondalup Family Support Network's Intensive Case Management service. The family has significant history with CPFS for ongoing concerns around neglect of their child Courtney, including; poor school attendance, standard of the home environment, low level medical neglect (missed appointments), poor supervision and parenting capacity. Mum, Sally, was previously a child in care and has a negative perception of the Department. Dad, Gareth, drinks heavily and there are concerns that this impacts his parenting capacity. Sally and Gareth have demonstrated that with support they are able to increase the safety around Courtney and stabilise the family unit however this has not been sustained. Despite several periods of involvement with the Department, intervention action has never been considered necessary. It is clear that there are multiple and complex issues occurring in the family that have been ongoing for a long period of time; however, there is insufficient information to warrant a Safety and Wellbeing Assessment at this time. The case has been deemed appropriate for the Intensive Case Management Service.**
- Number of children in this case: enter **1**
- Are there other agencies involved: select **No**

## Add Person Information & Issue Details

- Scroll down to **Person** section (*bottom of the screen*)
- Click on **Person ID** magnifying glass

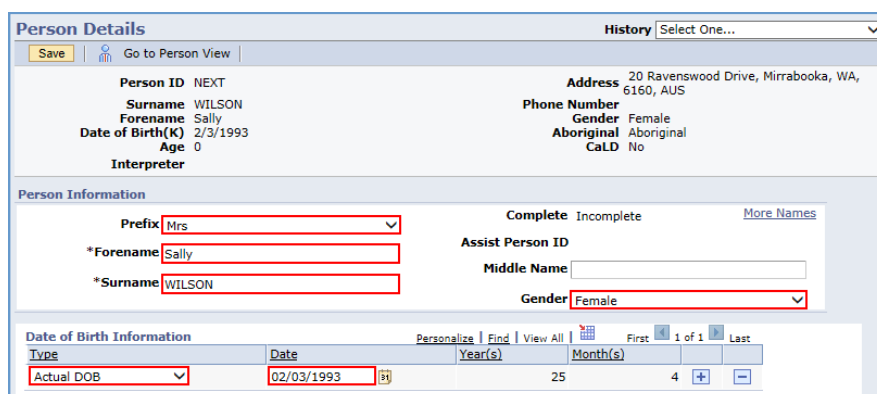


- Search for **Sally Your Surname**
- Press **Search**
- **No Search Results** should return
- Press **Add Person**



## Person Details Information

- Prefix: select **Mrs**
- Forename: enter **Sally**
- Surname: enter **Your Surname**
- Gender: select **Female**
- Date of Birth Information: select **Actual DOB**
- Date: enter **02/03/1993**



## Identity & Culture

- Country of Birth: start typing **Aus** and select **Australia** (or search using the magnifying glass)
- Aboriginal: select **Aboriginal**
- CaLD: select **No**
- Language: start typing **Eng** and select **English** (or search using the magnifying glass)
- Primary: Auto-populates with a tick
- Ethnicity: delete text & start typing **Aus** and select **Australian Aboriginal** (or search using the magnifying glass)



## Contact Info

- Press **Add Address**

Contact Info  
Contact Info Entries  
No Contact Info Entries have been added.

\*Address(es) effective as of 21/08/2015

Address Summary  
There is currently no Address information for this Person Details

Add Address

- Address 1: enter **20 Ravenswood** (leave off street type when searching)
- Address 2: leave blank
- Town/Suburb: enter **Mirraboooka**
- State: enter **WA**
- Post Code: enter **6160**
- Press **Search Existing Address**

Person Details  
Add Address  
Address Information

\*Country Australia

Address 1 20 Ravenswood

Address 2

Town / Suburb Mirraboooka

\*State WA Western Australia

Post Code

Search Existing Address

## Address Search Result List

If no address displays you can create it by clicking Return, add in full street type & press **Save**

- Press **Select**
- Press **Save**

Search Results

Select Address Find View All First 1 of 1 Last

Select 20 RAVENSWOOD DRIVE, MIRRABOOKA, 6160, WA, AUS

\*Country Australia

Address 1 20 RAVENSWOOD

Address 2

Town / Suburb MIRRABOOKA

\*State WA Western Australia

Post Code 6160

Start Date 13/09/2018

Save Return to Address Summary Page

\* Required Field

OK Cancel Apply

- The **Person Information** page displays

Address Summary

\*Address(es) effective as of 10/07/2018

Primary	Address	Start Date	End Date
<input checked="" type="checkbox"/>	20 Ravenswood Drive, Mirraboooka, WA, 6160, AUS	10/07/2018	

Update

- Press **Add Phone**

Phone Summary

There is currently no Phone information for this Person Details

Add Phone

- Purpose: select **Mobile**
- Country Code: leave as **61**
- Number: enter **0413 153 668** (use spacing)
- Start Date: leave as current date
- Press **OK**

**Person Details**  
**Add Phone**

**Phone Information**

\*Purpose **Mobile**

Country Code **61**

\*Number **0416 789 654**

Start Date **10/07/2018** End Date

**OK** [Return to Phone Summary Page](#)

\* Required Field

The **Person Information** page displays:

**Phone Summary** \*Phone(s) effective as of **10/07/2018**

Primary	Int'l Prefix	Phone Number	Purpose	Start Date	End Date	
<input checked="" type="checkbox"/>	61	0416 789 654	Mobile	10/07/2018		<b>Update</b>

- Press **Add Email**

**Email Summary**

There is currently no Email information for this Person Details

**Add Email**

- Purpose: leave as **Home**
- Email Address: enter **Sally.Surname@gmail.com**
- Start Date: leave as current date
- Press **OK**

**Person Details**  
**Add Email**

**Email Information**

\*Purpose **Home**

\*Email Address **Sally.Wilson@gmail.com**

Start Date **10/07/2018** End Date

**OK** [Return to Email Summary Page](#)

\* Required Field

- The **Person Details** page displays

**Email Summary** \*Email effective as of **10/07/2018**

Primary	Email Address	Purpose	Start Date	End Date	
<input checked="" type="checkbox"/>	<b>Sally.Wilson@gmail.com</b>	Home	10/07/2018		<b>Update</b>

**Add Email**

- Press **Save** (at top or bottom of screen)

**Person Details** **History** Select One...

**Save** [Go to Person View](#)

Person ID 455908 Address 20 Ravenswood Drive, Mirrabooka, WA, 6160, AUS

Surname WILSON Phone Number 0416 789 654

Forename Sally Gender Female

Date of Birth(k) 2/3/1993 Aboriginal Aboriginal

Age 25 Y 4 M CaLD No

Interpreter

- Living Arrangement at Referral Commencement: select **Not applicable - Adult**
- Living Arrangement at Case Closure: leave blank

## Issue Details

- Issue: select **Parenting**
- Detail: select **Skills**
- Press **+ sign** to add a new row

- Issue: select **Family Support**
- Detail: select **Parenting Support**
- Press **Save**

**Note:** this is the minimum amount of information that is required to be able to save and **generate a Case ID** (at the top of the screen)

### Add New Person (Dad)

- Scroll down to **Person** section (*bottom of the screen*)
- Press **+ sign** to add a new row in the **Person** section
- Click on **Person ID** magnifying glass

- Search for **Gareth Your Surname**
- Press **Search**
- **No Search Results** should display
- Press **Add Person**

### Add Person Information & Issue Details

- Prefix: select **Mr**

- Forename: enter **Gareth**
- Surname: enter **Your Surname**
- Gender: select **Male**
- Date of Birth Information: select **Actual DOB**
- Date: enter **05/05/1990**

## Identity & Culture

- Country of Birth: start typing **Aus** and select **Australia**
- Aboriginal: select **Aboriginal**
- CaLD: select **No**
- Language: start typing **Eng** and select **English** (or search using the magnifying glass)
- Primary: Auto-populates with a tick
- Ethnicity: delete text & start typing **Aus** and select **Australian Aboriginal** (or search using the magnifying glass)

**Person Information**

Prefix:  Complete: ☐ Incomplete: ☐ [More Names](#)

\*Forename:  Assist Person ID:

\*Surname:  Middle Name:

Gender:

---

**Date of Birth Information**

Type:  Date:  Year(s): 28 Month(s): 2

---

**Identity and Culture**

Country of Birth:  Australia

Aboriginal \*:  CaLD:

\* In this context the term Aboriginal is inclusive of TSI

**Language**

\*Language:  Primary: ☒ Interpreter Required: ☐

**Ethnicity**

\*Ethnicity:

## Contact Info

- Address Summary: will be added later using Copy Primary Address
- Phone / Email Summary: not applicable, do not add information
- Press **Save**
- Living Arrangement at Referral Commencement: select **Not applicable - Adult**
- Living Arrangement at Case Closure: leave **blank**

## Issue Details

- Issue: select **Substance Use**
- Detail: select **Alcohol**

- Press **+ sign** to add a new row
- Issue: select **Parenting**
- Detail: select **Skills**
- Press **+ sign** to add a new row
- Issue: select **Family Support**
- Detail: select **Parenting Support**
- Press **Save**

### Add New Person (Child)

- Press **+ sign** to add a new row
- Click on **Person ID** magnifying glass

- Search for **Courtney Your Surname**
- Press **Search**
- **No Search Results** should display
- Press **Add Person** button

## Add Person Information & Issue Details

- Forename: enter **Courtney**
- Surname: enter **Your Surname**
- Gender: select **Female**
- Date of Birth Information: select **Actual DOB**
- Date: enter **15/05/2011**

## Identity & Culture

- Country of Birth: start typing **Aus** and select **Australia**
- Aboriginal: select **Aboriginal**
- CaLD: select **No**
- Language: start typing **Eng** and select **English** (or search using the magnifying glass)
- Ethnicity: delete text & start typing **Aus** and select **Australian Aboriginal** (or search using the magnifying glass)

**Person Details** History Select One...

Save Go to Person View

Person ID NEXT  
Surname WILSON  
Forename Courtney  
Date of Birth(K) Age 0  
Interpreter

Address  
Phone Number  
Gender  
Aboriginal Not Recorded  
CaLD Not Recorded

**Person Information**

Prefix Complete Incomplete More Names  
\*Forename Courtney Assist Person ID  
\*Surname WILSON Middle Name  
Gender Female

**Date of Birth Information** Personalize Find View All First 1 of 1 Last  
Type Date Year(s) Month(s)  
Actual DOB 15/05/2011 7 1

**Identity and Culture**

Country of Birth AUS Australia  
\*Aboriginal Aboriginal \*CaLD No  
\* In this context the term Aboriginal is inclusive of TSI

Language View All First 1 of 1 Last  
\*Language Primary Interpreter Required  
English

Ethnicity View All First 1 of 1 Last  
\*Ethnicity  
Australian Aboriginal

## Contact Info

- Address Summary: will be added later using Copy Primary Address
- Phone / Email Summary: not applicable, do not add information

- Press **Save**

**Person Details** History Select One...

Save Go to Person View

Person ID NEXT  
Surname WILSON  
Forename Courtney  
Date of Birth(K) Age 0  
Interpreter

Address  
Phone Number  
Gender  
Aboriginal Not Recorded  
CaLD Not Recorded

- Living Arrangement at Referral Commencement: select **Family care - child living with parents**
- Living Arrangement at Case Closure: leave blank

## Issue Details

- Issue: select **Other Issue**
- Detail: select **Health and Wellbeing**
- Press **Save**

Person ID: 455912, Surname: WILSON, Referral Age: 6, Aboriginal: Aboriginal, Gender: Female, Forename: Courtney, Current Age: 7, CaLD: No, Phone: 0416 789 654, Assist Person ID: 589689.

Living Arrangement at Referral Commencement: Family care – child living with parents

Living Arrangement at Case Closure:

Issue Details:

*Issue	*Detail
Other Issue	Health and Wellbeing

## Copy Primary Address To All Family Members

Ensure you have pressed save first.

- Press **Copy Primary Address**

Person ID: 455908, Surname: WILSON, Referral Age: 24, Aboriginal: Aboriginal, Gender: Female, Forename: Sally, Current Age: 25, CaLD: No, Phone: 0416 789 654, Assist Person ID: 589632.

Living Arrangement at Referral Commencement: Not applicable - Adult

Living Arrangement at Case Closure:

Issue Details:

*Issue	*Detail
Parenting	Skills
Family Support	Parenting Support

- Tick the **Copy From** box for Sally
- Tick the **Copy To** boxes for Gareth and Courtney
- Leave the **Include Primary Phone** ticked for Gareth and Courtney
- Press **OK**
- Press **Save**

Copy From	Copy To	Include Primary Phone	Person ID	Surname	Forename	Effective Date	Gender	Birth Date	Age	Primary Address	Primary Phone
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	455908	WILSON	Sally	13/07/2018	Female	02/03/1993	25	20 Ravenswood Drive, 25 Mirrabooka, WA, 6160, AUS	0416 789 654
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	455909	WILSON	Gareth	13/07/2018	Male	05/06/1990	28	20 Ravenswood Drive, 28 Mirrabooka, WA, 6160, AUS	0416 789 654
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	455912	WILSON	Courtney	13/07/2018	Female	15/05/2011	7		

## Address and Phone Number Now Display for Gareth and Courtney

Person ID: 455909, Surname: WILSON, Referral Age: 27, Aboriginal: Aboriginal, Gender: Male, Forename: Gareth, Current Age: 28, CaLD: No, Phone: 0416 789 654, Assist Person ID: 589654.

Living Arrangement at Referral Commencement: Not applicable - Adult

Living Arrangement at Case Closure:

Issue Details:

*Issue	*Detail
Substance Use	Alcohol
Parenting	Skills
Family Support	Parenting Support

Person ID: 455912, Surname: WILSON, Referral Age: 6, Aboriginal: Aboriginal, Gender: Female, Forename: Courtney, Current Age: 7, CaLD: No, Phone: 0416 789 654, Assist Person ID: 589689.

Living Arrangement at Referral Commencement: Family care – child living with parents

Living Arrangement at Case Closure:

Issue Details:

*Issue	*Detail
Other Issue	Health and Wellbeing



## The Intensive Case Management Case has now been created in Fusion

Case : (100006461) - Intensive Case Management History Select One...

**Save**

**Case** Services Case Management Notes (0) Related Activities Audit History

\*Referral Date 10/07/2018 \*Time 11:11AM

\*Referrer Perth

Assist FG ID Priority

Primary Issue Child Protection

\*Summary  
ICM Referral, Wilson Family, Issue; Neglect, Substance Abuse

**Referral Details**  
The Centralised Intake Team [State-wide Referral and Response Service] has referred the Wilson family; Gareth (Dad), Sally (Mum) and Courtney (Child) to the Mirrabooka/Joondalup Family Support Network's Intensive Case Management service. The Wilson family has significant history with CPFS for ongoing concerns around neglect of their child Courtney, including; poor school attendance, emotional and behavioural problems.

\*Status Open

Corridor MIRRABOOKA/JOONDALUP

Closure Date

Reason for Case Closure

**Case Closure Details**

Number of children in this case ☐

Are there other agencies involved? ☐ Yes ☒ No

- Click on the **Case Management** tab - the Case has been **automatically assigned** to the FSN's **Alliance Manager**

Case : (100006445) - Intensive Case Management History Select One...

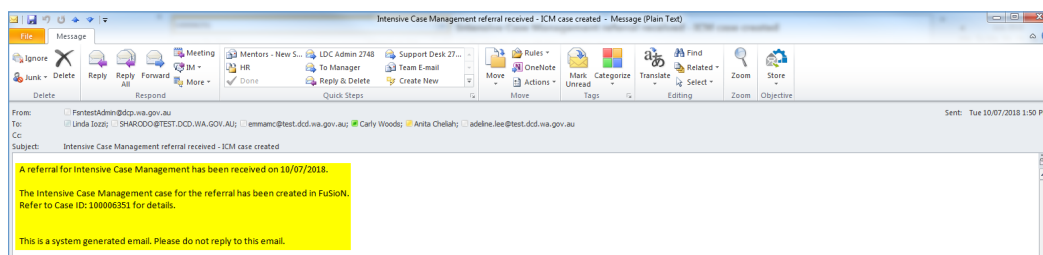
**Save**

**Case** Services **Case Management** Notes (1) Related Activities Audit History

Find First 1 of 1 Last

Responsibility	Audit	Test	Network Agency	Stage	Assigned To	Role	Start Date	End Date	Hours
			Mirrabooka (Mirrabooka)	Referral received	DUNN, Sharon	Alliance Manager	17/07/2018		

An email of the new Intensive Case Management Referral details has been automatically generated and sent to the FSN's Alliance Manager



## Activity 4. Attachments and Notes

Scenario As part of the referral made by the Centralised Intake Team, a Referral Form has been completed and emailed to the Mirrabooka/Joondalup FSN.

*In training you will now attach the Referral Form to the Case in Fusion.*

Fusion allows users to record notes and add attachments. To ensure consistency across the FSN, the **following naming conventions for case notes and attachments is required**. By using naming conventions, it is easier to search and analyse important information recorded against a client record.

### Attachments: Fusion Naming Conventions

The following file names are to be used for all attached documents e.g. Word, pdf, Excel:

**Client Name, Document Name, Date of the Document**

For example: **Lucy Davies, Initial Screening, 01.08.15**

Documents can include:

- Referral Form
- Consent Form
- Initial Screening
- Assessment
- Allocations Meeting
- Consultation with Leader Child Protection
- Referral Assessment and Planning Form
- Child Matrix
- Parent Matrix
- Case Closure
- Case Review
- Closure Summary
- External Referral
- Letter
- Report followed by name of Organisation providing report e.g. Adolescent Mental Health Service.

### Notes: Fusion Naming Conventions

The subject of the note is to be recorded as follows:

**Client Name, Purpose of Note/Event, Date of the Event**

For example: **Lucy Davies, Home Visit, 01.08.15**

Notes can include:

- Telephone Call
- Telephone Message
- Email
- Consultation
- File Note
- Home Visit
- Office Visit

## Adding Attachments

When adding attachments, the name of the document must be saved **with no more than 160 characters**. If document names are longer than 160 characters, they **will not attach** in Fusion.

- Click on the **Notes** tab
- File Note Type: select **Referral Form**
- Document Date: enter **24/07/2017**
- Subject: enter **Your Surname Family, Referral Form, 24/07/17**
- Author: enter **Your Name**
- Role/ Position: enter **Assessment Officer**
- Attendees: leave blank
- Details: enter **Please see attached**
- Click **Add an Attachment**

Case : (100001595) - Intensive Case Management

History Select One...

Save

Case Services Case Management **Notes (0)** Related Activities Audit History

Notes Summary

Date	File Note Type	Subject	Attachment (a)	Added By	Date Added
24/07/2017	Referral Form			82, Trainee	15/08/18 9:30AM AWST

Add a Note

Added 15/08/2018 9:30AM 82, Trainee \*File Note Type Referral Form \*Document Date 24/07/2017

\*Subject Wilson Family, Referral Form, 24/07/17

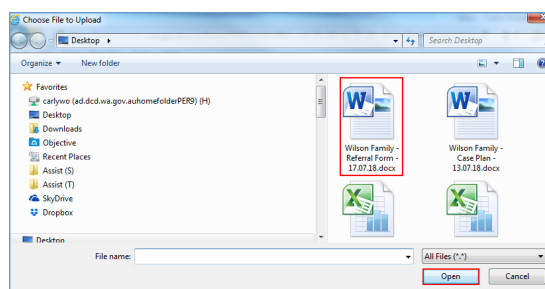
\*Author Ruby Red \*Role/Position Assessment Officer

Attendees

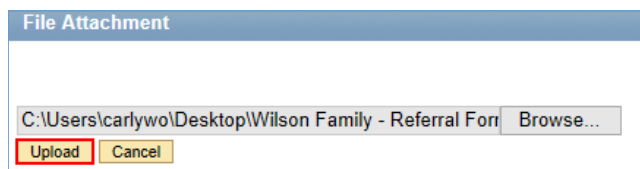
Details Please see attached

Apply Note Add an Attachment

- Press **Browse** to select a document (*as advised by your trainer*)
- Press **Open**

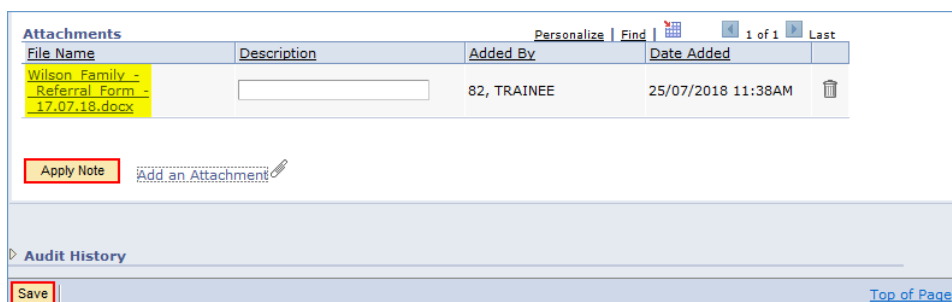


- Press **Upload**



The document displays in the **Attachments** section (*bottom of screen*)

- Attachments / Description: leave blank (*can be added if necessary*)
- Press **Apply Note**
- Press **Save**



The document displays in the **Note Summary** (*top of screen*)

Notes Summary				Find	View All	First	1 of 1	Last
Date	File Note Type	Subject	Attachment(s)	Added By	Date Added			
24/07/2017	Referral Form	Wilson Family, Referral Form, 24/07/17	1	82, Trainee	15/08/18 10:12AM AWST			

To view the attachment:

- Click on the **Referral Form** in the **Notes Summary** (*top of screen*) and the **Note Details** box opens

Notes Summary				Find	View All	First	1 of 1	Last
Date	File Note Type	Subject	Attachment(s)	Added By	Date Added			
24/07/2017	Referral Form	Wilson Family, Referral Form, 24/07/17	1	82, Trainee	15/08/18 10:12AM AWST			

- Click on **File Name** (*bottom of screen*)
- Press **Open**

Attachments				Personalize	Find	1 of 1	Last
File Name	Description	Added By	Date Added				
Wilson Family - Referral Form - 17.07.18.docx		82, TRAINEE	25/07/2018 11:38AM				

## Activity 5. Case Management Stages: Referral Accepted

**Scenario:** All new Intensive Case Management cases are automatically allocated to the Alliance Manager in the first instance. This allows the Alliance Manager to review the referral. Upon reviewing the Alliance Manager has accepted the referral.

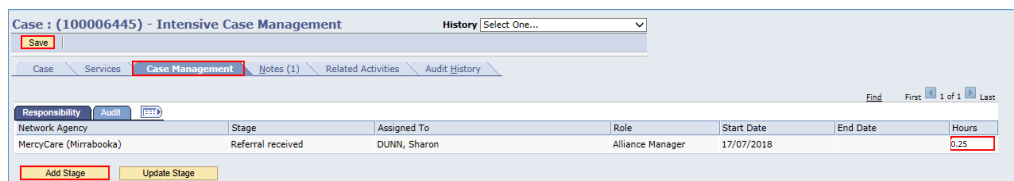
*In training you will now record; the referral received hours and that the referral has been accepted*

### Referral Received Hours

Hours fields are entered in the **Case Management** tab and displayed on the **Case** tab. It is mandatory to enter a value but '0' can be recorded. All hours/activities remain editable until the case is closed.

- Click on the **Case Management** tab
- Hours: enter **0.25**
- Press **Save**

**1 = 60 mins / 0.25 = 15 mins / 0.50 = 30 mins / 0.75 = 45 mins**

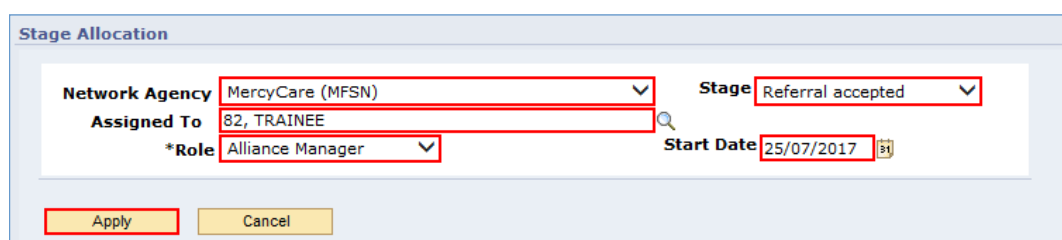


Responsibility	Stage	Assigned To	Role	Start Date	End Date	Hours
Network Agency MercyCare (Mirrabooka)	Referral received	DUNN, Sharon	Alliance Manager	17/07/2018		0.25

### Record Referral Accepted

- Press **Add Stage**
- Network Agency: select **MercyCare (MFSN)**
- Assigned To: click on magnifying glass and select the name of **your Alliance Manager** (*in training select your Trainee ID*)
- Role: select **Alliance Manager**
- Stage: select **Referral Accepted**
- Start Date: enter **25/07/17**
- Press **Apply**
- Press **Save**

When back in your FSN office on the alliance manager will be able to accept or reject a referral.



**Stage Allocation**

Network Agency: MercyCare (MFSN) Stage: Referral accepted

Assigned To: 82, TRAINEE

\*Role: Alliance Manager Start Date: 25/07/2017

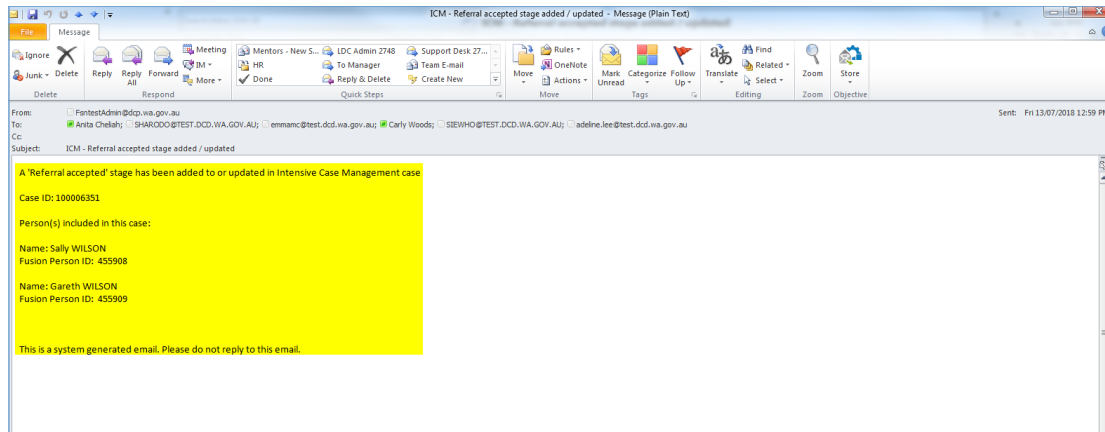
Apply Cancel

## The Referral Accepted Stage now displays *(top of the screen)*

Responsibility	Audit	ICM	Find	First	1-2 of 2	Last
Network Agency	Stage	Assigned To	Role	Start Date	End Date	Hours
MercyCare (Mirrabooka)	Referral accepted	CHELIAH, Anita	Alliance Manager	25/07/2017		
MercyCare (Mirrabooka)	Referral received	DUNN, Sharon	Alliance Manager	24/07/2017	25/07/2017	0.25

## The Intensive Case Management Case has now been Accepted in Fusion

- A Case Accepted email has been automatically generated and sent to the relevant person



## Activity 6. Case Management Stages: Consultation with CPL

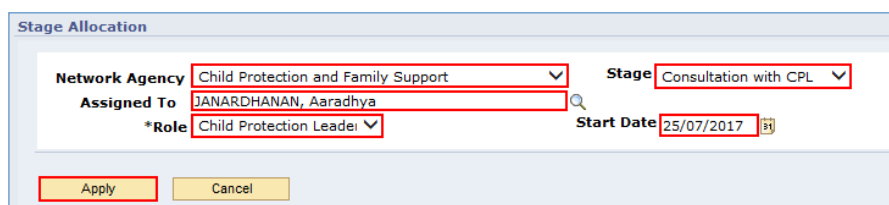
**Scenario** As part of the review process the Alliance Manager has consulted with the Child Protection Leader who will record the consultation, Assist Family Group ID number, Assist Person ID numbers and Case Priority in Fusion. On review of the family's case the Alliance Manager has decided to accept the referral.

*In training you will now record; the consultation with the Child Protection Lead (CPL), Assist Family Group ID number, Assist Person ID number's and Case Priority and that the referral has been accepted*

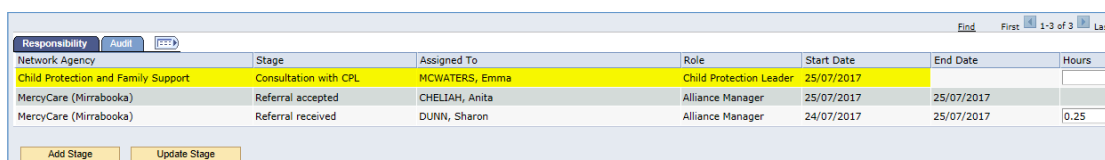
**Note:** CPL consultations, Assist ID numbers and case priority can only be recorded in Fusion by the CPL.

### Record Consultation with CPL Stage

- Press **Add Stage**
- Network Agency: select **Child Protection and Family Support**
- Assigned To: click on magnifying glass and select the name of your **Child Protection Lead** (*in training select any Trainee ID*)
- Role: select **Child Protection Leader**
- Stage: select **Consultation with CPL**
- Start Date: enter **25/07/2017**
- Press **Apply**
- Press **Save**



The Consultation with CPL Stage now displays (*top of the screen*)



Network Agency	Stage	Assigned To	Role	Start Date	End Date	Hours
Child Protection and Family Support	Consultation with CPL	MCWATERS, Emma	Child Protection Leader	25/07/2017		
MercyCare (Mirrabooka)	Referral accepted	CHELIAH, Anita	Alliance Manager	25/07/2017	25/07/2017	
MercyCare (Mirrabooka)	Referral received	DUNN, Sharon	Alliance Manager	24/07/2017	25/07/2017	0.25

### Record Consultation with CPL

- Click on the **Notes** tab
- Press **Add Note**



Date	File Note Type	Subject	Attachment(s)	Added By	Date Added
24/07/2017	File Note or Attachment	Wilson Family, Referral Form, 24/07/17		82, TRAINEE	25/07/18 11:27PM AWST

- File Note Type: select **Consultation**
- Document Date: enter **25/07/17**
- Subject: enter **Your Name Family, Consultation with Child Protection Leader, 25/07/2017**
- Author: enter **Child Protection Leader's Name**
- Role/ Position: enter **Child Protection Leader**
- Attendees: enter **Alliance Manager, Sharon Dunn, and Child Protection Lead, Vanna Williams**
- Details: click on the pencil icon & enter **Consultation had with Child Protection Leader (CPL), Vanna Williams. The referral received from the Centralised Intake Team for the Your Surname family was reviewed and any child protection concerns discussed. CPL, Vanna Williams, completed a search on Assist (Child Protection and Family Support's Client Information System) for historical information on the family. On review of the information received in the referral and the information found on Assist it was decided that the case is appropriate for the Intensive Case Management service.**
- Press **OK**
- Press **Apply Note**

- Press **Save**

## Record Family Group ID Number and Case Priority

- Click on the **Case** tab
- Assist FG ID: enter **1000356**
- Priority: select **Medium**
- Press **Save**



## Record Person ID Numbers

### Add Sally's Person ID:

- Click on the **Person Details** icon for Sally

Person		Find	First	1-3 of 3	Last
*Person ID	455908			Surname	WILSON
Gender	Female			Referral Age	25
				Aboriginal	Aboriginal
				Forename	Sally
				Current Age	25
				CaLD	No
				Primary Address	20 Ravenswood Drive, Mirrabooka, WA, 6160, AUS
				Phone	0416 789 654

- Assist Person ID: enter **589632**

- Press **Save**

Person Details		History Select One...	
Person ID	455908	Address	20 Ravenswood Drive, Mirrabooka 6160, AUS
Surname	WILSON	Phone Number	0416 789 654
Forename	Sally	Gender	Female
Date of Birth(K)	2/3/1993	Aboriginal	Aboriginal
Age	25 Y 4 M	CaLD	No
Interpreter			
Person Information		Complete Meets Criteria <a href="#">More Names</a>	
Prefix	Mrs	Assist Person ID	589632
*Forename	Sally		

- Click on the **History** drop down menu (*top of the screen*)
- Select **ID to return to the Case screen**

Person Details		History Select One...	
Person ID	455908	Address	20 Ravenswood Drive, Mirrabooka, WA, 6160, AUS
Surname	WILSON	Phone Number	0416 789 654
		Interaction ID	100006461
		Case ID	100006461
		Person Search	Select One...

### Add Gareth's Person ID:

- Click on the **Person Details** icon for Gareth

*Person ID	455909			Surname	WILSON	Referral Age	28	Aboriginal	Aboriginal
Gender	Male			Forename	Gareth	Current Age	28	CaLD	No
				Primary Address	20 Ravenswood Drive, Mirrabooka, WA, 6160, AUS				
				Phone	0416 789 654				

- Assist Person ID: enter **589654**
- Press **Save**
- Click on the **History** drop down menu (*top of the screen*)
- Select **ID to return to the Case screen**

Person Information		Complete Meets Criteria <a href="#">More Names</a>	
Prefix	Mr	Assist Person ID	589654
*Forename	Gareth	Middle Name	
*Surname	WILSON	Gender	Male

### Add Courtney's Person ID:

- Click on the **Person Details** icon for Courtney
- Assist Person ID: enter **589689**

Person Information		Complete Meets Criteria <a href="#">More Names</a>	
Prefix		Assist Person ID	589689
*Forename	Courtney	Middle Name	
*Surname	WILSON	Gender	Female

- Press **Save**
- Click on the **History** drop down menu (*top of the screen*)
- Select **ID** to return to the Case screen

Person ID numbers now display for all three family members:

The screenshot displays three individual records in a system. Each record includes fields for Person ID, Surname, Forename, Gender, Referral Age, Current Age, Aboriginal status, CaLD status, Primary Address, and Phone. Below these are sections for 'Living Arrangement at Referral Commencement', 'Living Arrangement at Case Closure', and 'Issue Details'. The 'Issue Details' section is a table with columns for \*Issue and \*Detail, and buttons for adding or removing issues.

*Person ID	Surname	Forename	Gender	Referral Age	Current Age	Aboriginal	CaLD	Primary Address	Phone	Assist Person ID
455908	WILSON	Sally	Female	24	25	Aboriginal	No	20 Ravenswood Drive, Mirrabooka, WA, 6160, AUS	0416 789 654	589632
455909	WILSON	Gareth	Male	27	28	Aboriginal	No	20 Ravenswood Drive, Mirrabooka, WA, 6160, AUS	0416 789 654	589654
455912	WILSON	Courtney	Female	6	7	Aboriginal	No	20 Ravenswood Drive, Mirrabooka, WA, 6160, AUS	0416 789 654	589689

## CPL Consultation Hours

- Click on the **Case Management** tab

The screenshot shows the top of the Case Management interface. The title bar indicates 'Case : (100006461) - Intensive Case Management'. Below the title bar is a 'History' dropdown menu. The navigation bar at the bottom has several tabs: Case, Services, Case Management (highlighted with a red box), Notes (0), Related Activities, and Audit History.

- Hours: enter 1
- Press **Save**

The screenshot shows the Case Management interface for Case (100006809). The 'Case Management' tab is highlighted. Below the navigation bar is a table with columns: Responsibility, Stage, Assigned To, Role, Start Date, End Date, and Hours. The 'Hours' column has a red box around the value '1.00' for the 'Child Protection and Family Support' role.

Responsibility	Stage	Assigned To	Role	Start Date	End Date	Hours
Network Agency	Consultation with CPL	MCWATERS, Emma	Child Protection Leader	25/07/2017	25/07/2017	1.00
MercyCare (Mirrabooka)	Referral accepted	CHELIAH, Anita	Alliance Manager	25/07/2017	25/07/2017	
MercyCare (Mirrabooka)	Referral received	DUNN, Sharon	Alliance Manager	24/07/2017	25/07/2017	0.25

## Activity 7. Case Manager Allocation: Case Plan Development

**Scenario** The case has been reviewed and the referral accepted by the Alliance Manager. A Consultation with the CPL has taken place. The case is now ready to be allocated to an Intensive Case Manager.

*In training you will now allocate the case to an Intensive Case Manager.*

### From the Case Management tab

- Press **Add Stage**

Child Protection and Family Support	Consultation with CPL	MCWATERS, Emma	Child Protection Leader	25/07/2017	25/07/2017	1.00
MercyCare (Mirrabooka)	Referral accepted	CHELIAH, Anita	Alliance Manager	25/07/2017	25/07/2017	
MercyCare (Mirrabooka)	Referral received	DUNN, Sharon	Alliance Manager	24/07/2017	25/07/2017	0.25

Add Stage Update Stage

- Network Agency:** select **MercyCare (MFSN)**
- Assigned To:** click on magnifying glass and select the name of an **Intensive Case Manager** (*in training select your Trainee ID*)
- Role:** select **Case Manager**
- Stage:** select **Case plan development**
- Start Date:** enter **25/07/2017**
- Press **Apply**
- Press **Save**

**Stage Allocation**

**Network Agency** MercyCare (MFSN) **Stage** Case plan development  
**Assigned To** 82, TRAINEE **\*Role** Case Manager **Start Date** 25/07/2017  
 Apply Cancel

### The Case Plan Development Stage now displays (top of the screen)

Responsibility	Stage	Assigned To	Role	Start Date	End Date	Hours
MercyCare (Mirrabooka)	Case plan development	WILLIAMS, Caroline	Case Manager	25/07/2017		
Child Protection and Family Support	Consultation with CPL	MCWATERS, Emma	Child Protection Leader	25/07/2017	25/07/2017	1.00
MercyCare (Mirrabooka)	Referral accepted	CHELIAH, Anita	Alliance Manager	25/07/2017	25/07/2017	
MercyCare (Mirrabooka)	Referral received	DUNN, Sharon	Alliance Manager	24/07/2017	25/07/2017	0.25

## Activity 8. Intensive Case Management: Home Page View and Case Plan Development

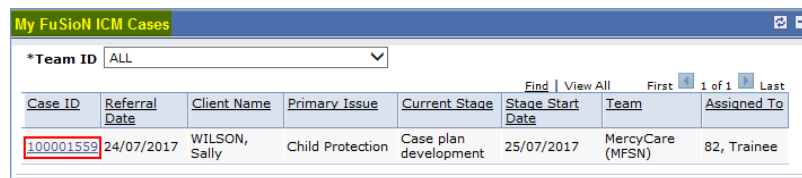
**Scenario:** The case has now been allocated to the Intensive Case Manager and will appear on their Home Page under 'My Fusion ICM Cases'. The Intensive Case Manager will now review the case information and begin engagement with the family. During initial engagement the Intensive Case Manager and family will jointly develop a Case Plan including case plan goals.

*In training you will locate the case on your Home Page, enter the Case Manager Entry Questions, the total number of case plan goals and attach the completed Case Plan.*

### Home Page View

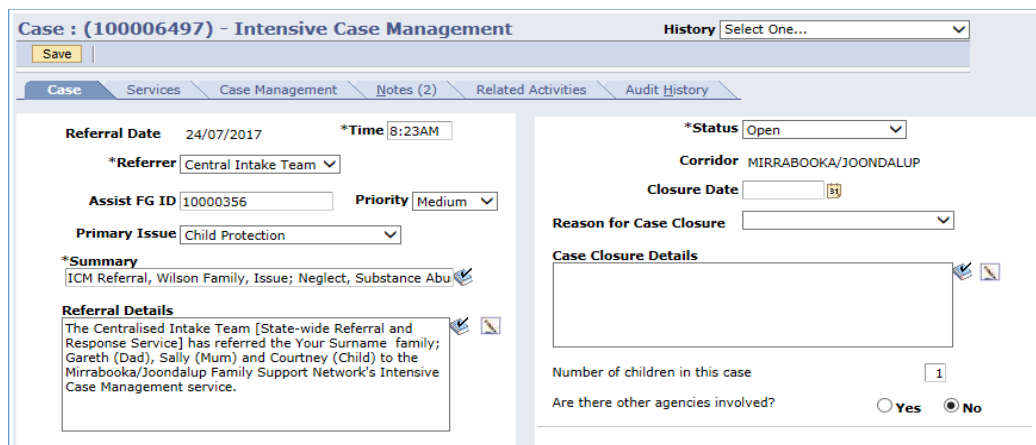
#### From the Case Management tab

- Click on the **Home** hyperlink (top of the screen)
- Locate your family's case in the '**My Fusion ICM Cases**' pagelet
- Click on the **Case ID** hyperlink



Case ID	Referral Date	Client Name	Primary Issue	Current Stage	Stage Start Date	Team	Assigned To
100001559	24/07/2017	WILSON, Sally	Child Protection	Case plan development	25/07/2017	MercyCare (MFSN)	82, Trainee

The Case screen is now displayed:



Case : (100006497) - Intensive Case Management

History: Select One...

Save

Case Services Case Management Notes (2) Related Activities Audit History

Referral Date: 24/07/2017 \*Time: 8:23AM

\*Referrer: Central Intake Team

Assist FG ID: 10000356 Priority: Medium

Primary Issue: Child Protection

\*Summary: ICM Referral, Wilson Family, Issue; Neglect, Substance Abuse

Referral Details: The Centralised Intake Team [State-wide Referral and Response Service] has referred the Your Surname family; Gareth (Dad), Sally (Mum) and Courtney (Child) to the Mirrabooka/Joondalup Family Support Network's Intensive Case Management service.

\*Status: Open

Corridor: MIRRABOOKA/JOONDALUP

Closure Date: [31]

Reason for Case Closure: [Select]

Case Closure Details: [Text Area]

Number of children in this case: 1

Are there other agencies involved? ☐ Yes ☒ No

- Click on the **Outcomes** tab

### Case Manager Entry Questions

#### Complete Entry Questions

- What is the family's ability to provide a parenting role children in the family group?: select **Limited capability**
- What is the family's ability to establish and maintain a safe and stable family environment and household routines?: select **Limited capability**

- What is the family's ability to access community support services?: select **Limited capability**
- Press **Save**

Case : (100006847) - Intensive Case Management History Select One...

**Save**

Case Services Case Management **Outcomes** Notes (0) Related Activities Audit History

**Case Plan Goals** [Add]

Case Plan Goal	Up to 1 month	Up to 4 months	Up to 8 months	Up to 12 months	more than 12 months
1 Total number of Case Plan goals					
2 How many case plan goals are progressing?					
3 How many case plan goals have been completed?					

**Case Manager Questions** Client Exit Interview

**Entry Questions** Audit Details [Add]

Questions	Response
1 What is the family's ability to provide a parenting role to children in the family group?	Limited capability
2 What is the family's ability to establish and maintain a safe and stable family environment and household routines?	Limited capability
3 What is the family's ability to access community support services?	Limited capability

## Case Plan Goals - Up to 1 Month

- Total number of Case Plan goals: enter 5
- How many case plan goals are progressing?: leave blank
- How many case plan goals have been completed?: leave blank
- Press **Save**

Case : (100006809) - Intensive Case Management History Select One...

**Save**

Case Services Case Management **Outcomes** Notes (0) Related Activities Audit History

**Case Plan Goals** [Add]

Case Plan Goal	Up to 1 month	Up to 4 months	Up to 8 months	Up to 12 months	more than 12 months
1 Total number of Case Plan goals	5				
2 How many case plan goals are progressing?	0				
3 How many case plan goals have been completed?	0				

**Note:** Case Plan Goals need to be reviewed at regular points throughout the life of a case including and where applicable at; Up to 1 month, Up to 4 months, Up to 8 months, Up to 12 months and more than 12 months

## Attach Completed Case Plan

### From the Case screen

- Click on the **Notes** tab
- Press **Add Note**

Case Services Case Management **Notes (2)** Related Activities Audit History

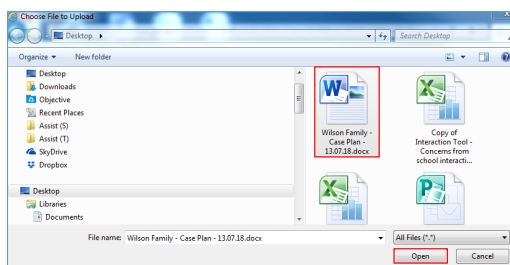
**Notes Summary**

Date	File Note Type	Subject	Find	View All Attachment (s)	First Added By	1-3 of 3	Last Date Added
25/07/2017	Consultation	Wilson Family, Consultation With Child Protection Lead, 25/07/17			82, Trainee		15/08/18 10:58AM AWST
24/07/2017	Referral Form	Wilson Family, Referral Form, 24/07/17			1 82, Trainee		15/08/18 10:12AM AWST

**Add Note**

- File Note Type: select **File Note or Attachment**
- Document Date: enter **28/07/2017**
- Subject: enter **Your Surname Family, Case Plan, 28/07/2017**
- Author: enter **Your Name**
- Role/ Position: enter **Intensive Case Manager**
- Attendees: enter **Intensive Case Manager, Sally Your Surname, Gareth Your Surname and Courtney Your Surname**
- Details: enter **Please see attached**
- Click **Add an Attachment**

- Press **Browse** to select a document (*as advised by your trainer*)



- Press **Open**
- Press **Upload**

The document displays in the Attachments section (bottom of screen)

Attachments					Personalize	Find	1 of 1	Last
File Name	Description	Added By	Date Added					
Wilson Family - Case Plan - 13.07.18.docx		82, Trainee	25/07/2018 3:33PM					

- Attachments / Description: leave blank (can be added if necessary)
- Press **Apply Note**
- Press **Save**

**Add a Note**

**Added** 24/07/2018 9:21AM ROWE-MARTIN, Carly **\*File Note Type** File Note or Attachment **\*Document Date** 28/07/2017

**\*Subject** Wilson Family, Case Plan, 28/07/2017

**\*Author** Carly Rowe-Martin **\*Role/Position** Intensive Case Manager

**Attendees** Intensive Case Manager, Sally Wilson, Gareth Wilson and Courtney Wilson

**Details** Please See Attached

**Attachments**

File Name	Description	Added By	Date Added
Wilson Family - Case Plan - 13.07.18.docx		ROWE-MARTIN, Carly	24/07/2018 9:17AM

**Apply Note** Add an Attachment

## Case Plan Development Hours

- Click on the **Case Management** tab
- Hours: enter 5
- Press **Save**

**Case : (100006809) - Intensive Case Management** **History** Select One...

**Save**

Case Services **Case Management** Outcomes Notes (0) Related Activities Audit History

Find First 1-4 of 4 Last

Responsibility	Audit	Stage	Assigned To	Role	Start Date	End Date	Hours
Network Agency		Case plan development	WILLIAMS, Caroline	Case Manager	25/07/2017		5.00
MercyCare (Mirrabooka)		Consultation with CPL	MCWATERS, Emma	Child Protection Leader	25/07/2017	25/07/2017	1.00
MercyCare (Mirrabooka)		Referral accepted	CHELIAH, Anita	Alliance Manager	25/07/2017	25/07/2017	
MercyCare (Mirrabooka)		Referral received	DUNN, Sharon	Alliance Manager	24/07/2017	25/07/2017	0.25

## Activity 9. Program Delivery

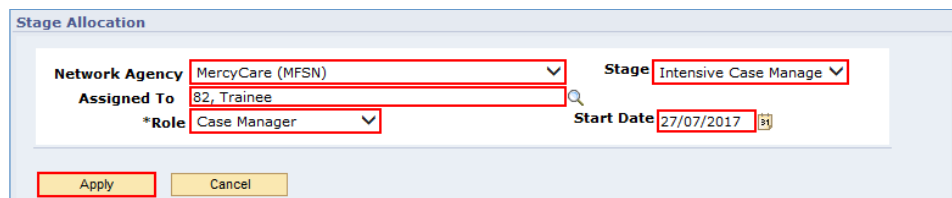
**Scenario** A Case Plan has been developed with the family. The Intensive Case Manager can now begin to support the family and help improve the safety of daughter Courtney. A number of home visits have been carried out where positive parenting skills have been demonstrated to Mum, Sally, and Dad, Gareth by the Intensive Case Manager.

*In training you will now record the Intensive Case Management Stage, add a Case Note detailing the family's progress and enter the total number of case plan goals that are progressing and that have been completed at 4 weeks.*

### Record Intensive Case Management Stage

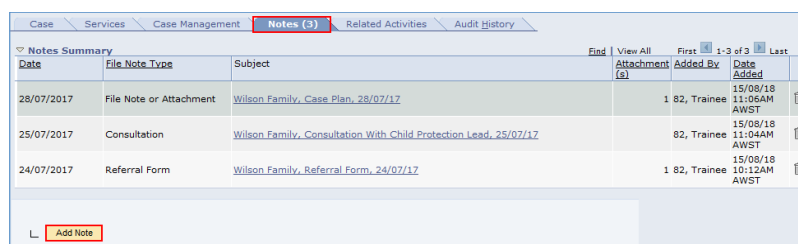
From the Case Management tab

- Press **Add Stage**
- Network Agency: select **MercyCare (MFSN)**
- Assigned To: click on magnifying glass and select the name of an **Intensive Case Manager** (in training select your Trainee ID)
- Role: select **Case Manager**
- Stage: select **Intensive Case Management**
- Start Date: enter **27/07/2017**
- Press **Apply**
- Press **Save**



### Add Case Note

- Click on the **Notes** tab
- Press **Add Note**



Date	File Note Type	Subject	Attachment(s)	Added By	Date Added
28/07/2017	File Note or Attachment	Wilson Family, Case Plan, 28/07/17	1	82, Trainee	15/08/18 11:06AM AWST
25/07/2017	Consultation	Wilson Family, Consultation With Child Protection Lead, 25/07/17		82, Trainee	15/08/18 11:04AM AWST
24/07/2017	Referral Form	Wilson Family, Referral Form, 24/07/17	1	82, Trainee	15/08/18 10:12AM AWST

- File Note Type: select **Home Visit**
- Document Date: enter **29/07/2017**
- Subject: enter **Your Surname Family, Home Visit , 29/07/2017**
- Author: enter **Your Name**
- Role/ Position: enter **Intensive Case Manager**



- Attendees: enter **Intensive Case Manager, Gareth Your Surname, Sally Your Surname and Courtney Your Surname**
- Details: click on the pencil icon & enter **Fourth home visit carried out on 29/07/2017 at 7:30am. Intensive Case Manager, Your Name, assisted Sally in getting Courtney ready for school by assisting with getting her out of bed, dressing her in a clean uniform, making her breakfast and school lunch. Sally and Intensive Case Manager, Your Name, then walked Courtney to school. During the time spent at the family home the Intensive Case Manager, Your Name, observed that the cleanliness of the home had improved since her previous visits and the kitchen was well stocked with healthy foods.**
- Press **OK**
- Press **Apply Note**
- Press **Save**

The document displays in the Note Summary (top of screen)

Notes Summary							
Date	File Note Type	Subject	Attachment(s)	Added By	Date Added		
29/07/2017	Home Visit	Wilson Family, Home Visit, 29/07/17		82, Trainee	15/08/18 11:07AM AWST		
28/07/2017	File Note or Attachment	Wilson Family, Case Plan, 28/07/17	1	82, Trainee	15/08/18 11:06AM AWST		
25/07/2017	Consultation	Wilson Family, Consultation With Child Protection Lead, 25/07/17		82, Trainee	15/08/18 11:04AM AWST		
24/07/2017	Referral Form	Wilson Family, Referral Form, 24/07/17	1	82, Trainee	15/08/18 10:12AM AWST		

## Update Case Plan Goals - Up to 1 Month

- Click on the **Outcomes** tab
- Total number of Case Plan goals: leave as **5**
- How many Case Plan goals are progressing?: enter **2**
- How many Case Plan goals have been completed?: enter **0**
- Press **Save**

## Activity 10. Create and Allocate a Service

**Scenario:** To help Dad, Gareth, with his alcohol misuse issue the Intensive Case Manager has suggested that he may benefit from some counselling. After discussions had at the Family Support Network's (FSN) last Allocations meeting it was confirmed that counselling can be provided to Gareth through one of the FSN's Partner Agencies. Gareth has agreed to attend.

*In training you will now create the counselling service and allocate it to the relevant Partner Agency*

### Create the Service

#### From the Notes tab

- Click on the **Services** tab
- Start Date: enter **01/08/2017**
- Status: select **Allocated**
- Service Type: select **Individual Counselling**
- Service Provider: select **A Partner Agency (e.g. Anglicare)**
- Program: leave blank
- Comments: enter **Referral to Individual Counselling for Gareth Your Surname to help address his Alcohol Misuse Issue**
- Press **Next**

### Allocate Clients

- Select the **Substance Use** Issue for **Gareth** by **ticking the appropriate box**
- Press **Create Service**
- Press **Save**

Person View	Person ID	Issue	Issue Detail	Surname	Forename	Select
1	455908	Parenting	Skills	WILSON	Sally	<input type="checkbox"/>
2	455908	Family Support	Parenting Support	WILSON	Sally	<input type="checkbox"/>
3	455909	Substance Use	Alcohol	WILSON	Gareth	<input checked="" type="checkbox"/>
4	455909	Parenting	Skills	WILSON	Gareth	<input type="checkbox"/>
5	455909	Family Support	Parenting Support	WILSON	Gareth	<input type="checkbox"/>
6	455912	Other Issue	Health and Wellbeing	WILSON	Courtney	<input type="checkbox"/>

**Create Service** **Cancel**

## The Allocated Service now display

## Allocate Worker

- Press **Update Service**

- Assigned To: click on magnifying glass and select the name of the **Partner Agency worker** (in training select any Name/Trainee ID)

- Press **Save**

- Active Holding? Start Date: enter **current Date** (in training) to put Service on **Active Hold**

- Press **Save**

The Service is now assigned to a specific worker within the Partner Agency and is on **Active Hold Status** until they are ready to work the Service. The Service will be displayed on their Home Page.

## To return to the Case screen

- Click **Transfer to "Parent Case"**

## Activity 11. Complete Service Provision Details

Scenario: Dad, Gareth, has attended all scheduled individual counselling sessions and has made great progress. Gareth has now been encouraged to attend weekly group counselling session for ongoing support.

*In training you will now act as the Partner Agency and complete the Service Provision Details.*

### From the Case tab

- Click on the **Services** tab
- Press **Update Service**

### Remove Active Hold

- End Date: enter **Current Date (in training)**
- Press **Save**

The **Active Holding End Date** is the date at which service delivery begins

### Record Assessment and Comments

- Assessment: delete text & enter **Gareth Your Surname has attended 10 counselling sessions to help him with his alcohol misuse issues. Gareth has engaged well in all of his sessions and has made great progress.**
- Comments: enter **Gareth has completed all scheduled sessions with his counsellor. Gareth has now been encouraged to attend weekly group counselling sessions for ongoing support.**
- Press **Save**

**Note:** The Partner Agency providing the Service Provision would also add any appropriate notes and attachments in the Service screens 'Notes' tab.

## Close Service

- Status: select **Closed**
- Review Date: enter **Current Date** (*in training*)
- Outcome: select **Achieved**
- Decision Date: enter **Current Date** (*in training*)
- Intensity (hours): enter **15**
- Press **Save**

The service provision is now closed

- Click on **Transfer to "Parent Case"** link

The screenshot displays a web form for Service ID 100001577. At the top, there is a 'History' dropdown menu. Below this is a 'Save' button. The form is divided into several sections: 'Main Information' (selected), 'Brief Interventions', 'Notes (0)', and 'Related Activities'. Under 'Main Information', there is a 'Details' section with 'Assessment' and 'Comments' text areas. The 'Assessment' text area contains the text: 'Gareth Your Surname has attended 10 counselling sessions to help him with his alcohol misuse issues. Gareth has engaged well in all of his sessions and has made great progress.' The 'Comments' text area contains the text: 'Gareth has completed all scheduled sessions with his counsellor. Gareth has now been encouraged to attend weekly group counselling sessions for ongoing support.' Below the 'Comments' text area is a link labeled 'Transfer to "Parent Case"'. To the right of the 'Details' section is the 'Active Holding ?' section, which includes fields for 'Start Date' (25/07/2018), 'End Date' (25/07/2018), '\*Start Date' (25/07/2018), 'Service Type' (Individual Counselling), '\*Assigned To' (44, Trainee), '\*Provider' (MIRRABOOKA PARTNER AGENCY), 'Status' (Closed), and 'Review Date' (25/07/2018). Below the 'Active Holding ?' section is the 'Outcome' section, which includes fields for 'Outcome' (Achieved), 'Decision Date' (25/07/2018), and 'Intensity (hours)' (15).

## Activity 12. Step Down Case Management

**Scenario:** After 4 months of Intensive Case Management; with regular home visits the family have made significant improvements. The Intensive Case Manager has now decided to proceed with a step down case management approach. The family and the Intensive Case Manager have reviewed the family's case plan goals and updated the family's Case Plan to reflect that home visits will be less frequent. The family will also begin attending a local parenting skills group once a week, this is an external service. The Intensive Case Manager will still monitor the family's progress.

*In training you will now update the Case Plan Goals, add the Step Down Case Management Stage, attach the updated Case Plan and record the parenting skills groups as an external service.*

### Intensive Case Management Hours

#### From the Case tab

- Click on the **Case Management** tab
- Hours: enter **40**
- Press **Save**

Case / Services / <b>Case Management</b> / Outcomes / Notes (0) / Related Activities / Audit History							
Find First 1-5 of 5 Last							
Responsibility	Audit	Stage	Assigned To	Role	Start Date	End Date	Hours
Network Agency		Intensive Case Management	WILLIAMS, Caroline	Case Manager	27/07/2017		40.00
MercyCare (Mirrabooka)		Case plan development	WILLIAMS, Caroline	Case Manager	25/07/2017	27/07/2017	5.00
Child Protection and Family Support		Consultation with CPL	MCWATERS, Emma	Child Protection Leader	25/07/2017	25/07/2017	1.00
MercyCare (Mirrabooka)		Referral accepted	CHELIAH, Anita	Alliance Manager	25/07/2017	25/07/2017	
MercyCare (Mirrabooka)		Referral received	DUNN, Sharon	Alliance Manager	24/07/2017	25/07/2017	0.25

### Case Plan Goals - Up to 4 Months

#### From the Case Management Tab

- Click on the **Outcomes** tab
- Total number of Case Plan goals: enter **5**
- How many Case Plan goals are progressing: enter **3**
- How many case plan goals have been completed: enter **2**
- Press **Save**

Case / Services / Case Management / <b>Outcomes</b> / Notes (0) / Related Activities / Audit History					
Case Plan Goals					
Case Plan Goal	Up to 1 month	Up to 4 months	Up to 8 months	Up to 12 months	more than 12 months
1 Total number of Case Plan goals	5	5			
2 How many case plan goals are progressing?	2	3			
3 How many case plan goals have been completed?	0	2			

### Add Step Down Case Management Stage

#### From the Outcomes Tab

- Click on the **Case Management** tab
- Press **Add Stage**

- Network Agency: select **MercyCare (MFSN)**
- Assigned To: click on magnifying glass and select the name of an **Intensive Case Manager** (*in training select your Trainee ID*)
- Role: select **Case Manager**
- Stage: select **Step down case management**
- Start Date: enter **01/12/2017**
- Press **Apply**
- Press **Save**

Stage Allocation

Network Agency: MercyCare (Mirrabooka) Stage: Step down case manager

Assigned To: WILLIAMS, Caroline

\*Role: Case Manager Start Date: 01/12/2017

Buttons: Add Stage, Update Stage, Apply, Cancel

## Attach Updated Case Plan

### From the Case Management tab

- Click on the **Notes** tab
- Press **Add Note**

Case Management Notes (4)						
Date	File Note Type	Subject	Attachment(s)	Added By	Date Added	
29/07/2017	Home Visit	Wilson Family, Home Visit, 29/07/17		82, Trainee	15/08/18 11:12AM AWST	
28/07/2017	File Note or Attachment	Wilson Family, Case Plan, 28/07/17	1	82, Trainee	15/08/18 11:06AM AWST	
25/07/2017	Consultation	Wilson Family, Consultation With Child Protection Lead, 25/07/17		82, Trainee	15/08/18 11:04AM AWST	
24/07/2017	Referral Form	Wilson Family, Referral Form, 24/07/17	1	82, Trainee	15/08/18 10:12AM AWST	

L Add Note

- File Note Type: select **File Note or Attachment**
- Document Date: enter **01/12/2017**
- Subject: enter **Your Surname Family, Updated Case Plan, 01/12/2017**
- Author: enter **Your Name**
- Role/ Position: enter **Intensive Case Manager**
- Attendees: enter **Intensive Case Manager, Gareth Your Surname, Sally Your Surname and Courtney Your Surname**
- Details: click on the pencil icon & enter **Please see attached**
- Click **Add an Attachment**

**Add a Note**

Added 26/07/2018 9:02AM 82, Trainee \*File Note Type File Note or Attachment \*Document Date 01/12/2017

\*Subject Wilson Family, Updated Case Plan, 01/12/2017

\*Author Ruby Red \*Role/Position Intensive Case Manager

Attendees Intensive Case Manager, Gareth Wilson, Sally Wilson and Courtney Wilson

Details Please see attached

Apply Note Add an Attachment

- Press **Browse** to select a document (as advised by your trainer)
- Press **Open**
- Press **Upload**

**File Attachment**

C:\Users\carlywo\Desktop\Wilson Family - Case Plan - Browse...

Upload Cancel

The document displays in the **Attachments** section (bottom of screen)

Attachments			
File Name	Description	Added By	Date Added
Wilson Family - Case Plan - 13.07.18.docx		82, Trainee	26/07/2018 9:02AM

- Attachments / Description: leave blank (can be added if necessary)
- Press **Apply Note**
- Press **Save**

**Add a Note**

Added 26/07/2018 9:27AM 82, Trainee \*File Note Type File Note or Attachment \*Document Date 01/12/2017

\*Subject Wilson Family, Updated Case Plan, 01/12/2017

\*Author Ruby Red \*Role/Position Intensive Case Manager

Attendees Intensive Case Manager, Gareth Wilson, Sally Wilson and Courtney Wilson

Details Please see attached

Attachments

File Name	Description	Added By	Date Added
Wilson Family - Case Plan - 13.07.18.docx		82, Trainee	26/07/2018 9:25AM

Apply Note Add an Attachment

## Create External Parenting Skills Service

From the **Notes** tab

- Click on the **Services** tab
- Press **Add Service**

Case **Services** Case Management Notes (5) Related Activities Audit History

**Service Provision**


Service Type	Status	External	Start Date	End Date	
Individual Counselling	Allocated	<input type="checkbox"/>	01/08/2017	25/07/2018	Delete

Add Service




- Start Date: use the calendar icon to select **02/12/2017**
- Status: select **Allocated**
- External Service: **Tick**
- Click on **Agency ID** magnifying glass
- Agency ID: select **10006 - Wanslea Family Services**
- End Date: enter **02/12/17**
- Service Type: select **Parenting**
- Comments: enter **Gareth and Sally Your Surname** will be attending the Wanslea Positive Parenting Skills Group workshop weekly for the duration of the course.
- Press **Save**


**Allocation Detail**

\*Start Date: 02/12/2017 

\*Status: Allocated 

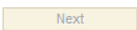
External Service: ☒ Agency ID: 10006 


Agency Name: Wanslea Family Services


End Date: 02/12/2017 


Outcome

Service Duration: 0.00


Next 

\*Service Type: Parenting 


Unmet Demand Reason: 

Service Provider: 

Program: 


Comments: Gareth and Sally Wilson will be attending the Wanslea Positive Parenting Skills Group workshop weekly for the duration of the course. 

 Audit History

Save  [Top of Page](#)





The service will now display in the Service Provision Summary as an external service


**Case : (10001559) - Intensive Case Management**

Save 

Case Services Case Management Notes (5) Related Activities Audit History

**Service Provision**

	Service Type	Status	External	Start Date	End Date	Find	First	1-2 of 2	Last
	Individual Counselling	Allocated	<input type="checkbox"/>	01/08/2017	25/07/2018				Delete 
	Parenting	Allocated	<input checked="" type="checkbox"/>	02/12/2017	02/12/2017				Delete 

Add Service 

## Activity 13. Case Plan Goals

**Scenario:** Over the past 8 months the family have continued to make significant progress; both Sally and Gareth's parenting skills have improved greatly and Gareth has not misused alcohol in 5 months. Courtney has been attending school regularly and is making good academic progress.

*In training you will now complete the Up to 8 months Case Plan Goals*

### Case Plan Goals - Up to 8 Months

#### From the Services Tab

- Click on the **Outcomes** tab
- Total number of Case Plan goals: enter **5**
- How many Case Plan goals are progressing: enter **2**
- How many case plan goals have been completed: enter **3**
- Press **Save**

Case : (100001602) - Intensive Case Management History Select One... ▼

**Save**

Case / Services / Case Management / **Outcomes** / Notes (0) / Related Activities / Audit History

**Case Plan Goals** [Add]

Case Plan Goal	Up to 1 month	Up to 4 months	Up to 8 months	Up to 12 months	more than 12 months
1 Total number of Case Plan goals	5	5	5		
2 How many case plan goals are progressing?	2	3	2		
3 How many case plan goals have been completed?	0	2	3		

## Activity 14. Exit and Transition

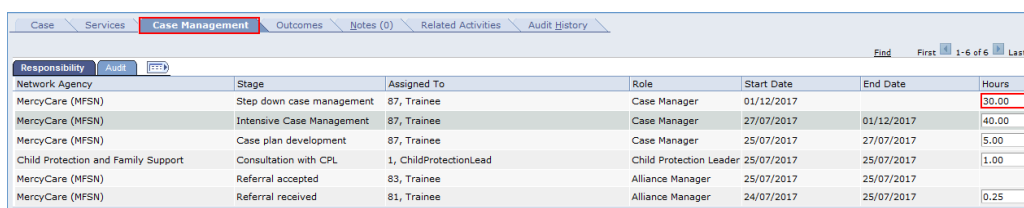
**Scenario:** The family have clearly demonstrated that they have met their case plan goals and it has been decided that they are ready to be exited from the Intensive Case Management program. An exit plan will be created by the Intensive Case Manager and the family.

*In training you will now add the 'Exit Plan for family' stage and attach the completed Exit Plan document.*

### Step Down Case Management Hours

From the Outcomes tab

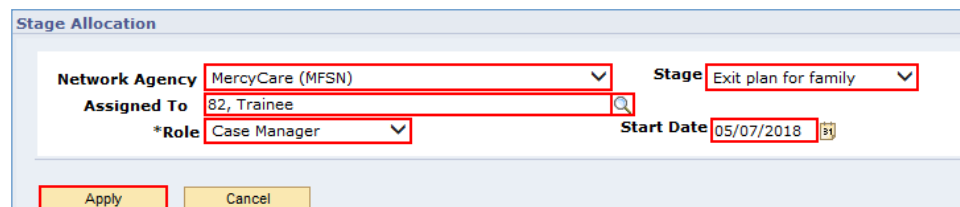
- Click on the **Case Management** tab
- Hours: enter **30**
- Press **Save**



Responsibility	Audit	Stage	Assigned To	Role	Start Date	End Date	Hours
MercyCare (MFSN)		Step down case management	87, Trainee	Case Manager	01/12/2017		30.00
MercyCare (MFSN)		Intensive Case Management	87, Trainee	Case Manager	27/07/2017	01/12/2017	40.00
MercyCare (MFSN)		Case plan development	87, Trainee	Case Manager	25/07/2017	27/07/2017	5.00
Child Protection and Family Support		Consultation with CPL	1, ChildProtectionLead	Child Protection Leader	25/07/2017	25/07/2017	1.00
MercyCare (MFSN)		Referral accepted	83, Trainee	Alliance Manager	25/07/2017	25/07/2017	
MercyCare (MFSN)		Referral received	81, Trainee	Alliance Manager	24/07/2017	25/07/2017	0.25

### Add Exit Plan for Family Stage

- Press **Add Stage**
- Network Agency: select **MercyCare (MFSN)**
- Assigned To: click on magnifying glass and select the name of an **Intensive Case Manager** (*in training select your Trainee ID*)
- Role: select **Case Manager**
- Stage: select **Exit plan for family**
- Start Date: enter **05/07/2018**
- Press **Apply**
- Press **Save**



<b>Stage Allocation</b>	
<b>Network Agency</b>	MercyCare (MFSN) ▼
<b>Assigned To</b>	82, Trainee 🔍
<b>*Role</b>	Case Manager ▼
<b>Stage</b>	Exit plan for family ▼
<b>Start Date</b>	05/07/2018 📅
<b>Apply</b> <b>Cancel</b>	

### Attach Exit Plan

From the Case Management tab

- Click on the **Notes** tab
- Press **Add Note**
- File Note Type: select **Exit Plan**

- Document Date: enter **05/07/2018**
- Subject: enter **Your Surname Family, Exit Plan, 05/07/2018**
- Author: enter **Your Name**
- Role/ Position: enter **Intensive Case Manager**
- Attendees: enter **Intensive Case Manager, Gareth Your Surname, Sally Your Surname and Courtney Your Surname**
- Details: enter **Please see attached**
- Click **Add an Attachment**

- Press **Browse** to select a document (*as advised by your trainer*)

- Press **Open**

- Press **Upload**

- Attachments / Description: leave blank (*can be added if necessary*)

- Press **Apply Note**

- Press **Save**

## Exit Plan for Family Hours

### From the Notes tab

- Click on the **Case Management** tab
- Hours: enter **4**
- Press **Save**

Case Management							
Responsibility	Audit	Stage	Assigned To	Role	Start Date	End Date	Hours
Network Agency		Exit plan for family	87, Trainee	Case Manager	05/07/2018		4.00
MercyCare (MFSN)		Step down case management	87, Trainee	Case Manager	01/12/2017	05/07/2018	30.00
MercyCare (MFSN)		Intensive Case Management	87, Trainee	Case Manager	27/07/2017	01/12/2017	40.00
MercyCare (MFSN)		Case plan development	87, Trainee	Case Manager	25/07/2017	27/07/2017	5.00
Child Protection and Family Support		Consultation with CPL	1, ChildProtectionLead	Child Protection Leader	25/07/2017	25/07/2017	1.00
MercyCare (MFSN)		Referral accepted	83, Trainee	Alliance Manager	25/07/2017	25/07/2017	
MercyCare (MFSN)		Referral received	81, Trainee	Alliance Manager	24/07/2017	25/07/2017	0.25

## Activity 15. Living Arrangement at Case Closure

**Scenario:** An exit plan has now been created with the family. The Intensive Case Manager will now need to review the Living Arrangements at Case Closure for each of the family members.

*In training you will now check the Services tab for any other open services before recording the Living Arrangements at Case Closure for; Sally, Gareth and Courtney.*

### Check the Services Tab

#### From the Case Management tab

- Click on the **Services** tab and check that all services have been completed & end dated

Case : (100001559) - Intensive Case Management

Save

Case **Services** Case Management Notes (6) Related Activities Audit History

Service Provision

Service Type	Status	External	Start Date	End Date	Find	First	1-2 of 2	Last
Individual Counselling	Allocated	<input type="checkbox"/>	01/08/2017	25/07/2018				Delete
Parenting	Allocated	<input checked="" type="checkbox"/>	02/12/2017	02/12/2017				Delete

Add Service

Allocation Detail

\*Start Date: 02/12/2017

\*Status: Allocated

External Service: ☒ Agency ID: 10006

Agency Name: Wanslea Family Services

End Date: 02/12/2017

Outcome: Service Duration 0.00

Next

\*Service Type: Parenting

Unmet Demand Reason:

Service Provider:

Program:

Comments: Gareth and Sally Wilson will be attending the Wanslea Positive Parenting Skills Group workshop weekly for the duration of the course.

### Record Living Arrangements at Case Closure

- Click on the **Case** tab
- Scroll down to the **Person** section

#### Record Sally's Living Arrangement

- Living Arrangement at Case Closure: select **Not applicable - Adult**

Person

Find First 1-3 of 3 Last

\*Person ID 451037 Surname WILSON Referral Age 24 Aboriginal Aboriginal

Gender Female Forename Sally Current Age 25 CaLD No

Primary Address 20 Ravenswood, Mirrabooka, WA, Phone 041/315-3668 6160, AUS

Assist Person ID 589632

Living Arrangement at Referral Commencement : Not applicable - Adult

Living Arrangement at Case Closure : Not applicable - Adult

Issue Details

Copy Primary Address

*Issue	*Detail		
Parenting	Skills	+	-
Family Support	Parenting Support	+	-

## Record Gareth's Living Arrangement

- Living Arrangement at Case Closure: select **Not applicable - Adult**

<b>*Person ID</b>	455909	<b>Surname</b>	WILSON	<b>Referral Age</b>	27	<b>Aboriginal</b>	Aboriginal
<b>Gender</b>	Male	<b>Forename</b>	Gareth	<b>Current Age</b>	28	<b>CaLD</b>	No
<b>Primary Address</b>		20 Ravenswood Drive, Mirrabooka, WA, 6160, Phone 0416 789 654 AUS					
				<b>Assist Person ID</b>	589654		
<b>Living Arrangement at Referral Commencement :</b>				Not applicable - Adult			
<b>Living Arrangement at Case Closure :</b>				Not applicable - Adult			
▼ <b>Issue Details</b>							
<b>*Issue</b>		<b>*Detail</b>					
Substance Use		Alcohol				+ -	
Parenting		Skills				+ -	
Family Support		Parenting Support				+ -	

## Record Courtney's Living Arrangement

- Living Arrangement at Case Closure: select **Family Care - child living with parents**
- Press **Save**

<b>*Person ID</b>	455912	<b>Surname</b>	WILSON	<b>Referral Age</b>	6	<b>Aboriginal</b>	Aboriginal
<b>Gender</b>	Female	<b>Forename</b>	Courtney	<b>Current Age</b>	7	<b>CaLD</b>	No
<b>Primary Address</b>		20 Ravenswood Drive, Mirrabooka, WA, 6160, Phone 0416 789 654 AUS					
				<b>Assist Person ID</b>	589689		
<b>Living Arrangement at Referral Commencement :</b>				Family care - child living with parents			
<b>Living Arrangement at Case Closure :</b>				Family care - child living with parents			
▼ <b>Issue Details</b>							
<b>*Issue</b>		<b>*Detail</b>					
Other Issue		Health and Wellbeing				+ -	

## Activity 16. Case Plan Goals And Exit Questions

**Scenario** Before closing the case a review of the case plan goals will be carried out to see which goals; still remain, are progressing or have been completed. The Intensive Case Manager will also complete the Case Manager Exit Questions and Client Exit Interview.

*In training you will now enter to total number of Case Plan Goals Up to 12 months, complete the Case Manager Exit Questions and Client Exit Interview Responses*

### Case Plan Goals - Up to 12 Months

- Click on the **Outcomes** tab
- Total number of Case Plan goals: enter **5**
- How many Case Plan goals are progressing?: enter **0**
- How many Case Plan goals have been completed?: enter **5**
- Press **Save**

The screenshot shows the 'Case : (100001602) - Intensive Case Management' interface. The 'Outcomes' tab is selected. Under 'Case Plan Goals', there is a table with columns for different time periods: 'Up to 1 month', 'Up to 4 months', 'Up to 8 months', 'Up to 12 months', and 'more than 12 months'. The table contains three rows of data:

Case Plan Goal	Up to 1 month	Up to 4 months	Up to 8 months	Up to 12 months	more than 12 months
1 Total number of Case Plan goals	5	5	5	5	
2 How many case plan goals are progressing?	2	3	2	0	
3 How many case plan goals have been completed?	0	2	3	5	

### Case Manager Exit Questions

#### Exit Questions:

- What is the family's ability to provide a parenting role to children in the family group?: select **Has required level of capacity**
- What is the family's ability to establish and maintain a safe and stable family environment?: select **Has required level of capacity**
- What is the family's ability to access community support services?: select **Has required level of capacity**
- What is the family's view on whether they received a service from the Lead agency that aligned with their cultural views and expectations?: select **Some**
- What is the family's view on whether they received a service from the Partner agency that aligned with their cultural views and expectations?: select **Some**
- Press **Save**

Case Manager Questions / Client Exit Interview

Entry Questions Audit Details [PDF]

Questions	Response
1 What is the family's ability to provide a parenting role to children in the family group?	Limited capability
2 What is the family's ability to establish and maintain a safe and stable family environment and household routines?	Limited capability
3 What is the family's ability to access community support services?	Limited capability

Exit Questions Audit Details [PDF]

Questions	Response
1 What is the family's ability to provide a parenting role to children in the family group?	Has required level of capability
2 What is the family's ability to establish and maintain a safe and stable family environment and household routines?	Has required level of capability
3 What is the family's ability to access community support services?	Has required level of capability
4 What is the family's view on whether they received a service from the Lead agency that aligned with their cultural views and expectations?	Some
5 What is the family's view on whether they received a service from the Partner agency that aligned with their cultural views and expectations?	Some

Audit History

Save Top of Page

## Client Exit Interview

- Click the **Client Exit Interview** hyperlink
- Where you involved in planning your case?: select **Yes**
- As a family, what is your confidence in setting up and keeping routines to support a stable family environment?: select **Very Confident**
- Were these questions answered by the client?: select **Yes**
- How many times did you have to explain your story?: select **2 To 4**
- Did the Service(s) you received AT THE START meet your needs?: select **Yes**
- Were you given a case manager?: select **yes**
- If yes, do you think your case manager co-ordinated support for all of your needs?: select **Yes**
- Do you think you increased your network of friends, family or community that you are comfortable calling on in times of need?: select **A lot**
- Do you feel safe and secure in your identity and culture?: select **A lot**
- Press **Save**

Case Manager Questions / Client Exit Interview

Exit Questions Audit Details [PDF]

Questions	Response
1 Were you involved in planning your case?	Yes
2 As a family, what is your confidence in setting up and keeping routines to support as stable family environment?	Very confident.
3 Were these questions answered by the client?	Yes
4 How many times did you have to explain your story?	2 To 4
5 Did the service(s) you received AT THE START meet your needs?	Yes
6 Were you given a case manager?	Yes
7 If yes, do you think your case manager co-ordinated support for all of your needs?	Yes
8 Do you think you increased your network of friends, family or community that you are comfortable calling on in times of need?	A lot
9 Do you feel safe and secure in your identity and culture?	A lot

Audit History

Save Top of Page



## Activity 17. Close The Case

**Scenario** The family have successfully achieved all of their Case Plan Goals. The Intensive Case Manager has completed the Exit Questions and has carried out the Client Exit Interview with the family. The Case is now ready to be closed.

*In training you will now Close the Case in Fusion*

### Close the Case

- Status: change to **Completed**
- Closure Date: enter **23/07/2018**
- Reason for Closure: select **Case Plan goals achieved**
- Case Closure Details: enter **Over the past 11 months the family have made significant progress; both Sally and Gareth's parenting skills have improved greatly and Gareth has not misused alcohol in 5 months. Courtney has been attending school regularly and is making good academic progress. The family have clearly demonstrated that they have met their case plan goals and it has been decided that they are ready to be exited from the Intensive Case Management program. An exit plan has been created by the Intensive Case Manager and the family. The exit plan details that Gareth will still attend group counselling sessions once a month and both Sally and Gareth will continue to stay connected with the Wanslea Positive Parenting Skills Workshop facilitators for ongoing advice as and when needed.**
- Are there other agencies involved: select **Yes**
- Press **Save**

Case : (100001559) - Intensive Case Management

Save

Case Services Case Management Notes (6) Related Activities Audit History

Referral Date 24/07/2017 \*Time 11:19AM

\*Referrer Central Intake Tea

Assist FG ID 1000356 Priority Medium

Primary Issue Child Protection

\*Summary  
ICM Referral, Wilson Family, Issue; Neglect, Substance

Referral Details  
The Centralised Intake Team [State-wide Referral and Response Service] has referred the Wilson family; Gareth (Dad), Sally (Mum) and Courtney (Child) to the Mirrabooka/Joondalup Family Support Network's Intensive Case Management service. The family has significant history with CPFS for ongoing concerns around neglect of their child Courtney, including...

\*Status Completed

Corridor Mirrabooka/Joondalup

Closure Date 23/07/2018

Reason for Case Closure Case Plan goals achieved

Case Closure Details  
Over the past 11 months the family have made significant progress; both Sally and Gareth's parenting skills have improved greatly and Gareth has not misused alcohol in 5 months. Courtney has been attending school regularly and is making good academic progress. The family have clearly demonstrated that they have met their case plan goals and it has been decided that they are ready to be exited from the Intensive Case Management program. An exit plan has been created by the Intensive Case Manager and the family. The exit plan details that Gareth will still attend group counselling sessions once a month and both Sally and Gareth will continue to stay connected with the Wanslea Positive Parenting Skills Workshop facilitators for ongoing advice as and when needed.

Number of children in this case 1

Are there other agencies involved? ☒ Yes ☐ No

- Press **OK** to acknowledge the message: ***"This will close the case and make all details read only. Please confirm!"***

Message

This will close the case and make all details read only. Please confirm! (20002,522)

OK Cancel

The closed case now displays in a 'read only' format

**Case : (100001559) - Intensive Case Management**

[Save](#)

**Case** | [Services](#) | [Case Management](#) | [Notes \(6\)](#) | [Related Activities](#) | [Audit History](#)

**Referral Date** 24/07/2017 **\*Time** 11:19AM  
**\*Referrer** Central Intake Team  
**Assist FG ID** 1000356 **Priority** Medium  
**Primary Issue** Child Protection

**Summary**  
 ICM Referral, Wilson Family, Issue; Neglect, Substance Abuse, Parenting Ca

**Referral Details**  
 The Centralised Intake Team [State-wide Referral and Response Service] has referred the Wilson family; Gareth (Dad), Sally (Mum) and Courtney (Child) to the Mirrabooka/Joondalup Family Support Network's Intensive Case Management service. The family has significant history with CPFS for ongoing concerns around neglect of their child Courtney,

**\*Status** Completed  
**Corridor** Mirrabooka/Joondalup  
**Closure Date** 23/07/2018  
**Reason for Case Closure** Case Plan goals achieved

**Case Closure Details**  
 Over the past 11 months the family have made significant progress; both Sally and Gareth's parenting skills have improved greatly and Gareth has not misused alcohol in 5 months. Courtney has been attending school regularly and is making good progress.

Number of children in this case 1  
 Are there other agencies involved? ☒ Yes ☐ No

- Navigate to the Gareth Wilson's **Person View** to see the case and service display as **Completed** in the Activity Tree

**\*Person ID** 451038 **Surname** WILSON **Referral Age** 27 **Aboriginal** Aboriginal  
**Gender** Male **Forename** Gareth **Current Age** 28 **CaLD** No  
**Primary Address** 20 Ravenswood, Mirrabooka, WA, 6160, AUS **Phone** 041/315-3668  
**Assist Person ID** 589654

**Issue Details**

Issue	Detail
Substance Use	Alcohol
Parenting	Skills
Family Support	Parenting Support

**Person View** **History** Select One...

[Refresh](#) [Return to Search](#)

**Actions** Add Case [Go](#)

**Summary**

**Person ID** 451038 **Gender** Male  
**Surname** WILSON **Date of Birth (K)** 5/5/1990  
**Forename** Gareth **Date of Birth (E)**  
**Address (P)** 20 Ravenswood, Mirrabooka, WA, 6160, AUS **Estimated Age** 28  
**Phone (P)** 041/315-3668 **CaLD** No  
**Interpreter Required** **Aboriginal** Aboriginal  
**Alert Exists ?** No

[View Person Details](#)

**Activities** **\*Date Filter** 7 - View All

First | Previous | Next | Last | Left | Right

**Overview of - Gareth**

- [Cases - \(1\)](#)
- [Completed - \(1\)](#)
- [View All](#)
- [Services - \(1\)](#)
- [Completed - \(1\)](#)
- [View All](#)
- [Alerts - \(0\)](#)
- [View All](#)

**Case Details**

ID	Start Date	Status	Primary Issue	Assigned to	Case Type
<a href="#">100001559</a>	24/07/2017	Completed	Child Protection	MercyCare (MFSN)	ICM

- Click on the **Home** hyperlink, the case should no longer display in the **My Fusion ICM Cases** pagelet

**My FuSion ICM Cases**

**\*Team ID** ALL

Find | View 5 First 1-100 of 132 Last

Case ID	Referral Date	Client Name	Primary Issue	Current Stage	Stage Start Date	Team	Assigned To
<a href="#">100006097</a>	09/05/2018	YOUNG, Tahlesha	Child Protection	Referral received	09/05/2018	MercyCare (Mirrabooka)	DUNN, Sharon
<a href="#">100006445</a>	17/07/2018	WOODS, Sally	Child Protection	Referral accepted	17/07/2018	MercyCare (Mirrabooka)	DUNN, Sharon
<a href="#">100006064</a>	01/05/2018	TUPPERWARE, Snaccup			08/05/2018	MercyCare (Mirrabooka)	DUNN, Sharon
<a href="#">100006078</a>	01/05/2018	TREE, Paperbark			08/05/2018	MercyCare (Mirrabooka)	DUNN, Sharon
<a href="#">100006073</a>	01/05/2018	TREE, Maple			08/05/2018	MercyCare (Mirrabooka)	DUNN, Sharon
<a href="#">100006074</a>	08/05/2018	TREE, Fern			08/05/2018	MercyCare (Mirrabooka)	DUNN, Sharon

## Appendix I. Create An Alert

Alerts are entered onto Fusion by the **Lead Agency** for a variety of reasons including **medical alerts** (Asthma, Peanut Allergy etc.) **risk to self** (threats of self harm, suicidal ideations etc.) or **risk to others** (Fire arms etc). They display in the **Person View**, **Case Screen** and in the **Person Search** results.

If **Partner Agencies** have information that should be put on FuSioN as an alert, they should email the Lead Agency with the information and quote the Client Name, Person ID and Case ID.

- Click on **Home**
- Click on **Person Search**
- Search for **Gareth Your Surname** and click on their Person View icon

The screenshot shows the 'Person Search' form with the following fields: Person ID (empty), Surname (begins with WILSON), Forename(s) (begins with GARETH), Gender (empty), Age (empty), Birth Date (between empty), Address (begins with empty), Town/Suburb (begins with empty), and Post Code (empty). Below the form is a 'Search Result' section showing '1 record(s) found'. The result is a table with columns: Person View, Person ID, Surname, Forename(s), Alias Surname, and Alias. The first row shows a person with ID 455909, Surname WILSON, Forename(s) GARETH, and no aliases.

- Action: select **Create an Alert**
- Press Go


The screenshot shows the 'Person View' page for Person ID 455909. The 'Actions' dropdown menu is open, showing 'Create an Alert' as the selected option. The 'Go' button is highlighted.

### Alert Details


- Summary: enter **Gareth has abused the staff at his children's school**
- Description: enter **Gareth has verbally abused the support staff on two occasions and physically threatened his daughter's teacher.**
- Sub-Type: select **Risk to others**
- Initiated On/Expiring On: start/end dates auto-populate & can be changed as appropriate
- Terminated On: Leave blank
- Provider Group: select **MercyCare (MFSN)**
- Assigned to: click on the magnifying glass and select any **Trainee ID**
- Press **Save**

The screenshot shows the 'Alert(100001663)' form. The 'Save' button is highlighted. The 'Alert Information' section shows: Type: Person Alert, Sub Type: Risk to others, \*Initiated On: 09/10/2018, Expiring On: 20/10/2018, Terminated On: empty, \*Assigned To: 82, Trainee, and \*Provider Group: MercyCare (MFSN). The 'Alert Details' section shows: \*Summary: Gareth has abused the staff at his child's school, and Description: Gareth has verbally abused the support staff on two occasions and physically threatened his daughter's teacher.

## To check if an Alert exists:

- Click on **Home**
- Click on **Person Search**
- Search for **Gareth Your Surname** and click on their **Person**  **View** icon

**Client Information**

**Person ID** 455909 

**Name** Wilson, Gareth

- If an **Alert** is open it will display in the **Person Summary**

**Person View**

[Refresh](#) [Return to Search](#)

**Actions** Add Case [Go](#)

**Summary**

**Person ID** 455909 **Gender** Male  
**Surname** WILSON **Date of Birth (K)** 5/6/1990  
**Forename** Gareth **Date of Birth (E)**  
**Address (P)** 20 Ravenswood Drive, Mirrabooka, WA, 6160, AUS **Estimated Age** 28  
**Phone (P)** 0416 789 654 **CaLD** No  
**Interpreter Required** **Aboriginal** Aboriginal  
**Alert Exists ?** Yes

[View Person Details](#)

- Both **Open & Completed Alerts** will display at the bottom of the **Activity Tree**
- Click on **Alerts - Open** (left) and **Alerts ID** (right)

**Activities**

**\*Date Filter** 7 - View All

[First](#) | [Previous](#) | [Next](#) | [Last](#) | [Left](#) | [Right](#)

**Overview of - Gareth**

**Activities**

**Cases - (2)**  
[Completed - \(2\)](#)  
[View All](#)

**Services - (1)**  
[Completed - \(1\)](#)  
[View All](#)



**Alerts - (1)**  
[Open - \(1\)](#)  
[View All](#)

**Alerts (Open)**

[Find](#) | [View All](#) [First](#) 1 of 1 [Last](#)

ID	Name	Type	Initiated On	Expiring On	Summary
100006496	WILSON, Gareth	Person Alert	23/07/2018	06/08/2018	Gareth has abused the staff at his child's school

## 'Alert Exists' displays in the Person section

**\*Person ID** 455909   **Surname** WILSON **Referral Age** 28 **Aboriginal** Aboriginal  
**Gender** Male **Forename** Gareth **Current Age** 28 **CaLD** No  
**Primary Address** 20 Ravenswood Drive, Mirrabooka, WA, 6160, **Phone** 0416 789 654 **Alert Exists**  
**Assist Person ID** 589654

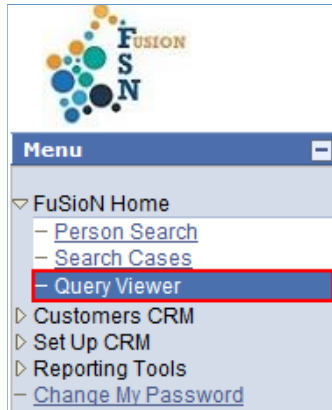
**Issue Details**

Issue	Detail
Substance Use	Alcohol
Parenting	Skills
Family Support	Parenting Support

## II. Query Viewer

All FSN staff can access the **Query Viewer** reporting function. There is a User Guide on the [www.wafsn.org.au](http://www.wafsn.org.au) website, as well as information below.

### Access Query Viewer from the Fusion side menu



- Search By: select **Query Name**
- Begins with: Leave **Blank**
- Press **Search**
- Click on **Run to HTML** or **Excel** for the **Query Name** required

**Query Viewer**

Enter any information you have and click Search. Leave fields blank for a list of all values.

\***Search By** **Query Name** begins with

**Search**


















**Search Results**

\***Folder View** -- All Folders --

Query	Personalize	Find	View All	First	1-10 of 10	Last	
Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Schedule	Add to Favorites
AS_ALL_CASES	All Cases	Public		HTML	Excel	Schedule	Favorite
EXTRACT_1	FSN Services	Public		HTML	Excel	Schedule	Favorite
EXTRACT_3	Closed Cases	Public		HTML	Excel	Schedule	Favorite
EXTRACT_4	Clients	Public		HTML	Excel	Schedule	Favorite
EXTRACT_5	Brief Interventions	Public		HTML	Excel	Schedule	Favorite
EXTRACT_6	Client Service Summary	Public		HTML	Excel	Schedule	Favorite
FSN_ACTIVE_HOLDING	Cases on active hold	Public		HTML	Excel	Schedule	Favorite
FSN_CASES	Cases By Decision Date	Public		HTML	Excel	Schedule	Favorite
FSN_OPEN_CASES	Open Cases	Public		HTML	Excel	Schedule	Favorite
RETURNING_CLIENTS		Public		HTML	Excel	Schedule	Favorite

- Put in **From & To Dates** required using the **calendar icon**
- Press **View Results**
- Down Load Results In: click on 'Excel Spread Sheet', 'CSV Text File' or 'XML File'
- Press **Open**

### III. Glossary: Fusion Icons

ICON	DESCRIPTION
	Show all columns
	Minimise pagelet
	Refresh pagelet
	Show next row
	Expand folder
	Link to Person View
	Link to Calendar
	Open folder
	Link to Look Up
	Link to Person Details
	Expand text box
	Spell checker
	Add/Remove row
	Show more tabs
	Link to text box
	Delete note
	Download report

## IV. Help After Training

Each Family Support Network has access to a CPFS staff member to help with any Fusion related queries.

### ARMADALE/CANNINGTON FAMILY SUPPORT NETWORK

Emma McLoughlin, A/Child Protection Leader

Grace Wastle, A/Alliance Manager

Ph: 1300 038 850

Email: [information@CanningtonArmadaleFSN.org.au](mailto:information@CanningtonArmadaleFSN.org.au) or [referrals@CanningtonArmadaleFSN.org.au](mailto:referrals@CanningtonArmadaleFSN.org.au)

### PERTH/MIDLAND FAMILY SUPPORT NETWORK

Ali Coton, Child Protection Leader

Sharla Abdullah, Alliance Manager

Ph: 1300 038 380

Email: [information@MidlandPerthFSN.org.au](mailto:information@MidlandPerthFSN.org.au) or [referrals@MidlandPerthFSN.org.au](mailto:referrals@MidlandPerthFSN.org.au)

### MIRRABOOKA/JOONDALUP FAMILY SUPPORT NETWORK

Vanna Williams, Child Protection Leader

Joel Richards, Alliance Manager

Ph: 1300 760 691

Email: [mjfsn@mercycare.com.au](mailto:mjfsn@mercycare.com.au)

### FREMANTLE/ROCKINGHAM FAMILY SUPPORT NETWORK

Helen Clothier, Child Protection Leader

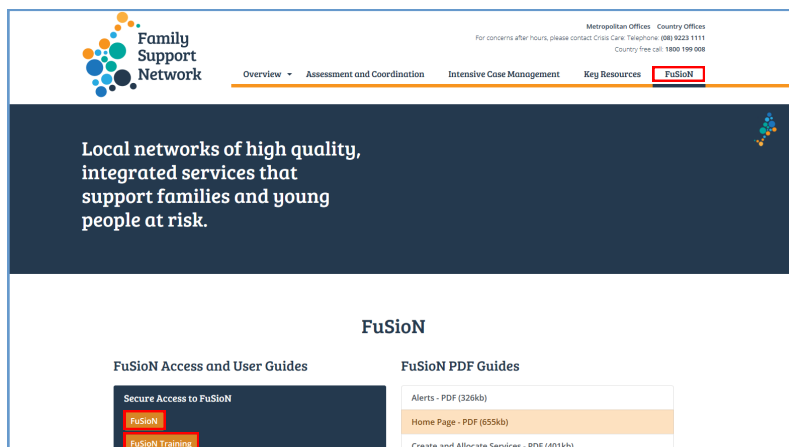
Kerry Wadsworth, Alliance Manager

Ph: 1300 951 190

Email: [fsn@communicare.org.au](mailto:fsn@communicare.org.au)

## FUSION USER AND LEARNER GUIDES

FuSioN Learner & User Guides can be found on the website <http://wafsn.org.au/> under **Fusion**:



## CPFS SUPPORT DESK

The Support Desk can be contacted with recording queries regarding Fusion:

TELEPHONE: 1800 4357 3375 (option 2 - CPFS Applications > option 1 - Fusion)

EMAIL: [ClientApplicationsSupport@cpfs.wa.gov.au](mailto:ClientApplicationsSupport@cpfs.wa.gov.au)