

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

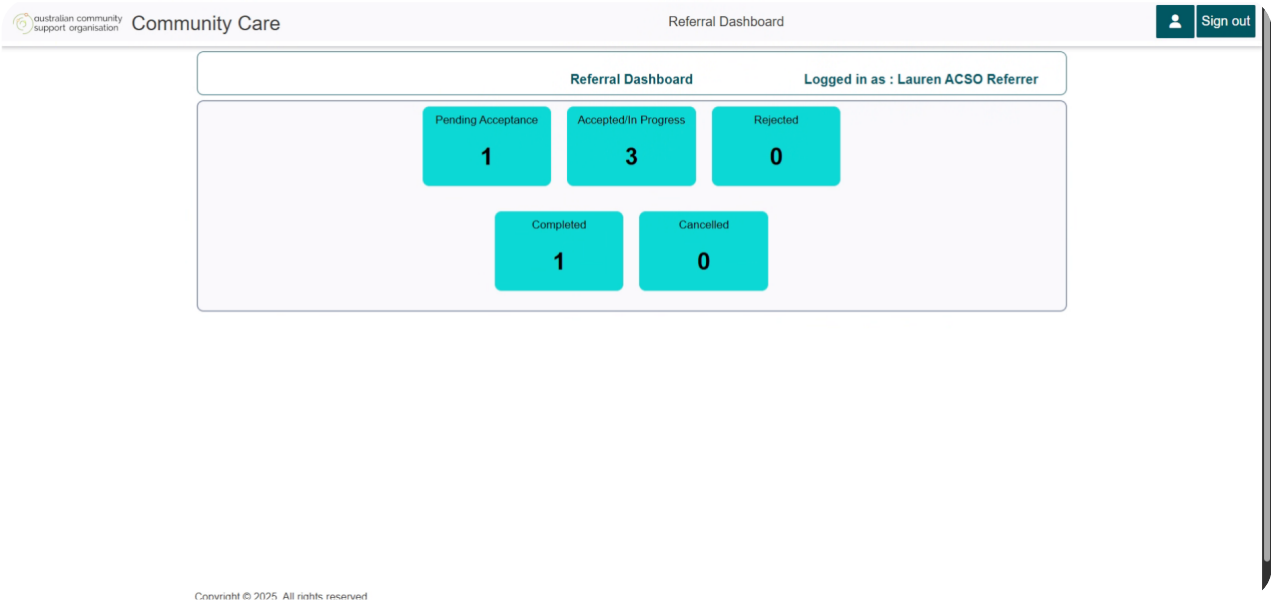
To access the Community Care Portal, you must first register for access. If you have registered as a Portal a user who refers clients to ACSO for Alcohol and other Drug assessments, you will have access to the Community Care Portal; to view the details of treatment referrals made for clients in your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



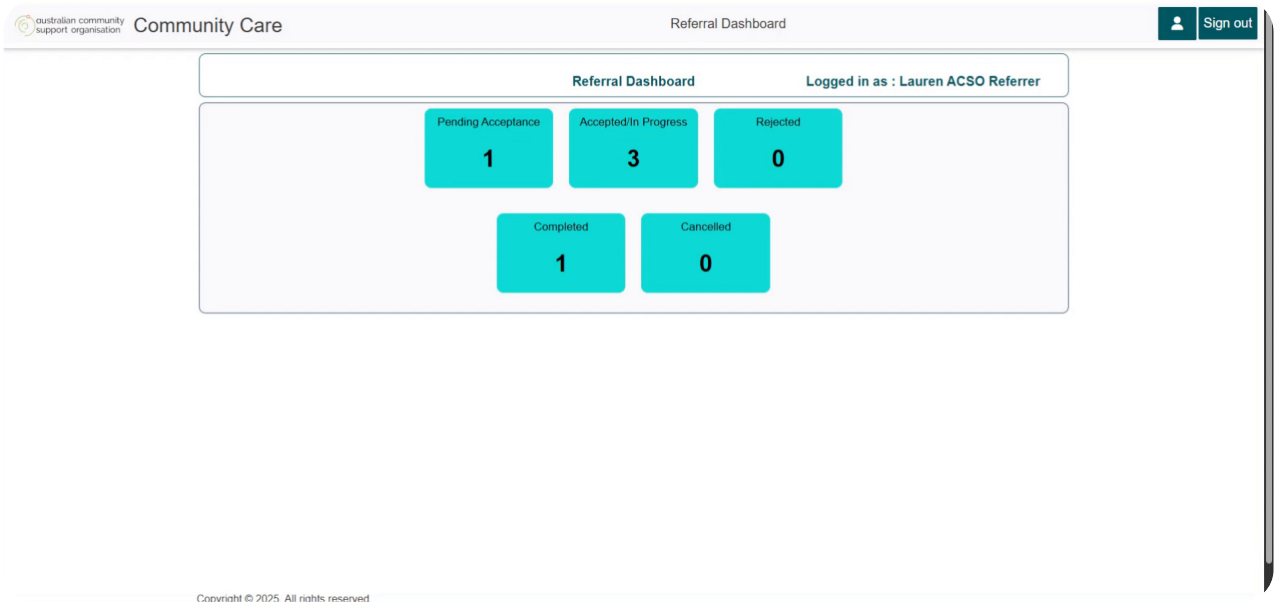
Community Care Portal:

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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.



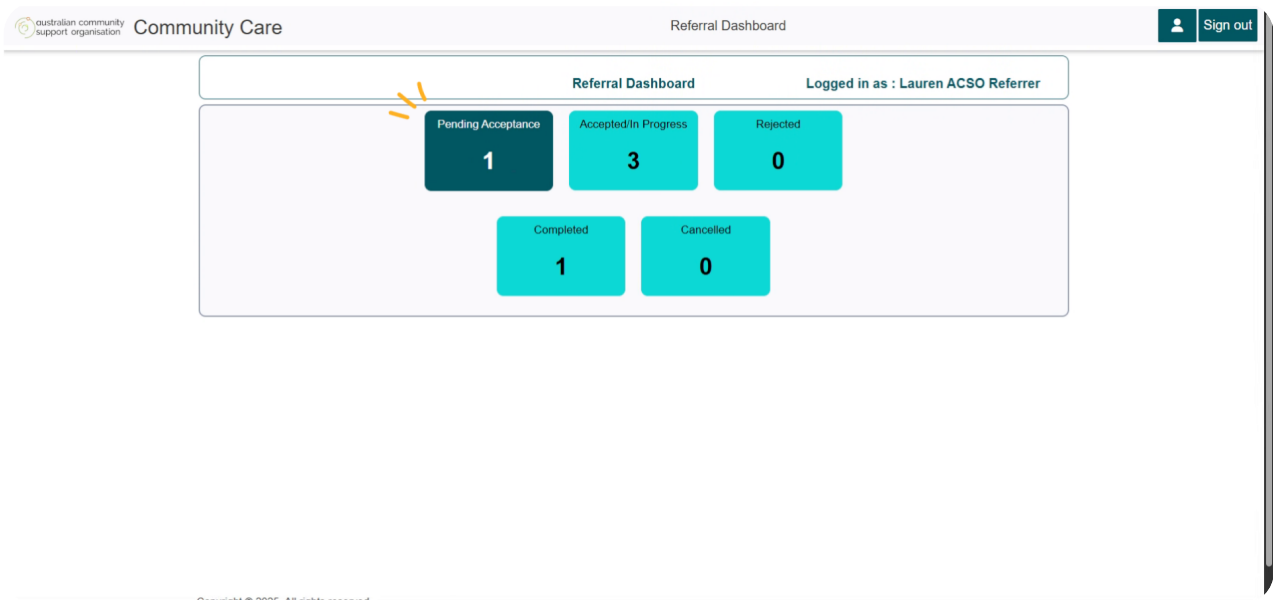
05 Dashboard Tiles

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.



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.



07 Accepted/In Progress

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



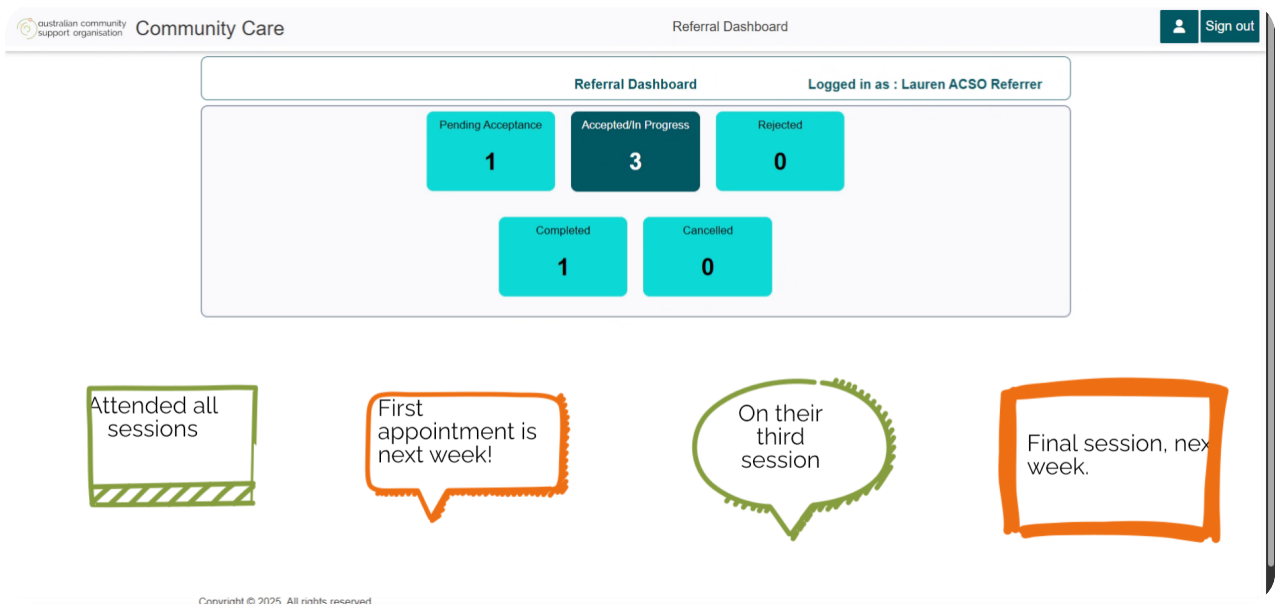
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08 Accepted/InProgress

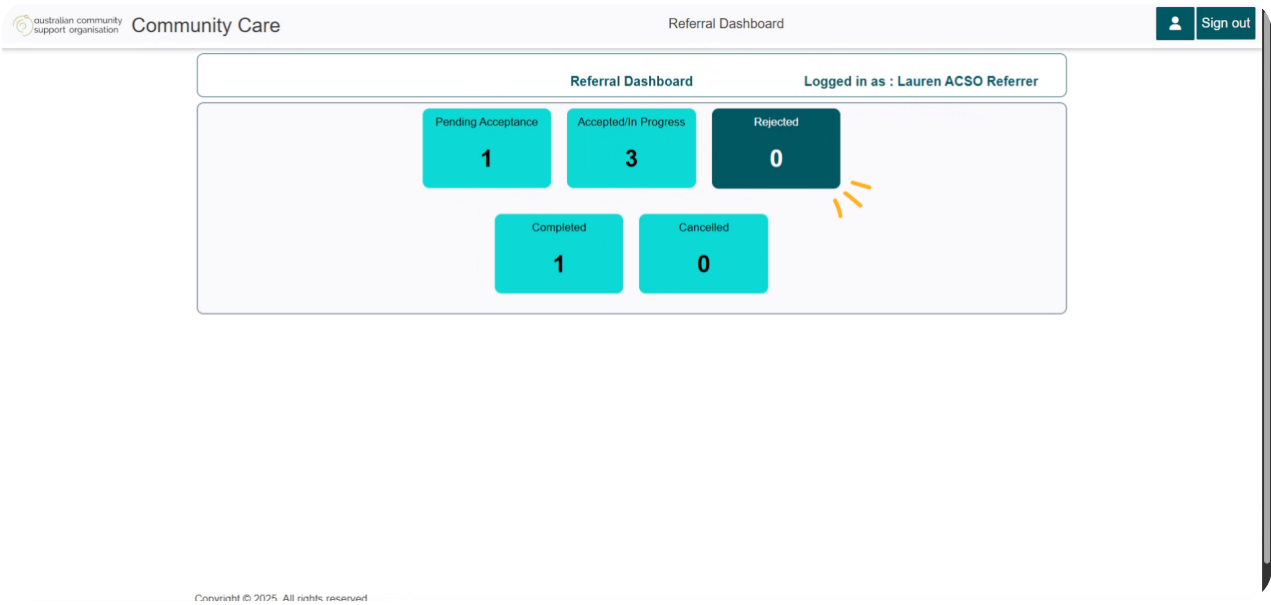
Clients in this subset may be:

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



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.



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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.

