


# Community Care Portal: Rejecting Workorders



This tutorial guides you through rejecting a Workorder within the Community Care treatment agency Portal.

## 01 Access the Workorder

Open the Workorder in the Community Care treatment agency Portal, as per the Accept Workorder process.



Contact Full Name  
Charles Angel

Indigenous Status  
-

Mobile Phone  
0438 409 753

Work Order Number  
00326

Preferred Name  
Charlie

Address  
280 Thomas Street  
Dandenong Victoria 3175  
Australia

Other Phone  
-

ACSO Identifier  
2500369

Date of Birth  
08/03/1990

Email  
cmstesting@acso.org.au

Status  
Pending Acceptance

Gender  
-

Preferred Language  
-

Country of Birth  
-

Referral Dashboard

Invoice Dashboard

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Reject

Third-party

ACSO External Services

Agreement Funded Support \*

Treatment - COATSBSFS - 00063

Priority

-

Support Category \*

Treatment


Support Sub Category \*

6-week rehabilitation program

Special Instructions

## 02 Validate Workorder

Complete a validation review of the Workorder, by reviewing the treatment type, client details and supporting documentation as per the Accept Workorder process.



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03 Assess Client Eligibility

Assess the validity of the Workorder, and determine any reasons for ineligibility, or cause for the Workorder to be rejected. For instance, the treatment type is unavailable at your agency; or a conflict of interest exists. NOTE: Before Initiating Work Order rejection for a Forensic Referral - Consult with and obtain agreement from Community Corrections Services to 'Reject' the Work Order.



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04 Initiate Work Order Rejection

Once you have determined the Workorder is to be Rejected, complete the Rejection from within the Workorder.



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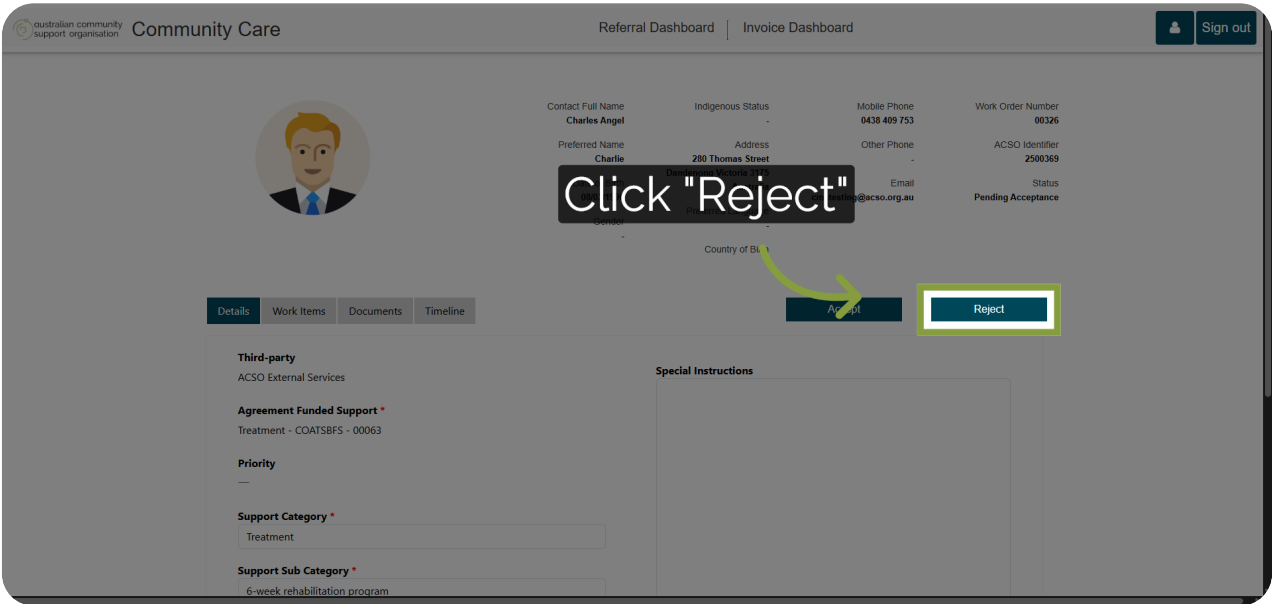
6-week rehabilitation program

Special Instructions

Version: 1  
Created: 26 October 2025  
Created By: Lauren Culhane

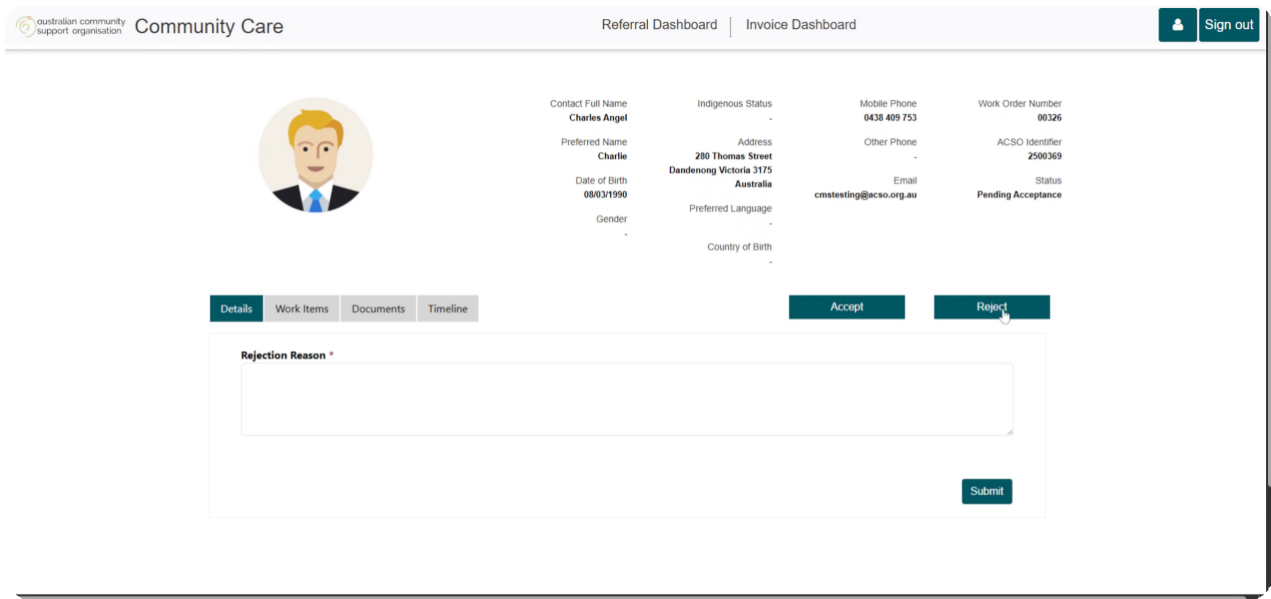
05 Click Reject Button

Click the "Reject" button to begin the process.



06 Enter Rejection Reason

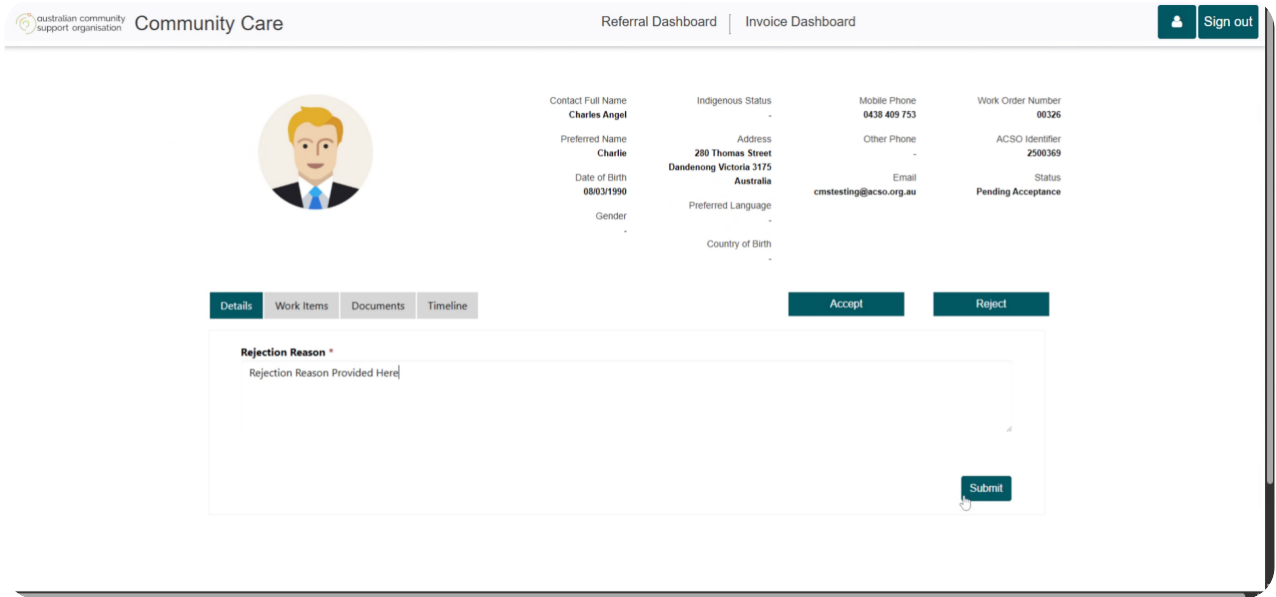
You'll be prompted to enter a "Rejection Reason". It is mandatory for a reason to be supplied - outlining the reason for ineligibility.





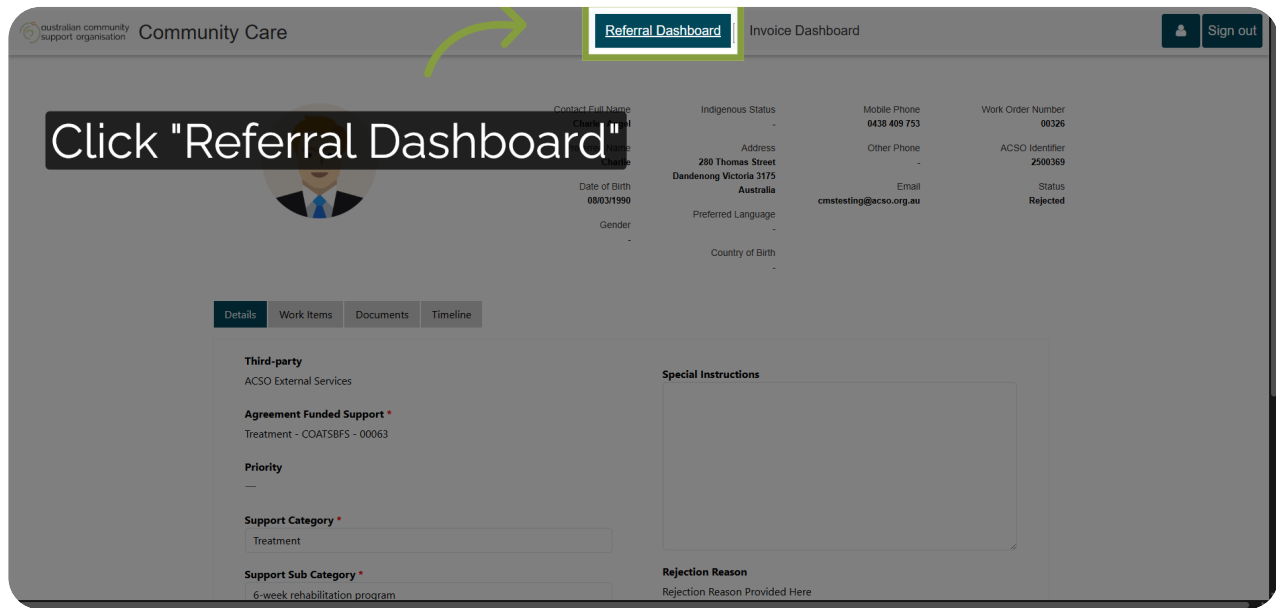
07 Submit Rejection

Then click "Submit" to Reject the Workorder. The workorder has been rejected.



08 Return to Referral Dashboard

Click the Referral Dashboard button to return to the main dashboard.



09 Locate Rejected Work Orders

The Rejected Workorder will now appear in the Rejected Workorders section of your Referral Dashboard.


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Community Care

Referral Dashboard

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Special Instructions

Rejection Reason  
Rejection Reason Provided Here

10 View Rejected Work Orders

Click the "Rejected" tile to view all Rejected Workorders.

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Community Care

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Sign out

Logged in as : Lauren External UAT

Click "Rejected"

Pending Acceptance  
0

Accepted into Program  
2

Rejected  
2

Completed  
1

Cancelled  
0

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