



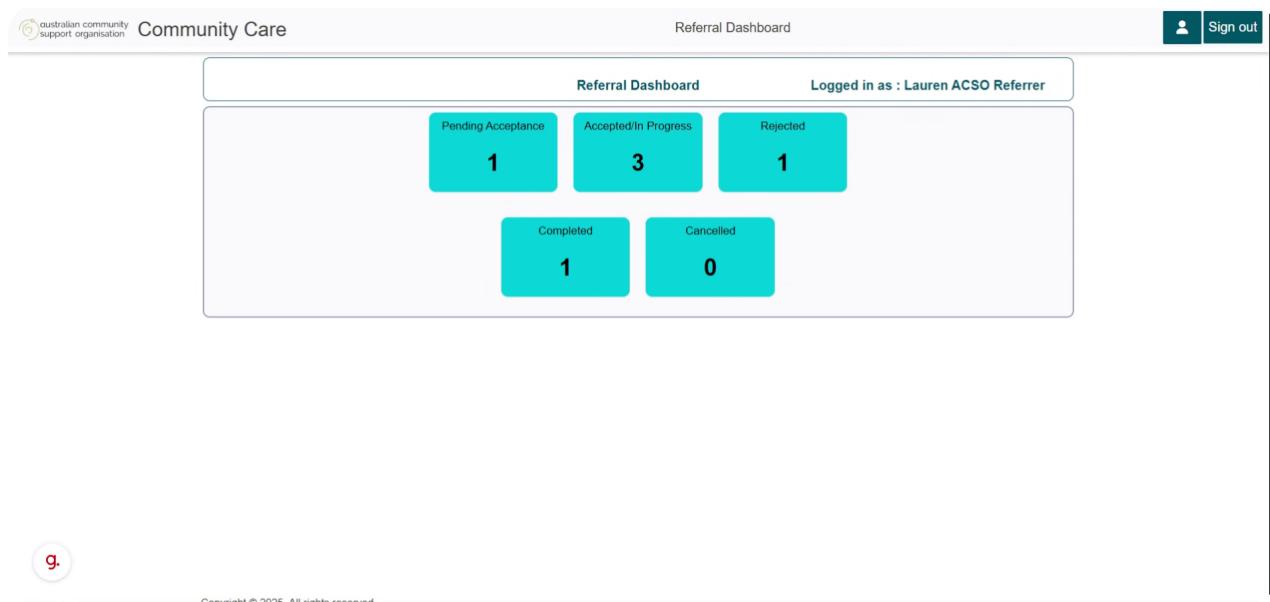
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Community Care Portal: Referrals Pending Acceptance

This tutorial guides you through how to view the clients from your region, who have been referred for treatment, where the referral is pending acceptance from the Treatment Agency. Referrals to Treatment Agencies are referred to as Workorders in the Community Care portal.

01 Referral Dashboard

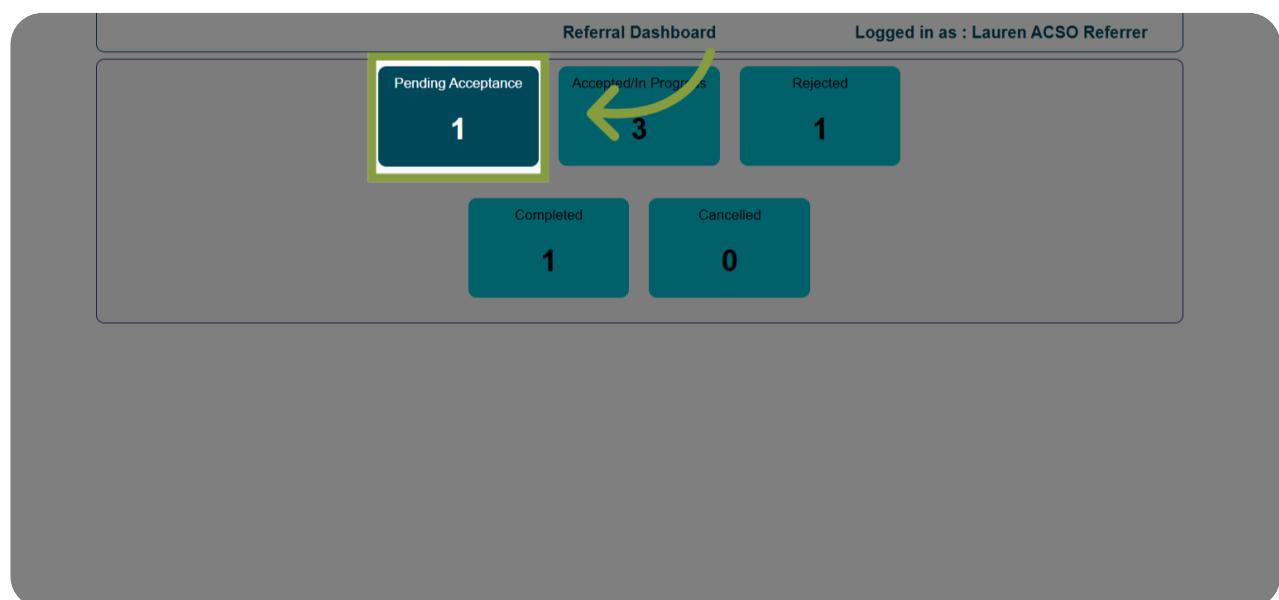
Log in to the Community Care Portal and open the Referral Dashboard.



Referral Dashboard				
Pending Acceptance	Accepted/In Progress	Rejected	Completed	Cancelled
1	3	1	1	0

02 Pending Acceptance tile

To open and view the list of clients and their associated Workorders; which have been referred by ACSO and are pending acceptance by the Treatment Agency; click the "Pending Acceptance" tile in the Referral Dashboard.



Referral Dashboard				
Pending Acceptance	Accepted/In Progress	Rejected	Completed	Cancelled
1	3	1	1	0

Community Care Portal: Referrals Pending Acceptance



03 Workorder Pending Acceptance List

Within the list of Workorders pending acceptance, you will have a high level view of: the clients names; the dates they have been referred for treatment; which Treatment Agency they have been referred to; and the type of treatment they have been referred for.

Community Care Referral Dashboard Sign out

Work Order ...	Customer Name	Planned Date	Support Category	Support Sub Category	Third-party	Third-party Status	Created C...
00575	Max Black	07/11/2025 8...	Service Delivery	Counselling Complex	ACSO Extern...	Pending Acceptan...	07/11/2025 8...

Client
Referral Date
Treatment Type
Treatment Agency

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04 Workorder Details

To review the details of a specific workorder, click the workorder number to open the file you wish to review.

Community Care Referral Dashboard Sign out

Work Order ...	Customer Name	Planned Date	Support Category	Support Sub Category	Third-party	Third-party Status	Created C...
00575	Max Black	07/11/2025 8...	Service Delivery	Counselling Complex	ACSO Extern...	Pending Acceptan...	07/11/2025 8...

Click "Workorder ##"

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05 Basic Client Information

Once the workorder is open, you'll be able to review the basic client information available; including contact details.

Community Care Referral Dashboard

Contact Full Name: Max Black
Indigenous Status: -
Mobile Phone: 0438 409 753
Work Order Number: 00575

Preferred Name: -
Address: 280 Thomas Street
Other Phone: -
ACSO Identifier: 2500918

Date of Birth: -
Dandenong Victoria 3175
Australia
Email: cmstesting@acsco.org.au
Status: Pending Acceptance

Gender: -
Preferred Language: -
Country of Birth: -

Third-party: ACSO External Services
Special Instructions: Special Instructions

Agreement Funded Support: Service Delivery - FACT - 00458
Priority: -

Support Category: Service Delivery
Support Sub Category: Counselling Complex

06 Treatment Referral Information

In the details of the workorder, you will find the Treatment Agency the client has been referred to. As well as, the type of treatment they have been referred for.

Treatment Agency

Gender: -
Preferred Language: -
Country of Birth: -

Third-party: ACSO External Services
Special Instructions: Special Instructions

Agreement Funded Support: Service Delivery - FACT - 00458
Priority: -

Treatment Type

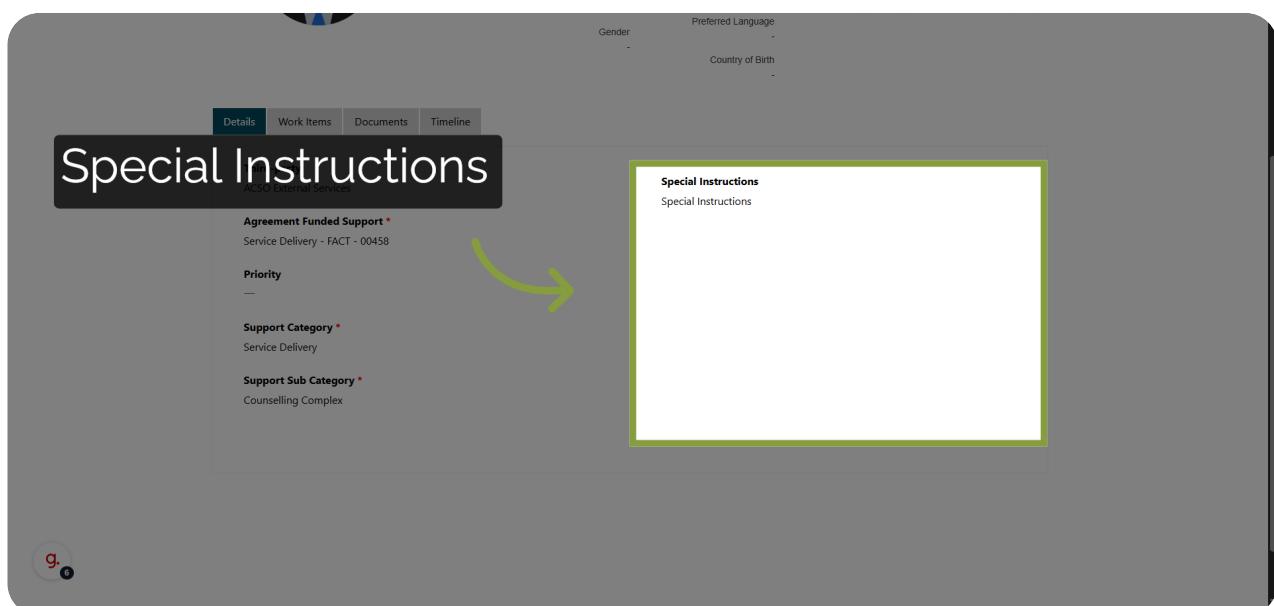
Support Category: Service Delivery
Support Sub Category: Counselling Complex

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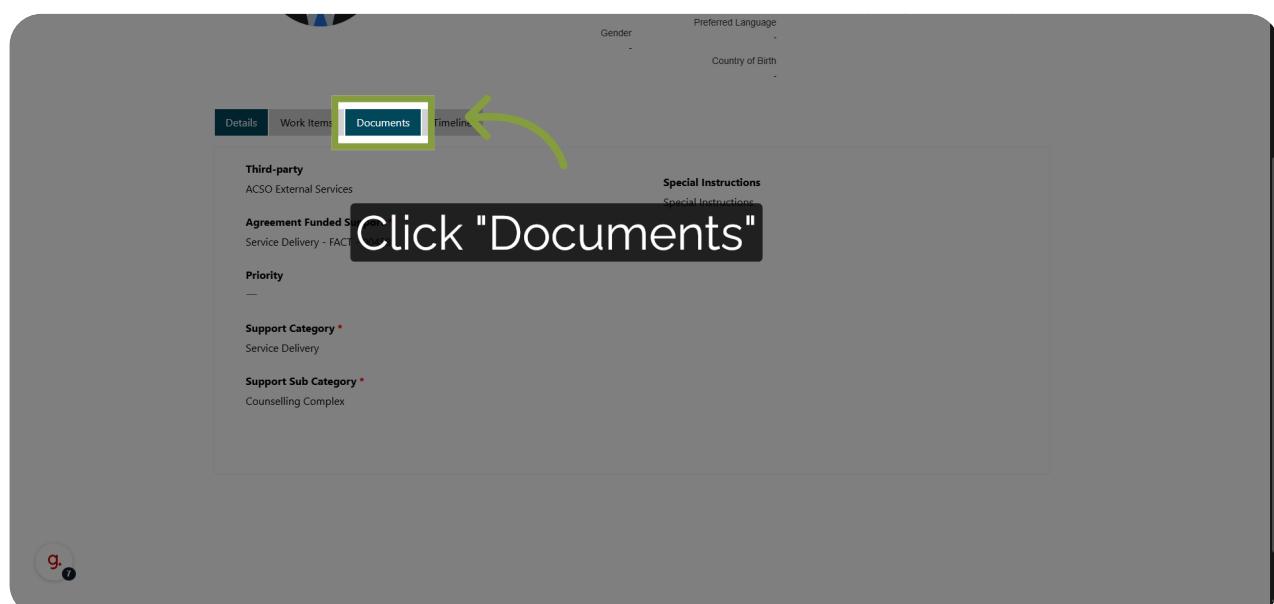
07 Special Instructions

Additionally, any special instructions provided by ACSO to the Treatment Agency will be viewable.



08 Documents

Click "Documents" to view all documents attached to the selected work order - provided by ACSO to the Treatment Agency.



Community Care Portal: Referrals Pending Acceptance



09 Timeline

Click "Timeline" to view information, commentary and communication; shared between ACSO and the Treatment Agency regarding the workorder.

A screenshot of the Community Care Portal showing the "Timeline" section. The top navigation bar includes "Details", "Work Items", "Documents", and "Timeline", with "Timeline" being the active tab and highlighted with a blue box and a yellow arrow pointing to it. The main content area displays a message: "Click 'Timeline'" with a yellow arrow pointing to the text. Below this, a message states "There are no folders or files to display." The right side of the screen shows contact details for a workorder, including the contact's name (Max Black), address (280 Thomas Street, Dandenong Victoria 3175, Australia), phone number (0438 409 753), and email (cmstesting@acso.org.au). The workorder number is 00575, and the status is "Pending Acceptance". The bottom of the screen shows a copyright notice: "Copyright © 2025. All rights reserved." and a small circular icon with the number 9 and a dot.

10 Portal Comments

View the Portal Comments, to view information shared or requested; as well as any attached files.

A screenshot of the Community Care Portal showing the "Comments" section. The top navigation bar includes "Details", "Work Items", "Documents", and "Timeline", with "Timeline" being the active tab. The main content area displays a comment from "Lauren Culhane" with the text "Portal Comment Test Information". Below the comment, it says "Created by Lauren Culhane". A file attachment "Test Doc 2.pdf (15.42 KB)" is shown, with a red box highlighting the file name. The right side of the screen shows contact details for a workorder, including the contact's name (Max Black), address (280 Thomas Street, Dandenong Victoria 3175, Australia), phone number (0438 409 753), and email (cmstesting@acso.org.au). The workorder number is 00575, and the status is "Pending Acceptance". The bottom of the screen shows a copyright notice: "Copyright © 2025. All rights reserved." and a small circular icon with the number 9 and a dot.