

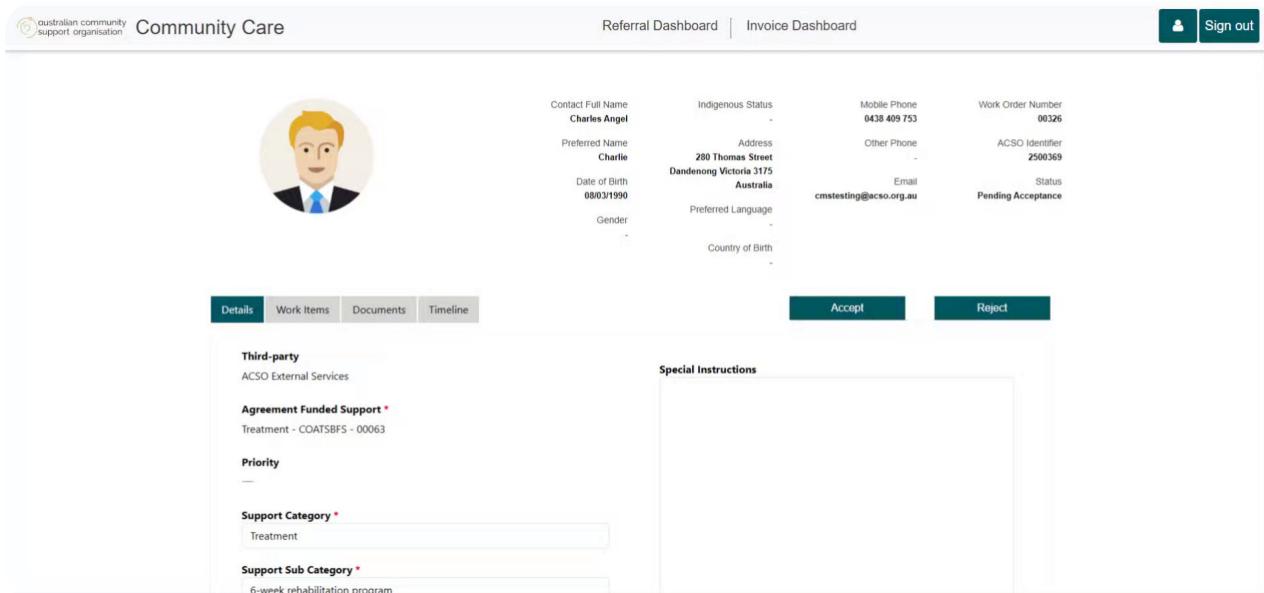
Community Care Portal: Rejecting Workorders

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.

A screenshot of the Community Care Portal showing a Workorder for a client named Charles Angel. The client details include: Contact Full Name (Charles Angel), Preferred Name (Charlie), Date of Birth (08/03/1990), Gender (Male), Indigenous Status (Indigenous), Address (280 Thomas Street, Dandenong Victoria 3175, Australia), Preferred Language (English), Mobile Phone (0438 409 753), Other Phone (0438 409 753), Email (cmtesting@acso.org.au), Work Order Number (00326), ACSO Identifier (2500369), and Status (Pending Acceptance). The page has tabs for Details, Work Items, Documents, and Timeline. Buttons for Accept and Reject are visible. Below the client details, there are sections for Third-party (ACSO External Services), Agreement Funded Support (Treatment - COATS BFS - 00063), Priority (Low), Support Category (Treatment), and Support Sub Category (6-week rehabilitation program).

Community Care

Referral Dashboard | Invoice Dashboard

Contact Full Name
Charles Angel

Preferred Name
Charlie

Date of Birth
08/03/1990

Gender

Indigenous Status

Address
280 Thomas Street
Dandenong Victoria 3175
Australia

Mobile Phone
0438 409 753

Other Phone

Email
cmtesting@acso.org.au

Work Order Number
00326

ACSO Identifier
2500369

Status
Pending Acceptance

Details Work Items Documents Timeline

Accept Reject

Third-party
ACSO External Services

Agreement Funded Support *
Treatment - COATS BFS - 00063

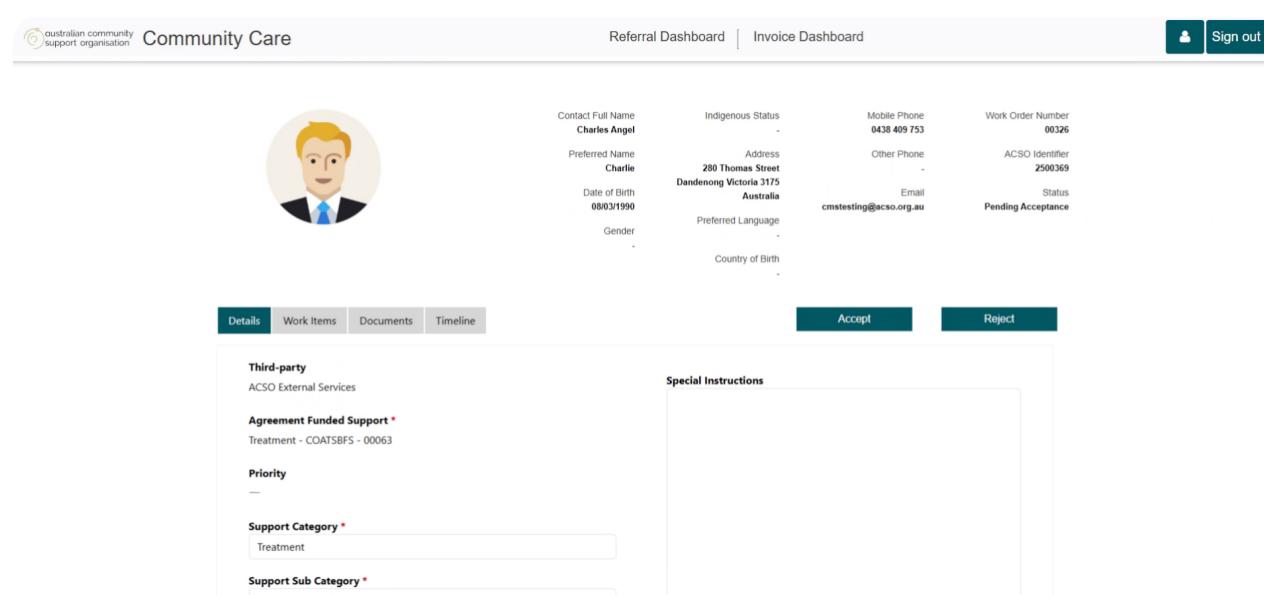
Priority

Support Category *
Treatment

Support Sub Category *
6-week rehabilitation program

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.

A screenshot of the Community Care Portal showing the same Workorder for Charles Angel. The client details and Workorder number are identical to the previous screenshot. The page layout is identical, with tabs for Details, Work Items, Documents, and Timeline, and buttons for Accept and Reject. The validation section below the client details is identical to the previous screenshot.

Community Care

Referral Dashboard | Invoice Dashboard

Contact Full Name
Charles Angel

Preferred Name
Charlie

Date of Birth
08/03/1990

Gender

Indigenous Status

Address
280 Thomas Street
Dandenong Victoria 3175
Australia

Mobile Phone
0438 409 753

Other Phone

Email
cmtesting@acso.org.au

Work Order Number
00326

ACSO Identifier
2500369

Status
Pending Acceptance

Details Work Items Documents Timeline

Accept Reject

Third-party
ACSO External Services

Agreement Funded Support *
Treatment - COATS BFS - 00063

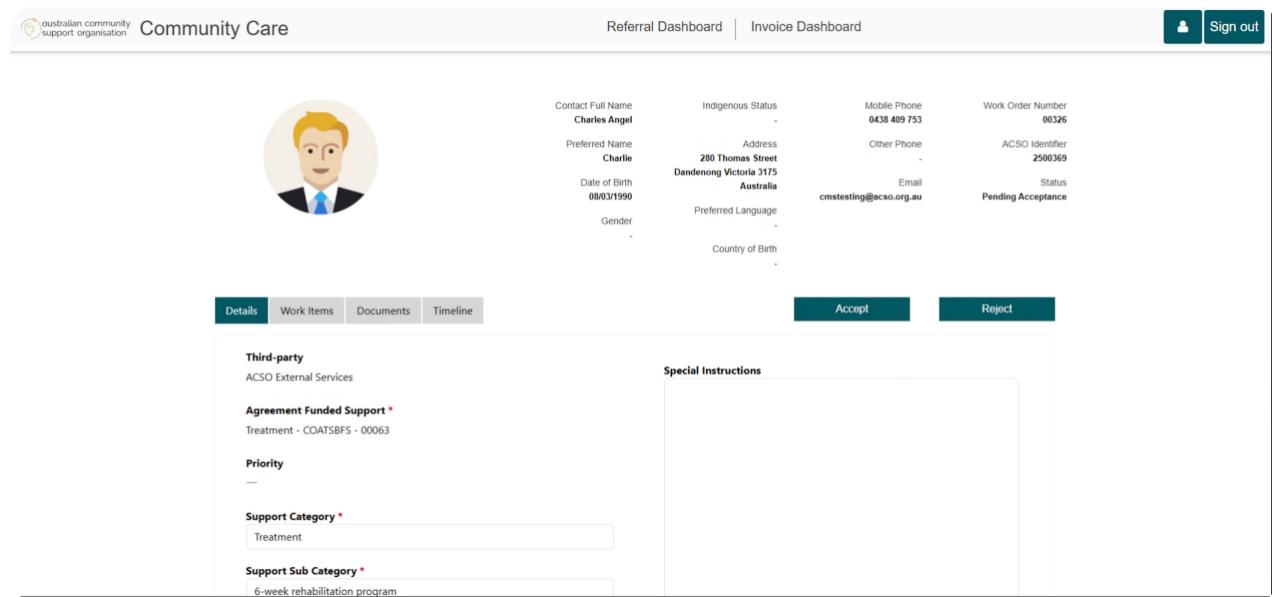
Priority

Support Category *
Treatment

Support Sub Category *
6-week rehabilitation program

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.**



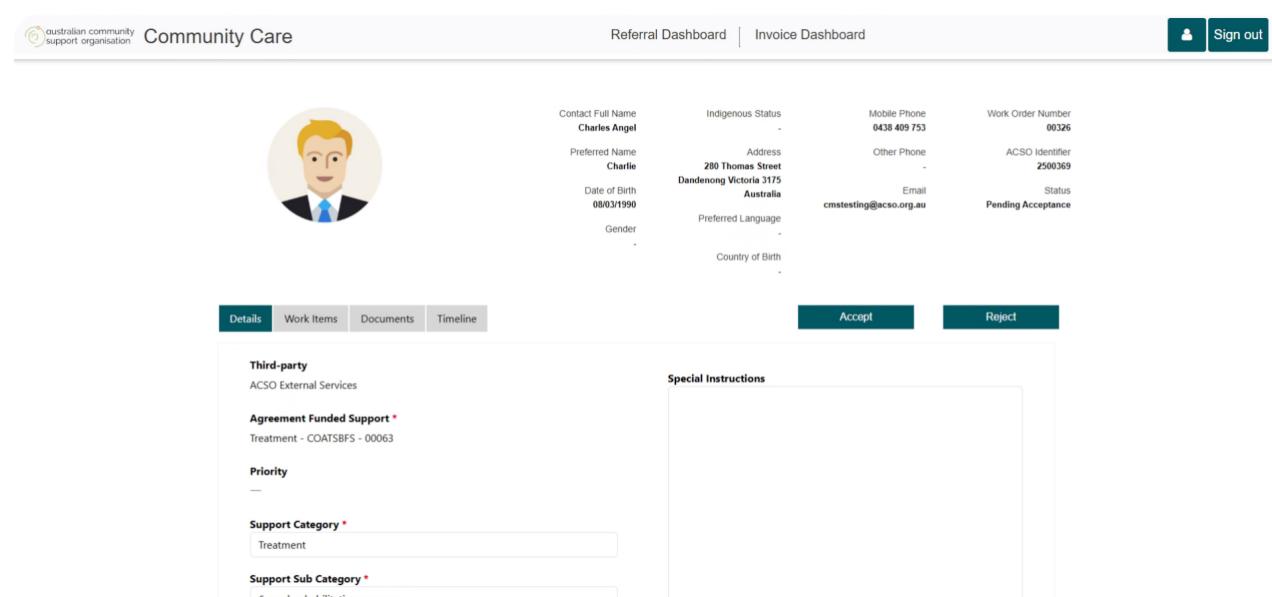
The screenshot shows the 'Community Care' dashboard. At the top, there are links for 'Referral Dashboard' and 'Invoice Dashboard', and a 'Sign out' button. Below the header, there is a circular profile picture of a man with blonde hair and a blue tie. To the right of the profile picture, there is a table with client information:

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	Preferred Language	Email cmstesting@acso.org.au	Status Pending Acceptance
Gender	Country of Birth		

Below this, there are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. To the right, there are 'Accept' and 'Reject' buttons. The 'Details' tab is selected. On the left, there are sections for 'Third-party' (ACSO External Services), 'Agreement Funded Support' (Treatment - COATSBFS - 00063), 'Priority' (blank), 'Support Category' (Treatment), and 'Support Sub Category' (6-week rehabilitation program). On the right, there is a large text area labeled 'Special Instructions'.

04 Initiate Work Order Rejection

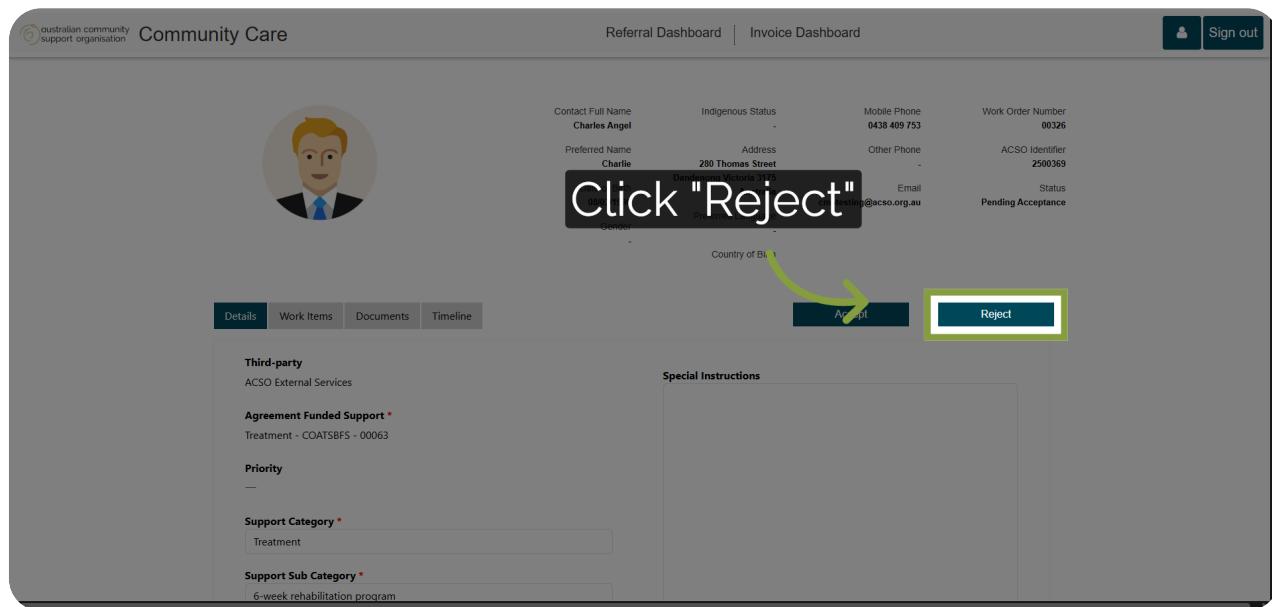
Once you have determined the Workorder is to be Rejected, complete the Rejection from within the Workorder.



The screenshot shows the 'Community Care' dashboard, identical to the previous one. It features the same header, profile picture, client information table, and tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. The 'Details' tab is selected. The 'Third-party' section shows 'ACSO External Services'. The 'Agreement Funded Support' section shows 'Treatment - COATSBFS - 00063'. The 'Priority' section is blank. The 'Support Category' section shows 'Treatment'. The 'Support Sub Category' section shows '6-week rehabilitation program'. The 'Special Instructions' section is empty. To the right, there are 'Accept' and 'Reject' buttons, with 'Reject' being highlighted.

05 Click Reject Button

Click the "Reject" button to begin the process.



Community Care

Referral Dashboard | Invoice Dashboard

Sign out

Contact Full Name: Charles Angel

Indigenous Status: -

Mobile Phone: 0438 409 753

Work Order Number: 00326

Preferred Name: Charlie

Address: 280 Thomas Street

Other Phone: -

ACSO Identifier: 2500369

Date of Birth: 08/03/1990

Email: cmstesting@acso.org.au

Status: Pending Acceptance

Country of Birth: -

Click "Reject"

Accept Reject

Details Work Items Documents Timeline

Third-party
ACSO External Services

Agreement Funded Support *
Treatment - COATS BFS - 00063

Priority: -

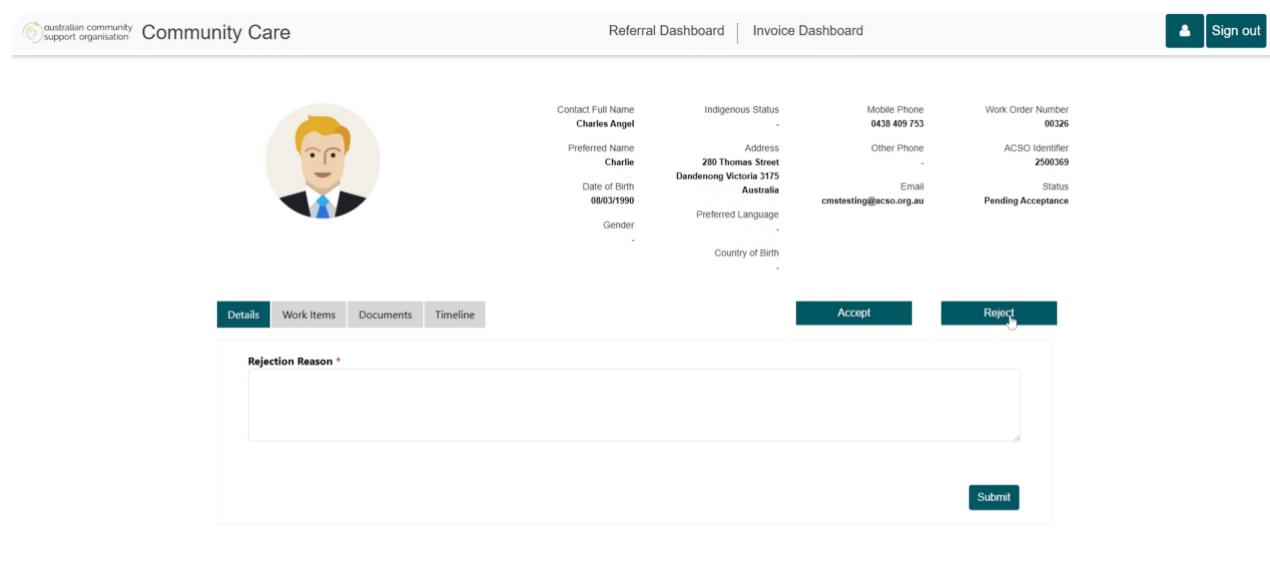
Support Category *
Treatment

Support Sub Category *
6-week rehabilitation program

Special Instructions: -

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.



Community Care

Referral Dashboard | Invoice Dashboard

Sign out

Contact Full Name: Charles Angel

Indigenous Status: -

Mobile Phone: 0438 409 753

Work Order Number: 00326

Preferred Name: Charlie

Address: 280 Thomas Street

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: -

Accept Reject

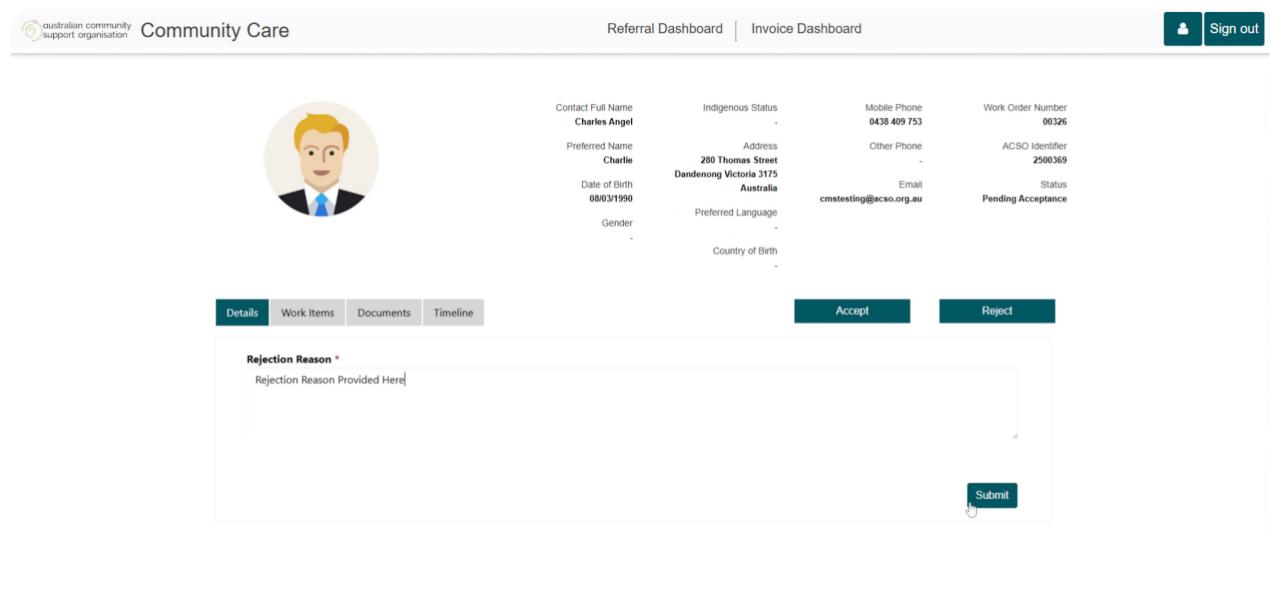
Details Work Items Documents Timeline

Rejection Reason *

Submit

07 Submit Rejection

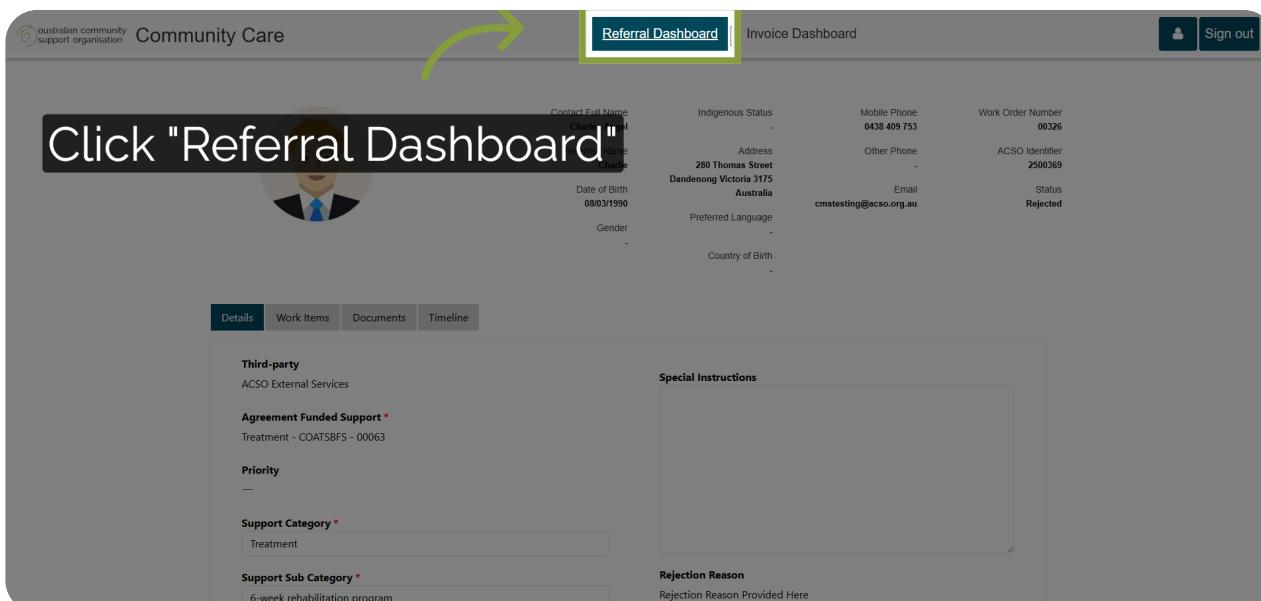
Then click "Submit" to Reject the Workorder. The workorder has been rejected.



The screenshot shows a workorder detail page. At the top, there is a navigation bar with 'Community Care' and 'Referral Dashboard / Invoice Dashboard' buttons. On the left, there is a user profile picture. The main content area displays contact information for a client named Charlie, including full name, address, phone numbers, and email. Below this, there are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. A large 'Reject' button is prominently displayed. A 'Rejection Reason' input field is present, and a 'Submit' button is located at the bottom right of the rejection form.

08 Return to Referral Dashboard

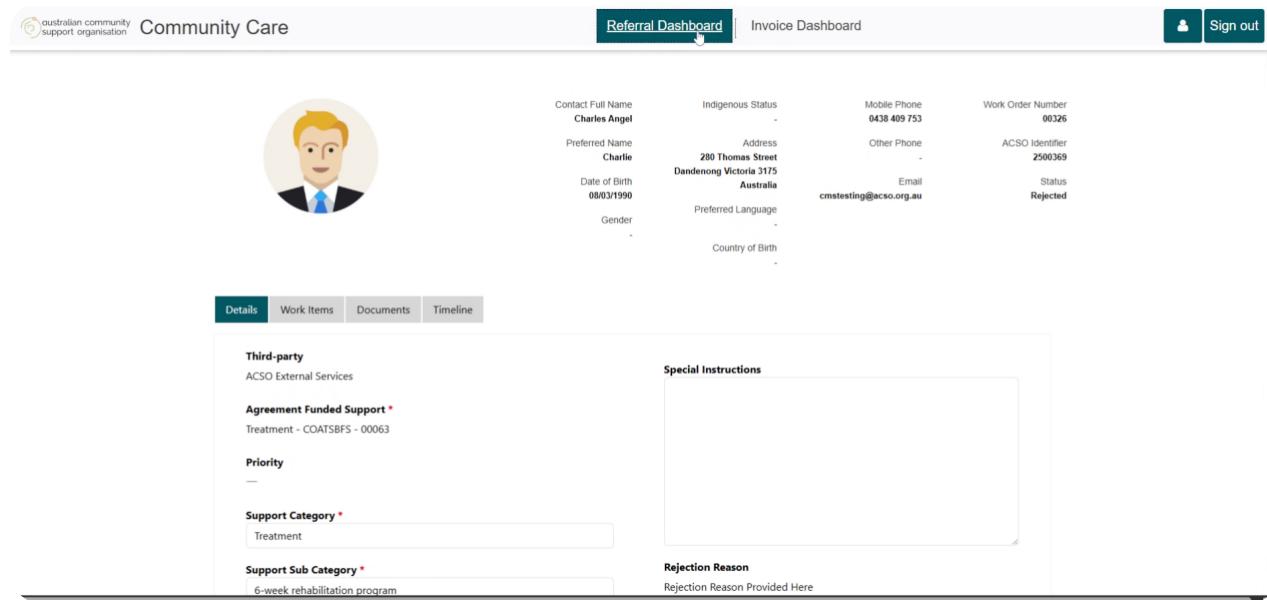
Click the Referral Dashboard button to return to the main dashboard.



The screenshot shows the Referral Dashboard. At the top, there is a navigation bar with 'Community Care' and 'Referral Dashboard / Invoice Dashboard' buttons. A large green arrow points to the 'Referral Dashboard' button. The main content area displays contact information for a client named Charlie, including full name, address, phone numbers, and email. Below this, there are sections for 'Third-party', 'Agreement Funded Support', 'Priority', 'Support Category', 'Support Sub Category', and 'Special Instructions'. A 'Rejection Reason' input field is also present.

09 Locate Rejected Work Orders

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



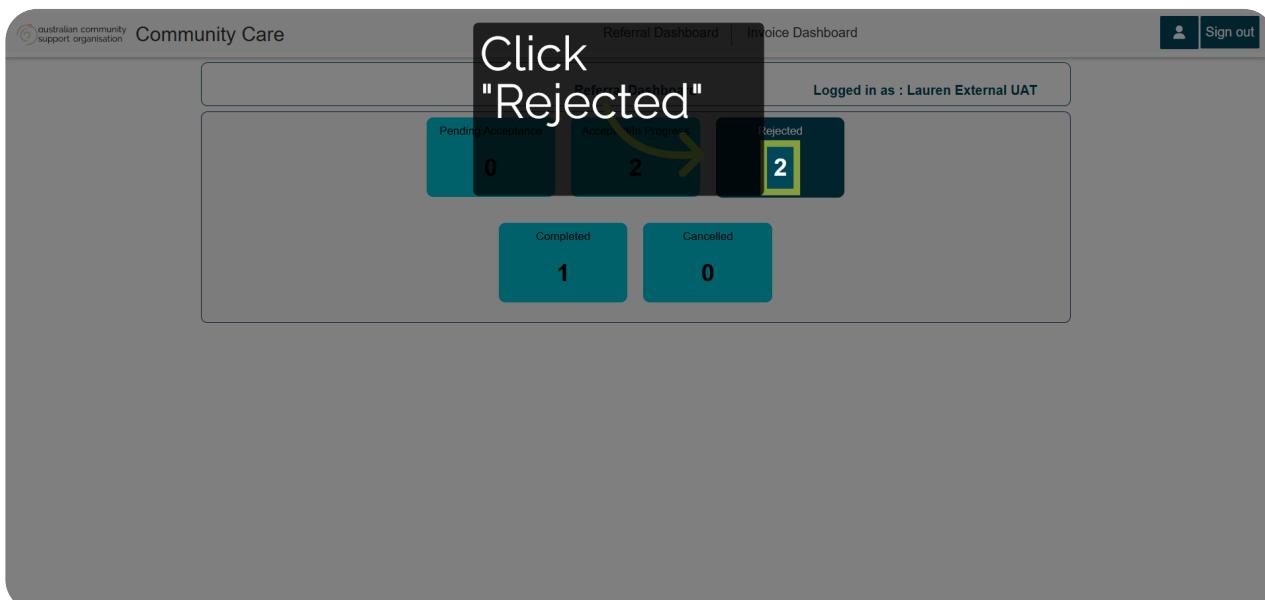
The screenshot shows the 'Referral Dashboard' tab selected in the top navigation bar. The main content area displays a contact profile for 'Charles Angel' with the following details:

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	Preferred Language	Email cmtesting@acso.org.au	Status Rejected
Gender	Country of Birth		

Below the contact details, there are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. The 'Details' tab is active. On the left, there are sections for 'Third-party' (ACSO External Services), 'Agreement Funded Support' (Treatment - COATSBFS - 00063), 'Priority' (Low), 'Support Category' (Treatment), 'Support Sub Category' (6-week rehabilitation program), and 'Special Instructions'. On the right, there is a 'Rejection Reason' section with the placeholder 'Rejection Reason Provided Here'.

10 View Rejected Work Orders

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



The screenshot shows the 'Referral Dashboard' tab selected in the top navigation bar. The main content area displays a summary of workorder status counts:

Pending Acceptance 0	Accepted/In Progress 2	Rejected 2
Completed 1	Cancelled 0	

A large callout box with the text 'Click "Rejected"' is overlaid on the 'Rejected' status tile. The top right corner of the dashboard shows the user is 'Logged in as: Lauren External UAT'.