

CLINICAL SUPPORT ADMINISTRATOR (CSA) TRAINING MANUAL

POLICY®

DOCUMENT SUMMARY/KEY POINTS

- The Clinical Support Administrator (CSA) supports the values of NSW Health and the Sydney Children's Hospitals Network (SCHN) by proactively working to assist patient's families and visitors, and the clinical team to provide the best possible customer service in their ward/department.
- The CSA provides administrative support for a health care team on a designated ward/unit/department.
- The [CSA Training Manual guidelines](#) all the processes, procedures, link to the documents and resource material relevant to the CSA role. It can be found on the CHW Intranet at:

http://chw.schn.health.nsw.gov.au/ou/patient_administration/clinical_support_administrators/uploads/CSA_training_guidelines.pdf

Related documents

- [Clinical Support Administrator \(CSA\) Managers Guidelines](#)
- [CSA Welcome Handbook](#)

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st July, 2018	Review Period: 3 years
Team Leader:	Project Officer	Area/Dept: Workforce

CHANGE SUMMARY

- N/A new policy

READ ACKNOWLEDGEMENT

- All CSAs should read the linked CSA guide

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