

Community Care Portal: Treatment Agency Dashboard

This guide explains the various tiles on the Community Care Portal's Treatment Agency Dashboard.



01 Your Dashboard

As an AOD treatment provider, you receive treatment referrals from ACSO. As we transition into the use of the new purpose built and secure portal; treatment referrals will be streamlined and sent from ACSO to you using the Portal, where you'll be able to view all referrals in the Dashboard.

A screenshot of the Referral Dashboard. The top navigation bar includes the Australian Community Support Organisation logo, "Community Care", "Referral Dashboard" (which is the active tab), "Invoice Dashboard", and a "Sign out" button. The dashboard itself has a header "Referral Dashboard" and "Logged in as : Lauren External UAT". Below this are five teal-colored boxes with white text: "Pending Acceptance" (1), "Accepted/In Progress" (1), "Rejected" (1), "Completed" (1), and "Cancelled" (0).

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02 Work Orders

Treatment Referrals will be sent you your agency as "Workorders" and will be referred to as such in reference materials, and the Portal. Each Workorder will be allocated it's own record number.

A screenshot of the Referral Dashboard, identical to the one above but with a different background color. The top navigation bar, dashboard header, and data tiles are the same. The bottom copyright notice is also present.

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03 Referral Dashboard Tiles

The tiles visible on the Dashboard will indicate how many Workorders are in each category or status.

A screenshot of the Referral Dashboard. The top navigation bar includes the Australian Community Support Organisation logo, "Community Care", "Referral Dashboard" and "Invoice Dashboard" buttons, and a "Sign out" button. The dashboard itself has a header with "Referral Dashboard" and "Logged in as: Lauren External UAT". Below this are five teal-colored tiles with white text: "Pending Acceptance" (1), "Accepted/In Progress" (1), "Rejected" (1), "Completed" (1), and "Cancelled" (0).

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04 Monitor Referrals Pending Acceptance

To view all Workorders sent to your agency, which are yet to be accepted and allocated for treatment, navigate to and click on the "Pending Acceptance" tile to open the list.

A screenshot of the Referral Dashboard, identical to the one above but with a different background color. The top navigation bar, dashboard header, and tiles are the same. The tiles show: "Pending Acceptance" (1), "Accepted/In Progress" (1), "Rejected" (1), "Completed" (1), and "Cancelled" (0).

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05 Track and Update Accepted Referrals in Progress

To view all Workorders accepted by your agency where treatment is currently in progress, navigate to and click on the "Accepted/In Progress" tile to open the list.

A screenshot of the Referral Dashboard. At the top, there are two buttons: "Referral Dashboard" and "Invoice Dashboard". On the right, it says "Logged in as : Lauren External UAT" and has a "Sign out" button. Below this, there is a summary box with five status categories: "Pending Acceptance" (1), "Accepted/In Progress" (1), "Rejected" (1), "Completed" (1), and "Cancelled" (0).

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06 Review Rejected Treatment Referrals

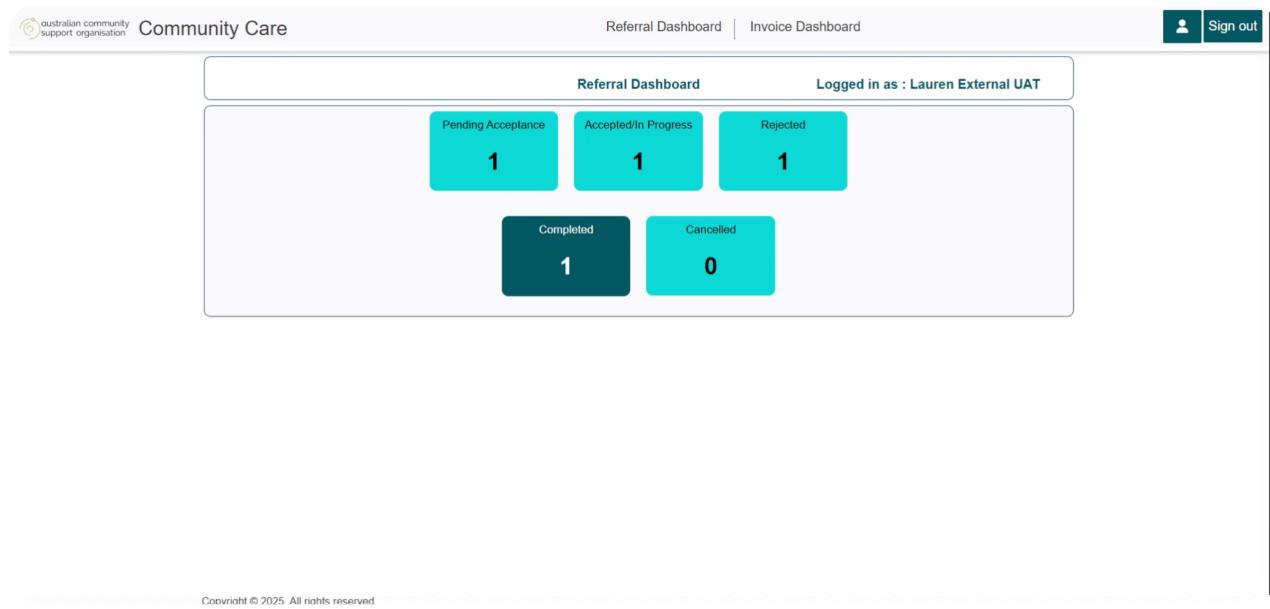
To view all Workorders rejected by your agency, navigate to and click on the "Rejected" tile to open the list.

A screenshot of the Referral Dashboard. At the top, there are two buttons: "Referral Dashboard" and "Invoice Dashboard". On the right, it says "Logged in as : Lauren External UAT" and has a "Sign out" button. Below this, there is a summary box with five status categories: "Pending Acceptance" (1), "Accepted/In Progress" (1), "Rejected" (1), "Completed" (1), and "Cancelled" (0).

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07 Review Completed Treatment Referrals

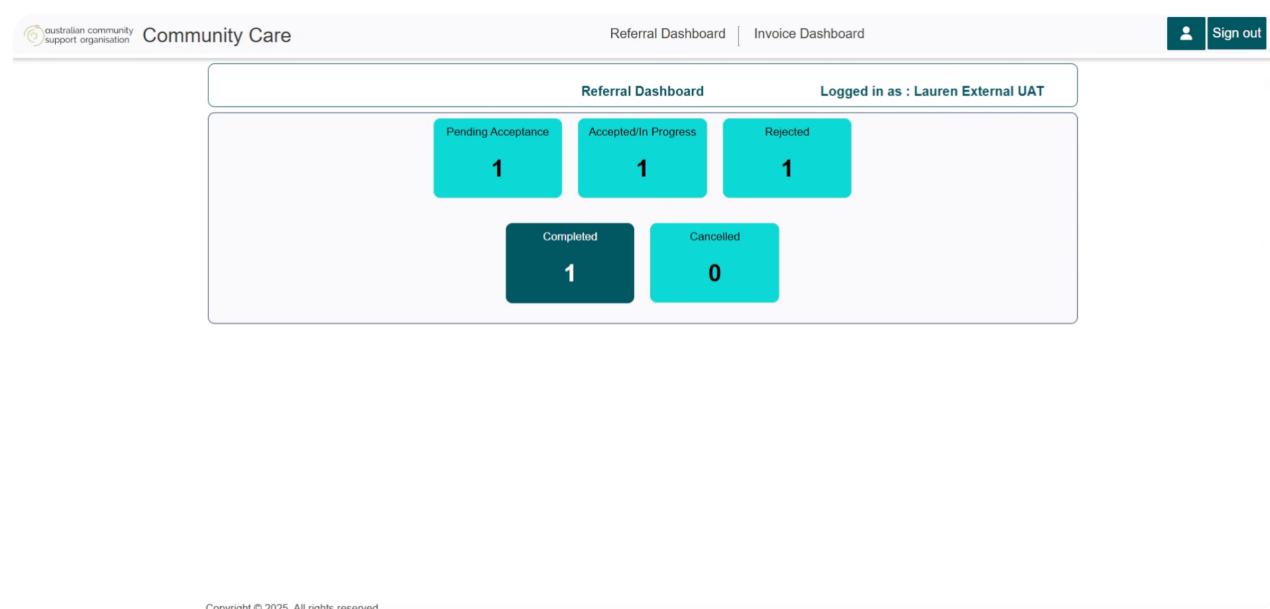
To view all Workorders where treatment has been completed and concluded by your agency, navigate to and click on the "Completed" tile to open the list.



The screenshot shows the Referral Dashboard for the Australian Community Support Organisation. The top navigation bar includes the logo, 'Community Care', 'Referral Dashboard' (selected), 'Invoice Dashboard', a user icon, and 'Sign out'. The dashboard header displays 'Referral Dashboard' and 'Logged in as: Lauren External UAT'. Below this, a summary box contains six status counts in colored boxes: Pending Acceptance (1), Accepted/In Progress (1), Rejected (1), Completed (1), and Cancelled (0). The bottom of the screen shows a copyright notice: 'Copyright © 2025. All rights reserved.'

08 Review Cancelled Treatment Referrals

To view all Workorders where treatment has been cancelled, navigate to and click on the "Cancelled" tile to open the list.



The screenshot shows the Referral Dashboard for the Australian Community Support Organisation. The top navigation bar includes the logo, 'Community Care', 'Referral Dashboard' (selected), 'Invoice Dashboard', a user icon, and 'Sign out'. The dashboard header displays 'Referral Dashboard' and 'Logged in as: Lauren External UAT'. Below this, a summary box contains six status counts in colored boxes: Pending Acceptance (1), Accepted/In Progress (1), Rejected (1), Completed (1), and Cancelled (0). The bottom of the screen shows a copyright notice: 'Copyright © 2025. All rights reserved.'