

Community Care Portal: Referrer Dashboard

This tutorial explains how referrers from Victorian Community Corrections and Court Services can use the Community Care Portal referral dashboard, to view their regions' clients who have been referred for alcohol and other drug treatments, following assessment. It provides an overview of the dashboard features and how to monitor treatment status volumes.



01 Portal Access

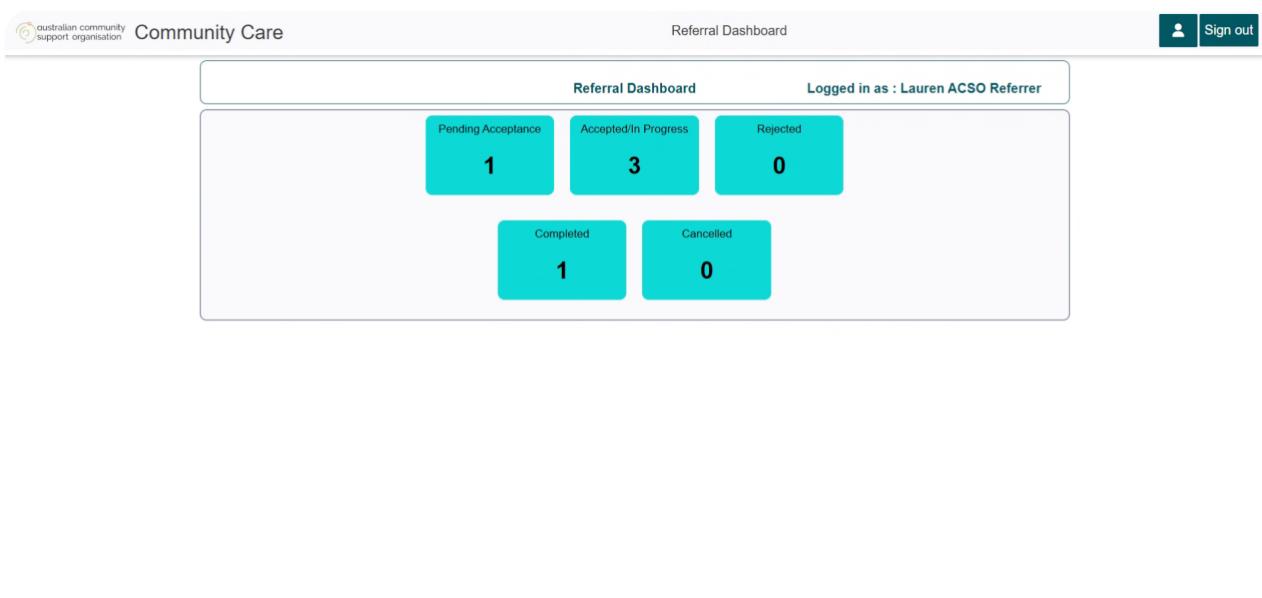
To access the Community Care Portal, you must first register for access. If you have registered as a Portal a user who refers clients to ACSO for Alcohol and other Drug assessments, you will have access to the Community Care Portal; to view the details of treatment referrals made for clients in your region.

02 Access Community Care Portal

Your access to the Community Care Portal and the information contained within, is on a read-only basis. As a referrer; you will have access to view the details of the treatment your client has been referred to, including the agency and any other relevant information. You will not have access to update or modify any records. If there is information which requires updates, please contact ACSO.

03 View Referral Dashboard

Upon logging into the Portal, you'll be presented with the Referral Dashboard.

A screenshot of the Referral Dashboard. The top navigation bar includes the ACSO logo, the text "Community Care", "Referral Dashboard", and "Logged in as : Lauren ACSO Referrer". On the far right are "Sign out" and a profile icon. The dashboard itself has a header "Referral Dashboard" and "Logged in as : Lauren ACSO Referrer". Below this is a grid of six teal-colored boxes with white text. The top row contains three boxes: "Pending Acceptance" (1), "Accepted/In Progress" (3), and "Rejected" (0). The bottom row contains two boxes: "Completed" (1) and "Cancelled" (0). At the bottom of the dashboard, a small note reads "Copyright © 2025. All rights reserved." A vertical scroll bar is visible on the right side of the dashboard area.

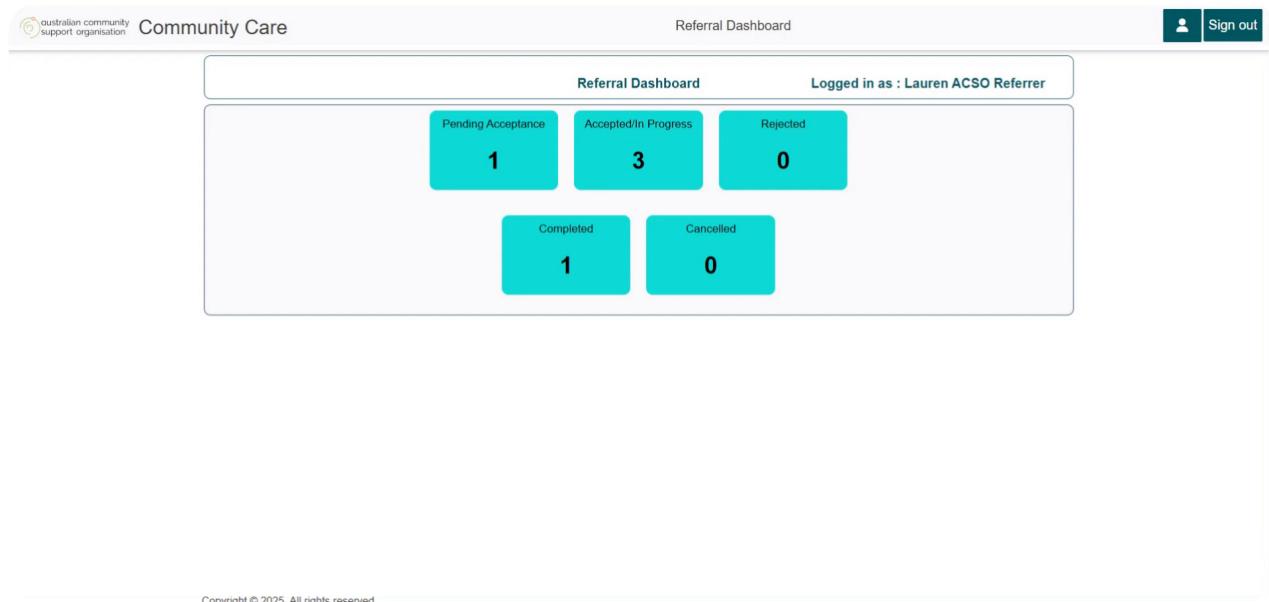
Community Care Portal:

Referrer Dashboard



04 Dashboard Details

Visible to you will be subsets of all clients from your assigned region who have been referred for treatment; following a Comprehensive Alcohol and Other Drug assessment conducted by COATS or the ACSO Court Services programs.

A screenshot of the Referral Dashboard. At the top, it says "Community Care" and "Referral Dashboard". On the right, it shows "Logged in as: Lauren ACSO Referrer". Below this is a grid of five teal-colored tiles with white text. The top row contains three tiles: "Pending Acceptance" (1), "Accepted/In Progress" (3), and "Rejected" (0). The bottom row contains two tiles: "Completed" (1) and "Cancelled" (0).

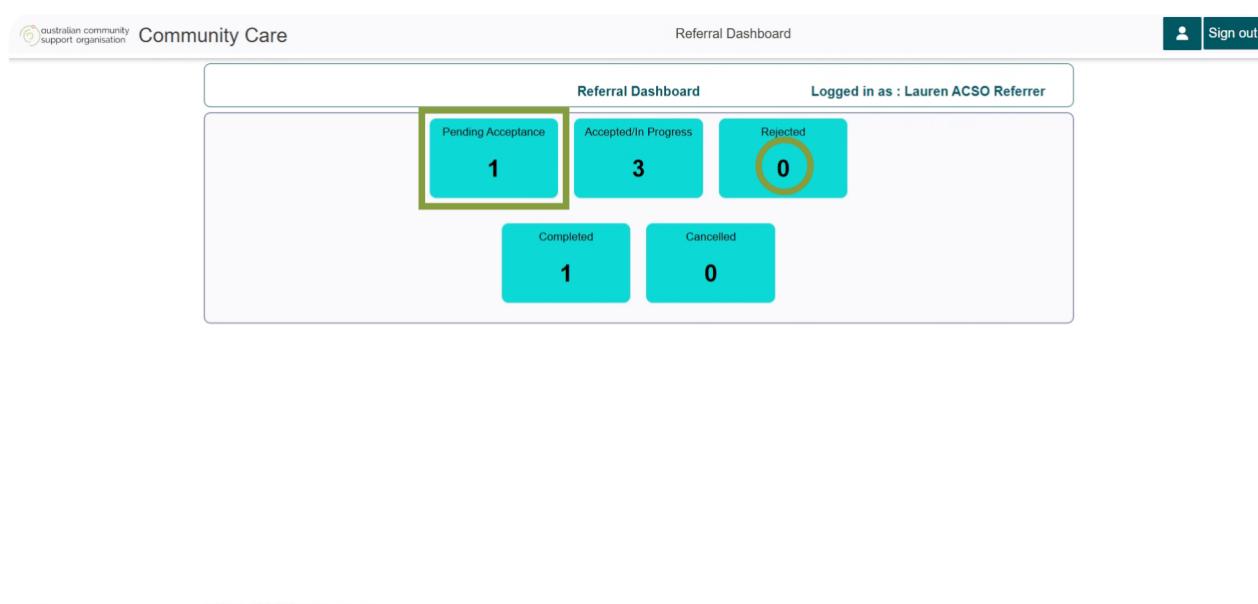
Pending Acceptance	Accepted/In Progress	Rejected
1	3	0

Completed	Cancelled
1	0

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05 Dashboard Tiles

In the Dashboard; subsets of clients will be visible, as tiles. Each tile represents a different treatment status. The number shown on the tile indicates the number of clients from your region, in each treatment status subset.

A screenshot of the Referral Dashboard, identical to the one above but with a visual cue: the "Pending Acceptance" tile is highlighted with a yellow border. All other elements are the same: "Community Care" and "Referral Dashboard" at the top, "Logged in as: Lauren ACSO Referrer" on the right, and the same grid of five teal tiles with white text below.

Pending Acceptance	Accepted/In Progress	Rejected
1	3	0

Completed	Cancelled
1	0

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06 Pending Acceptance

The "Pending Acceptance" tile indicates the number of clients from your region who have been referred to treatment and are awaiting acceptance from the treatment agency.

A screenshot of the Referral Dashboard. At the top, it says "Community Care" and "Referral Dashboard" with a user sign-in. Below that is a summary box with the following data:

Pending Acceptance	Accepted/In Progress	Rejected
1	3	0

Completed	Cancelled
1	0

A yellow arrow points to the "Pending Acceptance" tile. The bottom of the screen shows a copyright notice: "Copyright © 2025. All rights reserved".

07 Accepted/In Progress

The "Accepted/In Progress" tile indicates the number of clients from your region who have been accepted for treatment.

A screenshot of the Referral Dashboard. At the top, it says "Community Care" and "Referral Dashboard" with a user sign-in. Below that is a summary box with the following data:

Pending Acceptance	Accepted/In Progress	Rejected
1	3	0

Completed	Cancelled
1	0

A yellow arrow points to the "Accepted/In Progress" tile. The bottom of the screen shows a copyright notice: "Copyright © 2025. All rights reserved".

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08 Accepted/InProgress

Clients in this subset may be:

- Accepted by an agency and awaiting treatment commencement.
- Receiving and at various stages in their treatments.
- Concluded treatment - and awaiting file closure.

A screenshot of the Referral Dashboard. At the top, it says "Community Care" and "Referral Dashboard" with "Logged in as: Lauren ACSO Referrer". Below this is a grid of five boxes: "Pending Acceptance" (1), "Accepted/In Progress" (3, highlighted in dark blue), "Rejected" (0), "Completed" (1), and "Cancelled" (0). Below the dashboard are four callout boxes with handwritten-style text: "Attended all sessions" (green box), "First appointment is next week!" (orange box), "On their third session" (green box), and "Final session, next week." (orange box).

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09 Rejected

The "Rejected" tile indicates the number of clients from your region, who have been referred for treatment and been rejected by the agency. Any rejected referrals will have a valid rejection reason recorded on the file.

A screenshot of the Referral Dashboard. At the top, it says "Community Care" and "Referral Dashboard" with "Logged in as: Lauren ACSO Referrer". Below this is a grid of five boxes: "Pending Acceptance" (1), "Accepted/In Progress" (3), "Rejected" (0, highlighted in dark blue), "Completed" (1), and "Cancelled" (0). A small orange double-headed arrow is positioned to the right of the "Rejected" box.

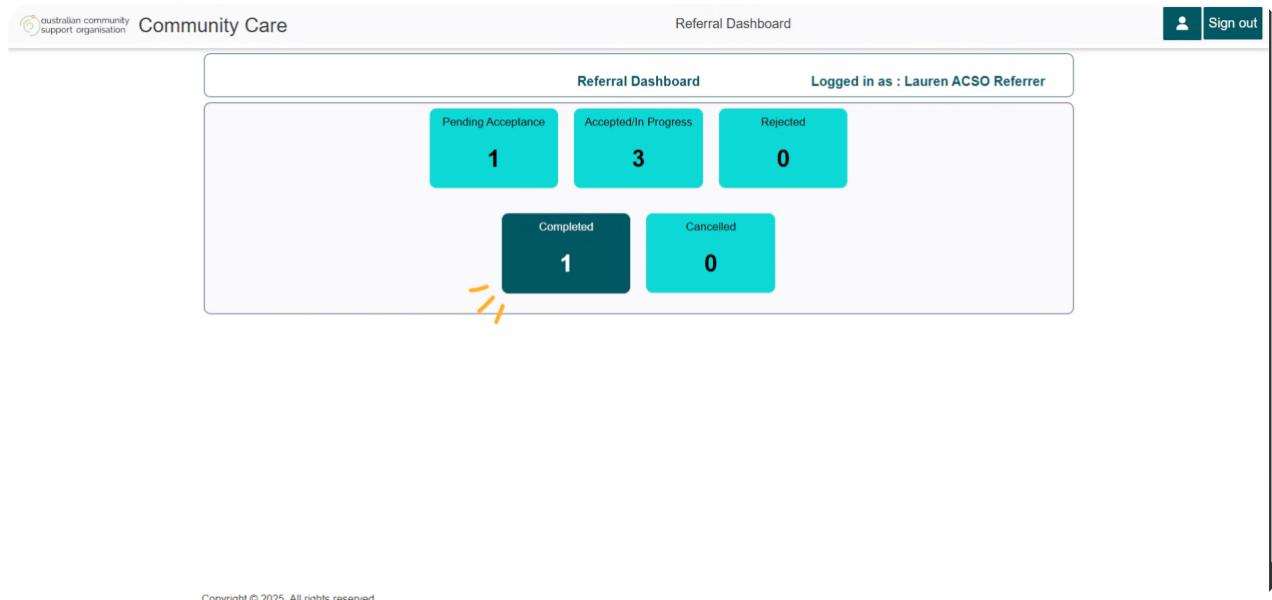
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10 Completed

The "Completed" tile indicates the number of clients from your region, who have been referred to, accepted and completed treatment - or had their treatment file close following an incomplete episode.

A screenshot of a web-based Referral Dashboard. At the top, there are navigation links for "Community Care" and "Referral Dashboard", and a "Sign out" button. The main content area is titled "Referral Dashboard" and shows the user is logged in as "Lauren ACSO Referrer". Below this, there are five status boxes: "Pending Acceptance" (1), "Accepted/In Progress" (3), "Rejected" (0), "Completed" (1, highlighted in dark blue), and "Cancelled" (0). A small orange decorative element is located to the left of the "Completed" box. At the bottom of the dashboard, a copyright notice reads "Copyright © 2025. All rights reserved".