



FAMILY SUPPORT NETWORK

Lead Agency Request for a Partner Agency to be provided with Access to FuSioN

Lead Agency Requesting: **MercyCare** ☐ / **Parkerville Children and Youth Care** ☐

 Communicare ☐ / **Wungening Aboriginal Corporation** ☐

Lead Agency Corridor: _____

Partner Agency Name: _____

Partner Agency's Permanent IP Address: _____

Type of Request and Period

Type of Request: **New** ☐ **Alteration** ☐ **Deletion** ☐

Additional Comments: _____

Certification and Acknowledgement

I agree that the Partner Agency has reviewed the **Agency IT - Access Checklist** which stipulates the Information Technology requirements and confirm that the minimum requirements have been met.

Partner Agency Representative's Details and Signature:

Name: _____ Title: _____

Signature: _____ Date: _____

Please forward this form to Alliance Manager for approval:

I approve the above Partner Agency's access and confirm an FSN MOU is in place to support use of FuSioN. I agree to notify Line of Business Applications Support when access to FuSioN by this Partner Agency is no longer required.

Alliance Manager: _____

Phone: _____ Email: _____

Signature: _____ Date: _____ / _____ / _____

This document is to be forwarded to the Department of Communities,
ClientApplicationsSupport@communities.wa.gov.au by the FSN Alliance Manager. PLEASE
NOTE: New accounts will be created but locked pending confirmation FuSioN training has
been completed.

Partner Agency IT - Access Check list

Audience

This document is targeted at IT people who support agencies with staff needing to access the Family Support Network (FuSioN) application.

Overview

The Family Support Network has a central system to manage assessment, referrals and ongoing case management between the common entry point team and Partner Agencies of the Family Support Network.

Assumptions

The primary assumption is that staff using the system are in an office using PCs with internet access. The Internet service has a permanent IP address. The IP address will be used to secure access to the system.

The agency has IT support available to deal with any problems relating to the use of PCs and access to the internet. The agency's IT Support will be the first point of call in the event of a problem.

Checklist

This checklist should be used for agency locations joining the network or changing location:

☐	The office access to the internet is using a shared service with a Permanent IP Address. Permanent IP address to be sent to the Lead Agency who will then arrange for access to the database.
☐	A supported version of Microsoft Windows operating system
☐	Microsoft Edge version 42 (or above) or Google Chrome version 69 (and above). Language settings must be set to Australia English.
☐	Highest level of wireless security available, if applicable
☐	Documents will be available from the system. To access these, minimum software requirements of the following are recommended: • Microsoft Office 2016; and • Minimum of ADOBE Acrobat reader version 9 or later for PDF documents.
☐	People using the system have been advised on security.

☐	Passcode protected access; each user must provide a unique email address to receive a passcode generated by the FuSioN application to access the system
☐	People using the system have been advised on client privacy and how this could be compromised, i.e. leaving the PC logged in and unattended.
☐	People using the system have been advised on security relating to printed matter and emails.
☐	People using the system have been advised on password security. The biggest security exposure is users sharing their password or leaving their password in a place where it can be discovered or guessed. A program like KeyPass is recommended to safely store all your passwords.
☐	Patching and updates are recommended.
☐	Up to date virus and malware protection software
☐	IT Support to address problems associated with the Agency's equipment and the Agency's access to the internet

Decommissioning and disposal

Decommissioning and disposal of equipment

☐	Agency's IT person removes data from decommissioned equipment.
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