

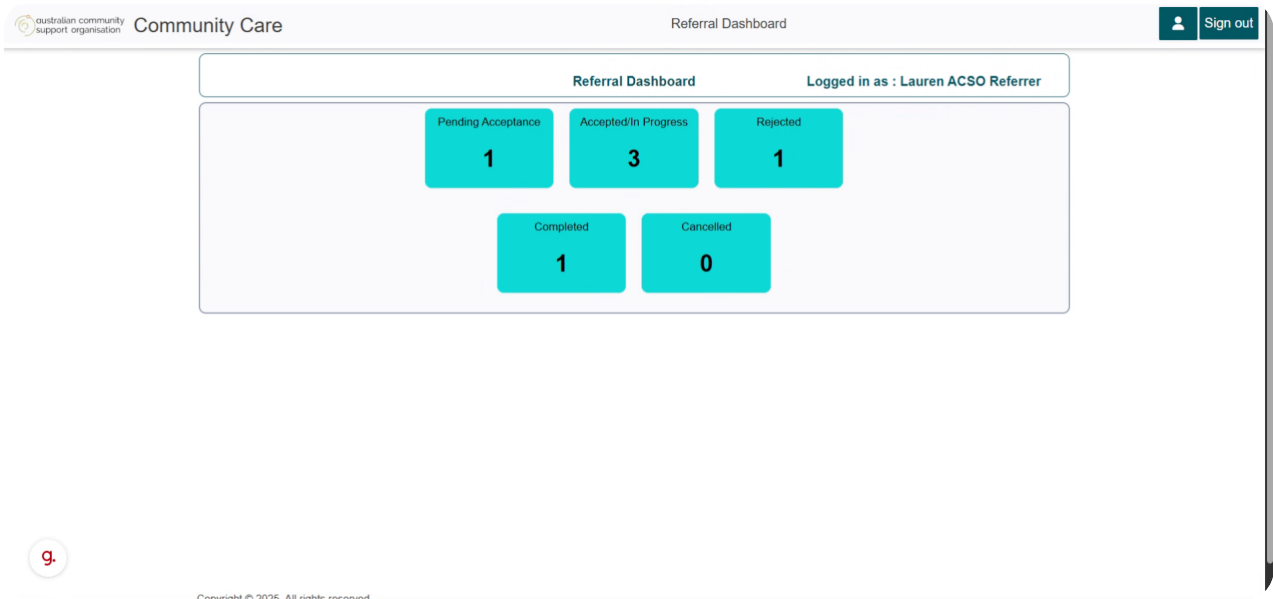
Community Care Portal: Referrals Pending Acceptance



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.

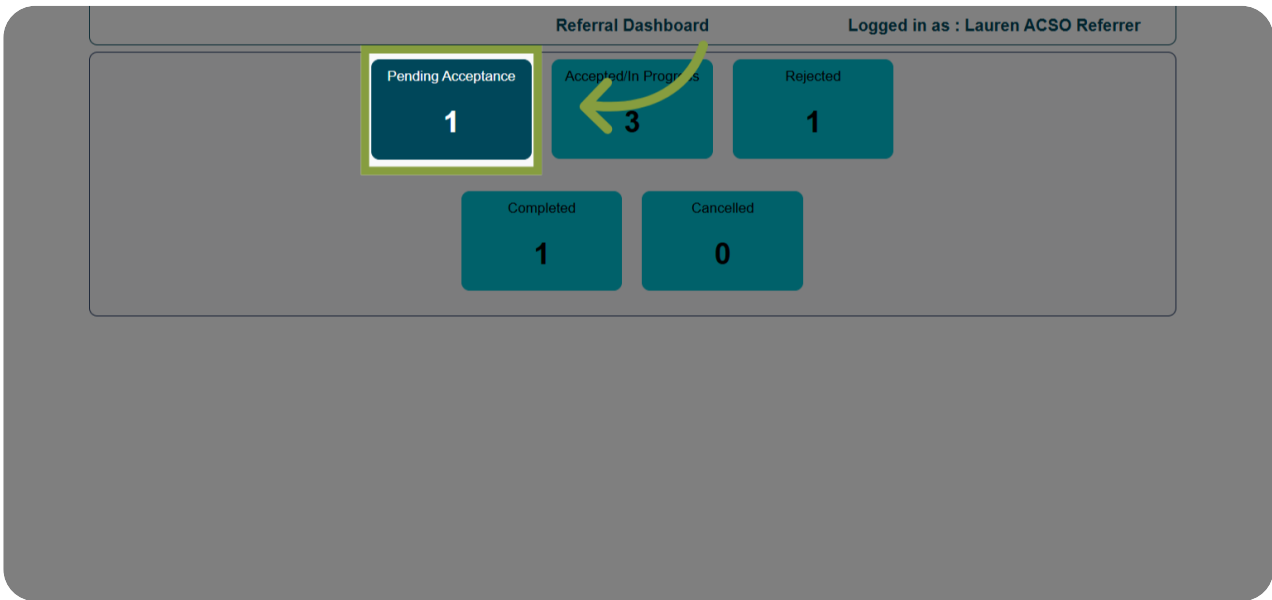
01 Referral Dashboard

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



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.



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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.

A screenshot of the "Referral Dashboard" in the Community Care portal. The dashboard shows a table of workorders. Annotations with arrows point to specific columns: "Client" points to the "Customer Name" column, "Referral Date" points to the "Planned Date" column, "Treatment Type" points to the "Support Sub Category" column, and "Treatment Agency" points to the "Third-party" column. The table has a header row with columns: Work Order, Customer Name, Planned Date, Support Category, Support Sub Category, Third-party, Third-party Status, and Created On. A data row shows: 00575, Max Black, 07/11/2025 8:..., Service Delivery, Counselling Complex, ACSO Extern..., Pending Acceptan..., and 07/11/2025. The dashboard also includes a search bar, a "Sign out" button, and a copyright notice at the bottom: "Copyright © 2025. All rights reserved."

04 Workorder Details

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

A screenshot of the "Referral Dashboard" in the Community Care portal, similar to the previous one. A black callout box with white text says "Click 'Workorder ##'". A green arrow points from this box to the "00575" workorder number in the first column of the table. The table header and data row are the same as in the previous screenshot. The dashboard also includes a search bar, a "Sign out" button, and a copyright notice at the bottom: "Copyright © 2025. All rights reserved."

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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.

A screenshot of the "Community Care Referral Dashboard" interface. The top header includes the "australian community support organisation" logo, the text "Community Care", and a "Referral Dashboard" title. A "Sign out" button is in the top right. On the left, there is a profile picture of a man. The main content area is divided into two columns. The left column contains a table of client information, and the right column contains a table of work order details. Below the tables are tabs for "Details", "Work Items", "Documents", and "Timeline". The "Details" tab is active, showing fields like "Third-party", "Agreement Funded Support", "Priority", "Support Category", and "Support Sub Category".

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

Preferred Name	Address	Other Phone	ACSO Identifier
-	280 Thomas Street Dandenong Victoria 3175 Australia	-	2500918

Date of Birth	Preferred Language	Email	Status
-	-	cmstesting@acso.org.au	Pending Acceptance

Gender	Country of Birth
-	-

Third-party
ACSO External Services

Agreement Funded Support *
Service Delivery - FACT - 00458

Priority
-

Support Category *
Service Delivery

Support Sub Category *
Counselling Complex

Special Instructions
Special Instructions

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.

A screenshot of the "Community Care Referral Dashboard" interface, similar to the one above, but with annotations. A dark box labeled "Treatment Agency" points to the "Third-party" field, which contains "ACSO External Services". Another dark box labeled "Treatment Type" points to the "Support Sub Category" field, which contains "Counselling Complex". The "Details" tab is active, and the "Work Items" tab is highlighted in the top navigation bar.

Treatment Agency

Treatment Type

Third-party
ACSO External Services

Agreement Funded Support *
Service Delivery - FACT - 00458

Priority
-

Support Category *
Service Delivery

Support Sub Category *
Counselling Complex

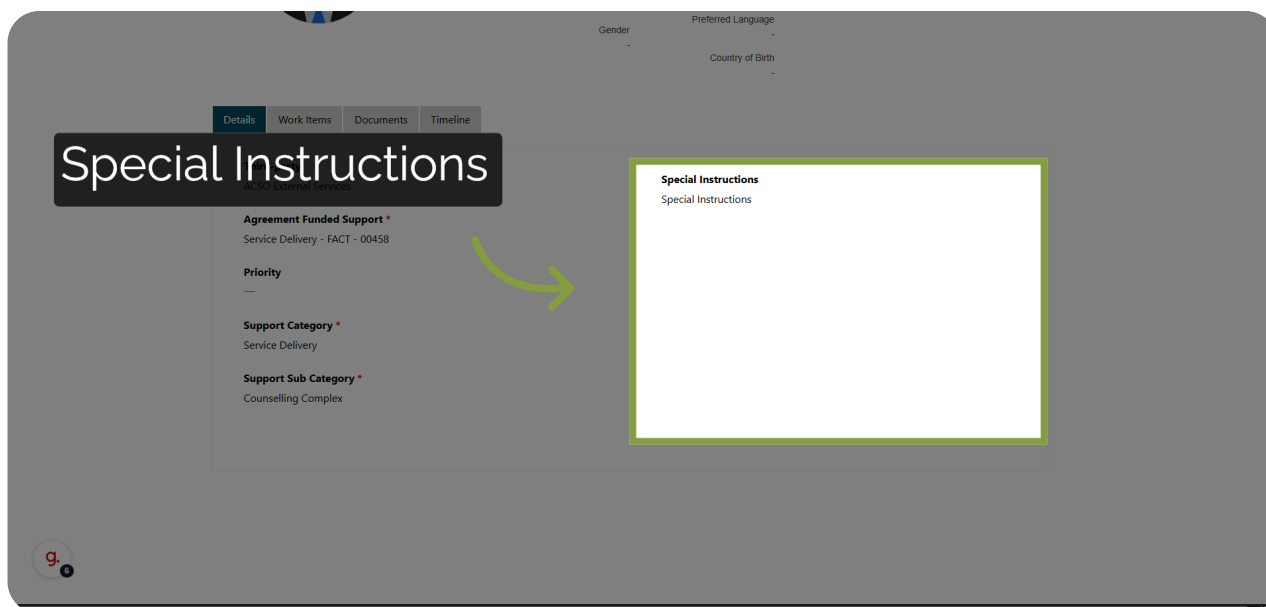
Special Instructions
Special Instructions

Community Care Portal: Referrals Pending Acceptance



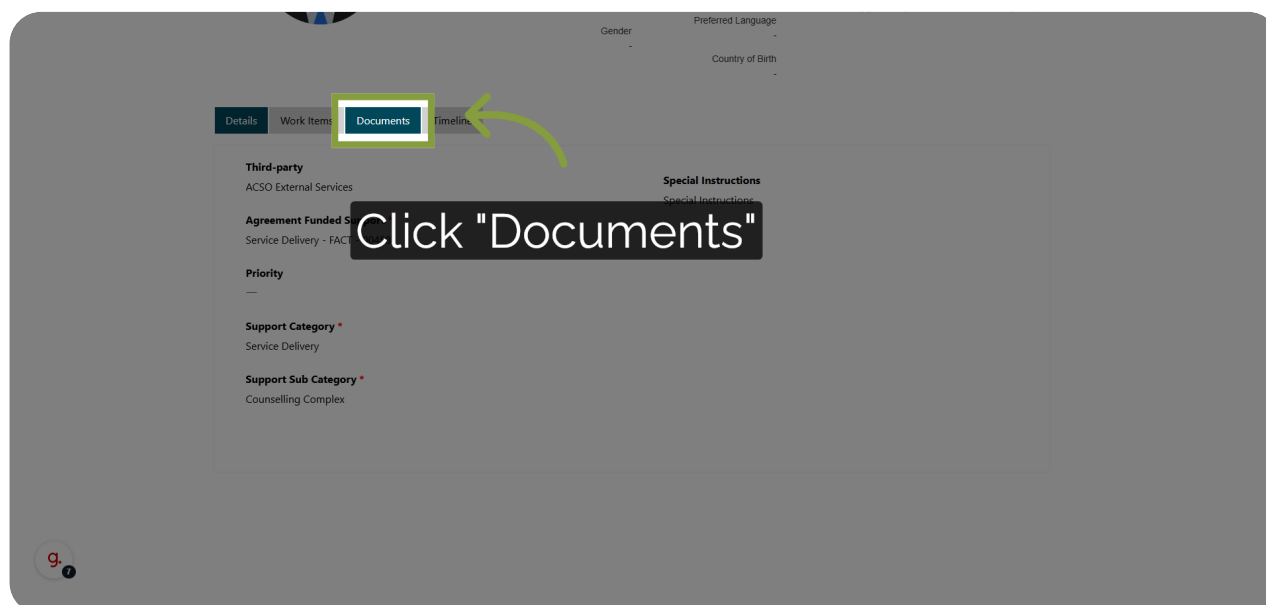
07 Special Instructions

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.

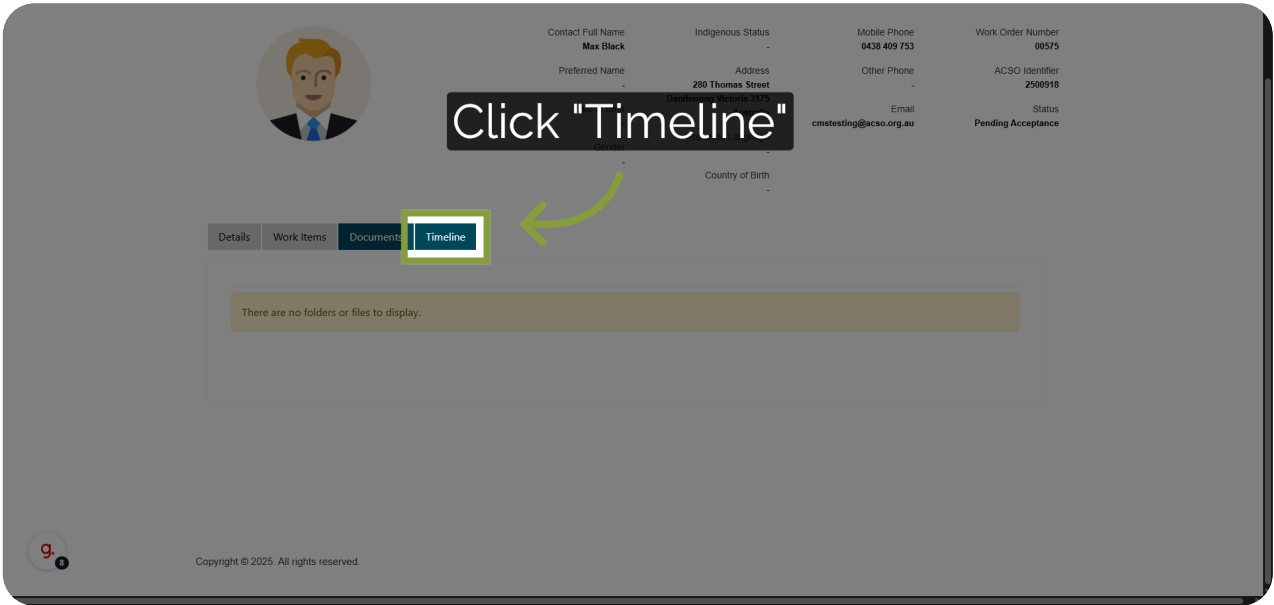


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09 Timeline

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



10 Portal Comments

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

