

Community Care Portal: Treatment in Progress

This tutorial guides you through how to use the Community Care Portal to view the details of workorders, for clients for whom treatment is in progress.



01 Referral Dashboard

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

A screenshot of the Referral Dashboard. The top navigation bar includes the ACSO logo, "Community Care", "Referral Dashboard", and "Sign out". The dashboard itself has a header "Referral Dashboard" and "Logged in as : Lauren ACSO Referrer". Below this are five teal-colored boxes containing status counts: "Pending Acceptance" (1), "Accepted/In Progress" (3), "Rejected" (1), "Completed" (1), and "Cancelled" (0).

Status	Count
Pending Acceptance	1
Accepted/In Progress	3
Rejected	1
Completed	1
Cancelled	0

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02 Accepted/In Progress tile

To open and view the list of clients and their associated Workorders; who have been referred by ACSO to a Treatment Agency and have been accepted and/or commenced treatment - click the "Accepted/In Progress" tile in the Referral Dashboard.

A screenshot of the Referral Dashboard with a callout box. The callout box is black with white text and a white border, containing the instruction "Click Accepted/In Progress". A yellow arrow points from the text "Accepted/In Progress" in the callout to the "Accepted/In Progress" tile on the dashboard. The dashboard structure is identical to the one in the previous screenshot, with the "Accepted/In Progress" tile highlighted by a yellow border.

Status	Count
Pending Acceptance	1
Accepted/In Progress	3
Rejected	1
Completed	1
Cancelled	0

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03 Workorders Accepted/In Progress List

Within the list of Workorders Accepted/In Progress, 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.

Work Order...	Customer Name	Planned Date	Sup...	Support Sub Category	Third-party	Third-party Status	Created On
00577	Charles Angel	07/11/2025 8:...	Service...	Counselling Complex	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:56 ...
00574	Jason Hayes	07/11/2025 8:...	Service...	Counselling Complex	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:12 ...
00576	Joe Goldberg	07/11/2025 8:...	Service...	Counselling Standard	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:53 ...

04 Workorder Details

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

Work Order...	Customer Name	Planned Date	Sup...	Support Sub Category	Third-party	Third-party Status	Created On
00577	Charles Angel	07/11/2025 8:...	Service...	Counselling Complex	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:56 ...
00574	Jason Hayes	07/11/2025 8:...	Service...	Counselling Complex	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:12 ...
00576	Joe Goldberg	07/11/2025 8:...	Service...	Counselling Standard	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:53 ...

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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 Portal. At the top, there's a navigation bar with the 'australian community support organisation' logo, 'Community Care', 'Referral Dashboard', a user icon, and a 'Sign out' button. Below the navigation, there's a client profile picture of a man in a suit. To the right of the profile picture is a detailed client information card. The card contains the following data:

Contact Full Name Jason Hayes	Indigenous Status	Mobile Phone 0438 409 753	Work Order Number 00574
Preferred Name	Address 280 Thomas St Dandenong Victoria 3175 Australia	Other Phone	ACSO Identifier 2500917
Date of Birth	Preferred Language	Email cmstesting@acso.org.au	Status Accepted / In Progress
Gender	Country of Birth		

Below the client information card, there are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. Under the 'Details' tab, there are sections for 'Third-party' (ACSO External Services), 'Agreement Funded Support' (Service Delivery - COATS - 00454), 'Priority' (blank), 'Support Category' (Service Delivery), and 'Support Sub Category' (Counselling Complex). A small red circular icon with a 'g' is in the bottom left corner.

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 Portal. The top navigation bar and client profile picture are the same as the previous screenshot. The 'Treatment Agency' section is highlighted with a green box and a green arrow pointing to it. The 'Treatment Agency' section contains the following information:

Third-party
ACSO External Services

Agreement Funded Support
Service Delivery - COATS - 00454

Priority
—

Support Category
Service Delivery

Support Sub Category
Counselling Complex

Below this section is a large, dark grey rectangular area labeled 'Treatment Type' in white text. A green arrow points from the 'Treatment Sub Category' field in the previous section to the 'Treatment Type' label. A small red circular icon with a 'g' is in the bottom left corner.

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07 Special Instructions

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

A screenshot of the Community Care Portal interface. The top navigation bar includes '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' (Service Delivery - COATS - 00454), 'Priority', 'Support Category' (Service Delivery), and 'Support Sub Category' (Counselling Complex). On the right, there is a large white box with a green border labeled 'Special Instructions' and 'Special Instructions Here'. A small red circular icon with the number '9' is located in the bottom left corner of the screen.

08 Documents

Click "Documents" to view all documents attached to the selected work order - provided by ACSO to the Treatment Agency & those uploaded by the Treatment Agency to capture treatment outcomes

A screenshot of the Community Care Portal interface, similar to the previous one but with a callout. The 'Documents' tab in the top navigation bar is highlighted with a green box and a green arrow points to it from the left. The 'Details' tab is active. The 'Special Instructions' section is also visible on the right. A large black box with white text 'Click "Documents"' is overlaid on the interface. A small red circular icon with the number '9' is located in the bottom left corner.

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09 Open Specific Document

To open and view the contents of a particular document; click the document name to download and open the file.

A screenshot of the Community Care Portal. At the top, there is a user profile picture of a man in a suit. Below the profile, there is a table with contact information: Contact Full Name (Jason Hayes), Indigenous Status (not applicable), Mobile Phone (0438 409 753), Work Order Number (00574); Preferred Name (not applicable), Address (280 Thomas St, Dandenong Victoria 3175, Australia), Other Phone (not applicable), ACSO Identifier (2500917); Date of Birth (not applicable), Preferred Language (not applicable), Email (cmstesting@acso.org.au), Status (Accepted / In Progress); Gender (not applicable), Country of Birth (not applicable). In the center, a large button says "Click Document Name". Below this button, there is a list of documents. The first document in the list is "Test Doc 2.pdf (15 KB)". A green box highlights this file name, and a green arrow points from the text "Click Document Name" to this highlighted area. At the bottom of the screen, there is a navigation bar with tabs: Details, Work Items, Document, and Timeline. The "Timeline" tab is highlighted with a green box and a green arrow pointing to it. The footer of the portal includes a copyright notice: "Copyright © 2025. All rights reserved." and a small "g" icon.

10 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, similar to the previous one but with the "Timeline" tab selected. The "Timeline" tab is highlighted with a green box and a green arrow pointing to it. The rest of the interface is identical to the previous screenshot, including the user profile, contact information table, "Click Document Name" button, document list, and footer. The navigation bar at the bottom is also the same, with the "Timeline" tab being the active tab.

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11 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 interface. The main content area displays a list of comments. The third comment, which is highlighted with a green box, is from a user named Lauren External UAT. This comment includes a file attachment named 'Test Doc 2.pdf' (15.42 KB). The file attachment is also highlighted with an orange box. Other comments in the list are from Lauren Culhane and are not highlighted.

12 Timeline of Portal Comments

When multiple comments have been added to a workorder timeline; they will appear in chrono-logical order; with the newest comments appearing at the top of the list.

A screenshot of the Community Care Portal interface, specifically showing the 'Timeline' tab. The timeline displays three comments. The top comment is from Lauren External UAT, dated 'about 23 hours ago'. The middle comment is from Lauren External UAT, dated 'about 23 hours ago'. The bottom comment is from Lauren External UAT, dated 'about 23 hours ago'. The comments are presented in a descending order of timestamp, with the most recent comment at the top.

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13 Work Items

Click "Work Items" to view the treatment sessions captured and recorded for the workorder.

A screenshot of a web-based application interface. At the top, there are tabs: 'Details', 'Work Items' (which is highlighted with a green box and a green arrow pointing to it), 'Documents', and 'Timeline'. Below the tabs, there is a large text box with the placeholder text 'Click "Work Items"'. The main content area shows a list of treatment sessions. The first session is for 'Lauren External UAT' and is described as 'Attempted to engage via phone without success.' The second session is for 'Lauren External UAT' and is described as 'Second appointment scheduled: Monday 24th November 2024 10:00am In Person ACSO Treatment Services, 123 Counselling Rd, Melbourne.' The third session is for 'Lauren External UAT' and is described as 'First appointment attended & completed.' The bottom of the page shows a footer with a copyright notice: 'Copyright © 2025. All rights reserved.' and a small circular icon with '9' and '11'.

14 Work Items Details

Within the Work Items view, you can review the treatment session types, the number of sessions provided and their attendance status.

A screenshot of the 'Work Items Details' page. At the top, there is a user profile picture and basic demographic information: 'Dandenong Victoria 3175 Australia', 'Email: cmtesting@acso.org.au', and 'Status: Accepted / In Progress'. Below this, there are tabs: 'Details', 'Work Items' (which is highlighted with a green box and a green arrow pointing to it), 'Documents', and 'Timeline'. The main content area shows a table of treatment sessions. The table has columns: 'Product' (with entries 'AOO Missed Appointment - Forensic' and 'Counselling Complex - Forensic'), 'Billing Reason' (with entries 'Did Not Attend' and 'Completed'), 'Quantity' (with entries '1' and '1'), 'Duration' (empty), and 'Created On' (with entries '07/11/2025 5:15 PM' and '07/11/2025 5:15 PM'). Three green arrows point from the table to three callout boxes at the bottom: 'Treatment Session Type' (under the Product column), 'Session Attendance' (under the Billing Reason column), and 'Number of Treatment Sessions' (under the Quantity column). The bottom of the page shows a footer with a copyright notice: 'Copyright © 2025. All rights reserved.' and a small circular icon with '9' and '11'.