

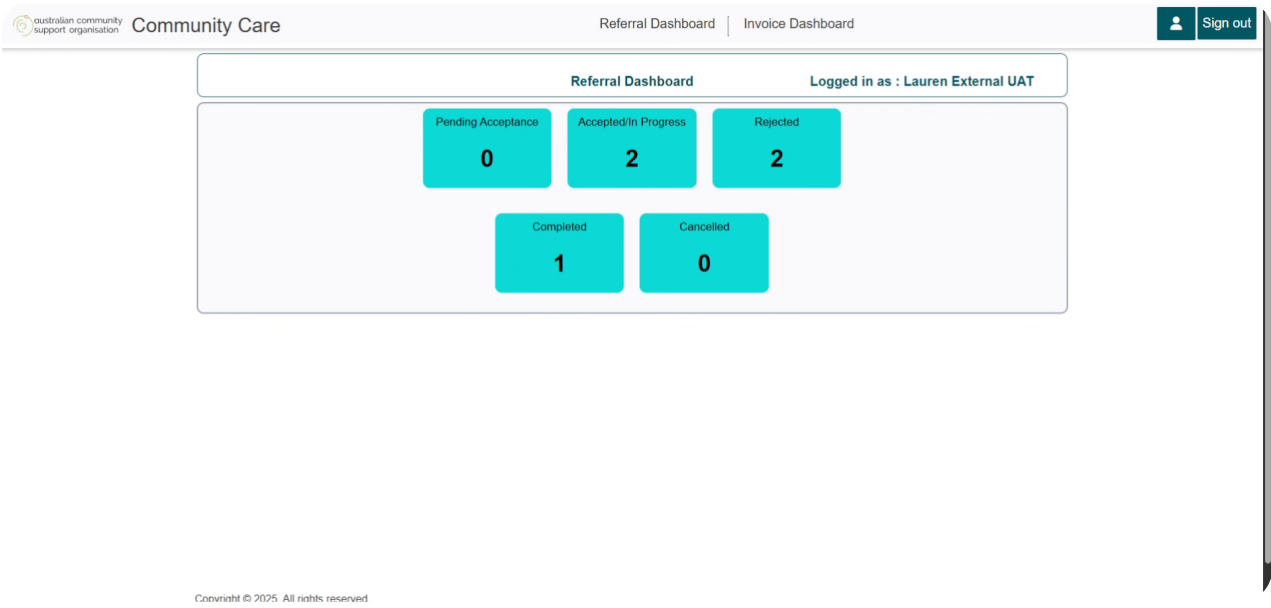
Community Care Portal: Share/Request Information via Workorder Timeline



This tutorial guides you through sharing information with and requesting information from ACSO using the Community Care treatment agency Portal. You will learn how to access in progress Workorders and communicate effectively via the Timeline.

01 Open Community Care Portal

To provide information on treatment in progress, or request additional information from ACSO; open the Community Care treatment agency Portal.



02 Access Accepted/In Progress Workorder

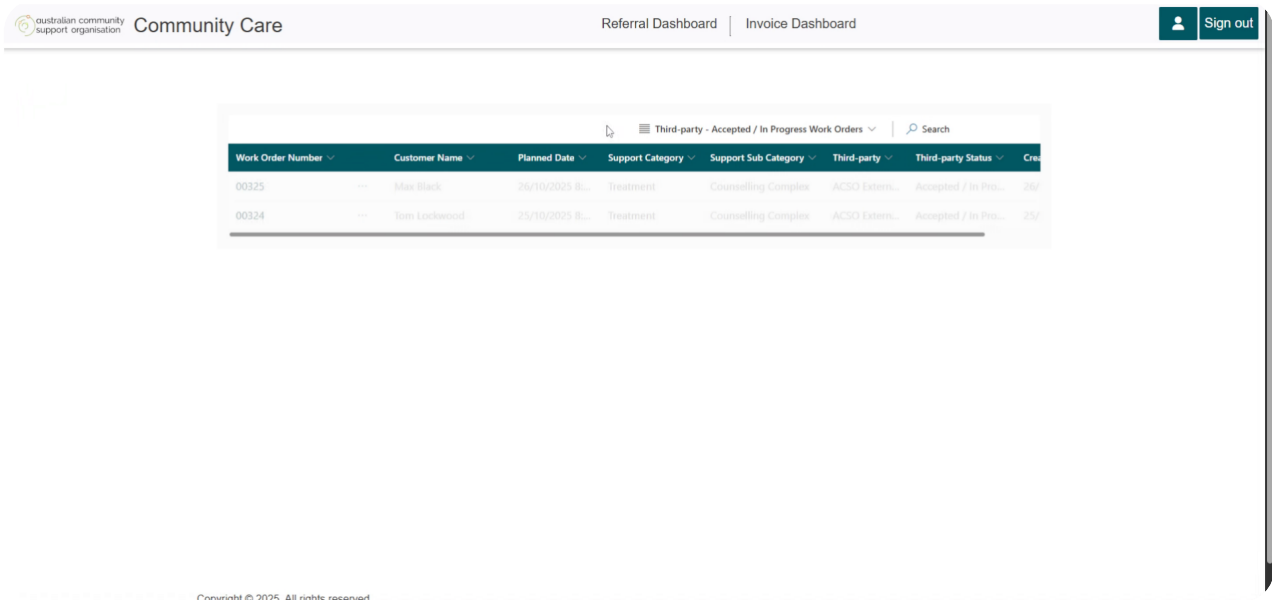
From your Referral Dashboard, click the "Accepted/In Progress" tile to view Workorders.





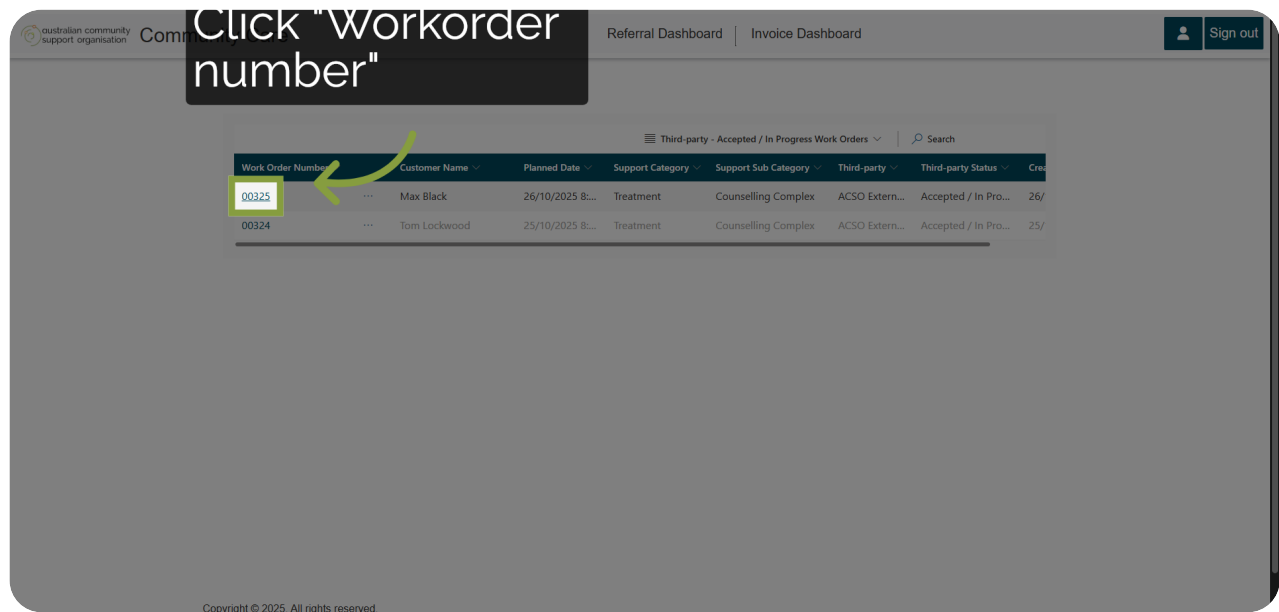
03 View Workorders List

This opens a list of all Workorders which have been accepted and where treatment is in progress or awaiting commencement.



04 Open Workorder File

Click on the Workorder number in the blue hyperlink to open the Workorder file.



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05 Review Workorder

The relevant Workorder will now open.

A screenshot of the "Community Care" portal interface. At the top, there's a header with the logo, "Community Care", and navigation links for "Referral Dashboard" and "Invoice Dashboard". A "Sign out" button is in the top right. Below the header, a user profile card shows a placeholder image and contact details: Contact Full Name (Max Black), Indigenous Status, Mobile Phone (0438 409 753), Work Order Number (00325), Preferred Name, Address (280 Thomas Street, Dandenong Victoria 3175, Australia), Other Phone, ACSO Identifier (2500368), Date of Birth, Email (cmstesting@acso.org.au), Status (Accepted / In Progress), Gender, and Country of Birth. Below this is a tabbed interface with "Details", "Work Items", "Documents", and "Timeline". The "Details" tab is active, showing fields for "Third-party" (ACSO External Services), "Agreement Funded Support" (Treatment - Counselling Standard - AOD Counselling Standard - Forensic), "Priority", "Support Category" (Treatment), and "Support Sub Category" (Counselling Complex). A "Special Instructions" box is also present. A "Complete" button is in the top right of the form area.

06 Click Timeline Tab

Click the "Timeline" tab to open the Timeline section of the Workorder.

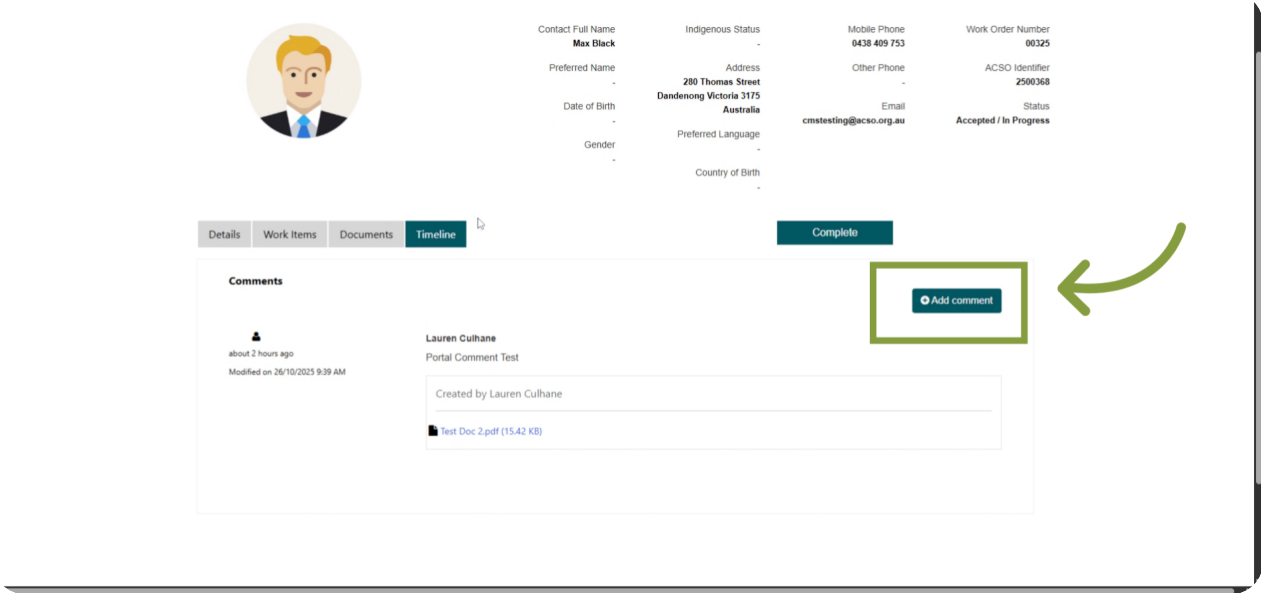
A screenshot of the "Community Care" portal interface, similar to the previous one, but with a green box highlighting the "Timeline" tab in the navigation bar. A green arrow points from the text "Click 'Timeline'" to the highlighted tab. The rest of the interface, including the user profile, form fields, and "Complete" button, remains the same.

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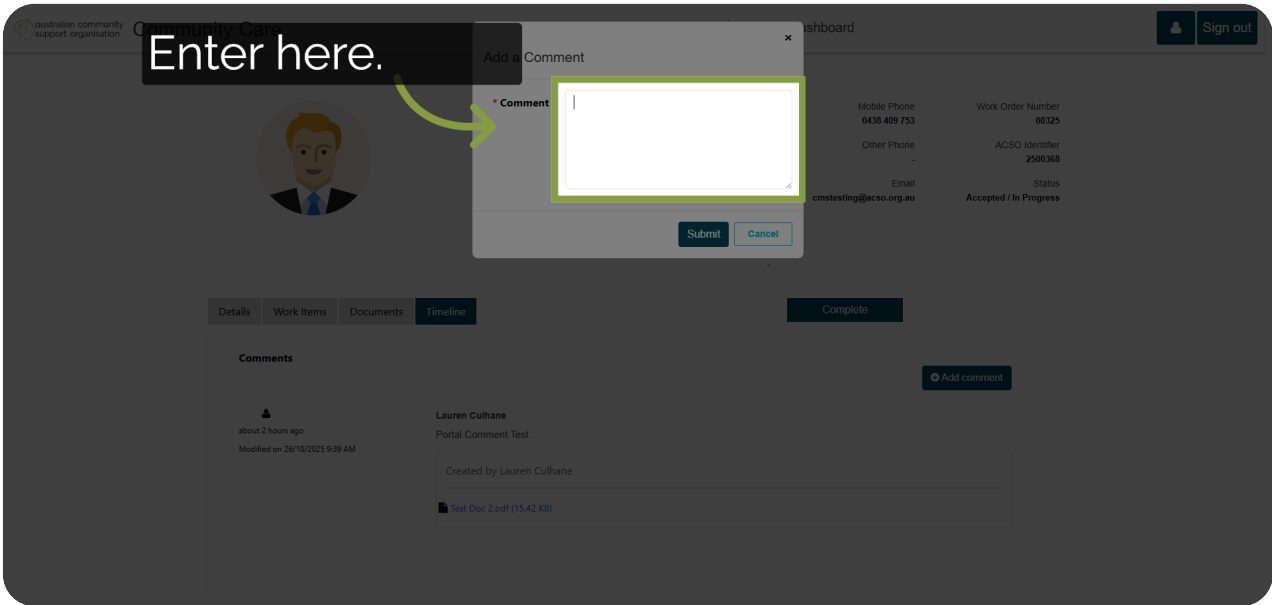
07 Add New Comment

To provide information to, or request information from ACSO, click the "Add Comment" button.



08 Enter Comment

Enter your communication into the "Comment" field.

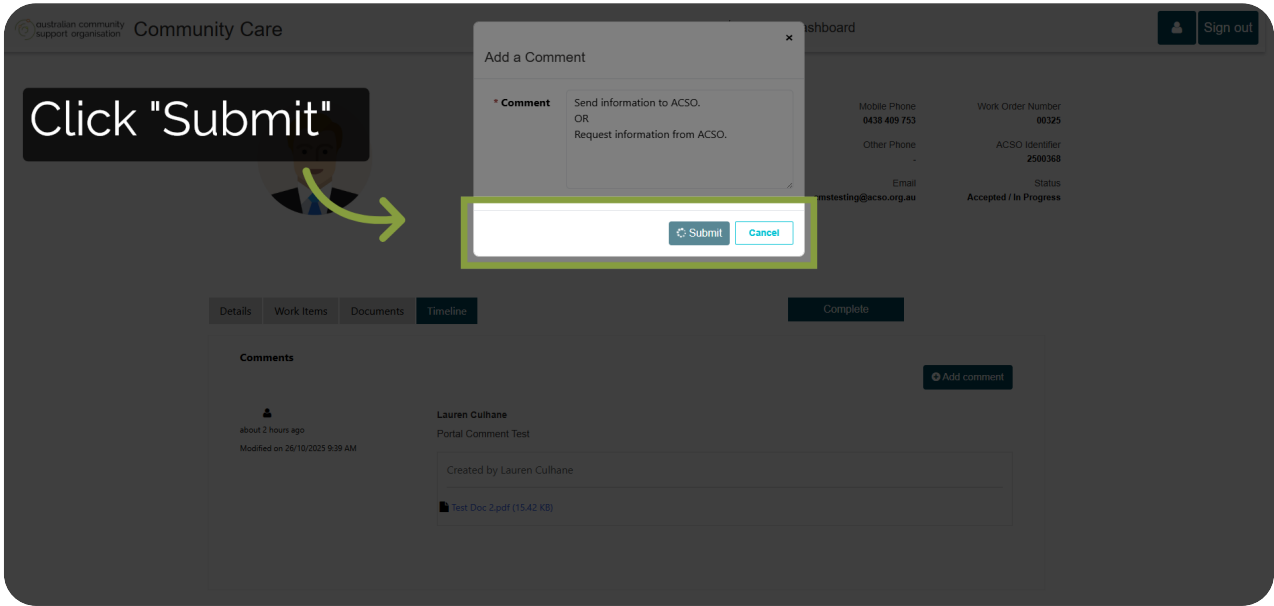


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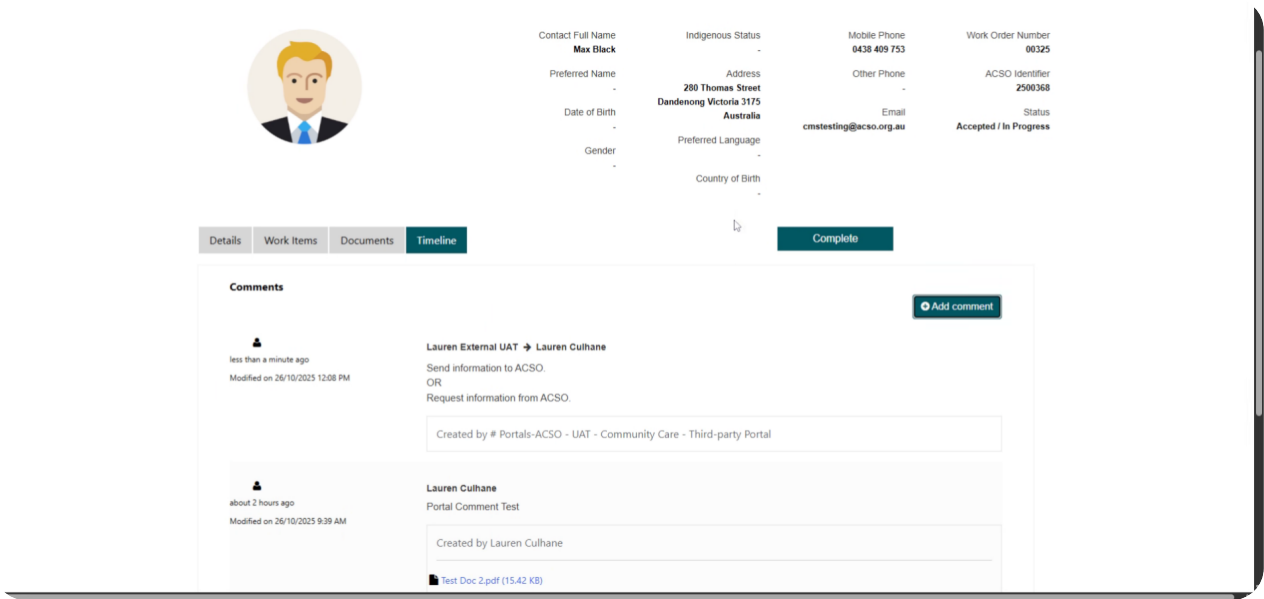
09 Click Submit Button

Click the "Submit" button to add your Comment to the Timeline.



10 Confirm Comment Added

Your Comment has now been entered onto the Timeline of the Workorder and will be received and viewable by ACSO.




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11 Await ACSO Response

Should a response be required by ACSO; a comment will be added to the Timeline by ACSO.



Contact Full Name
Max Black

Indigenous Status
-

Mobile Phone
0438 409 753

Work Order Number
00325

Preferred Name
-

Address
288 Thomas Street
Dandenong Victoria 3175
Australia

Other Phone
-

ACSO Identifier
2500368

Date of Birth
-

Preferred Language
-

Email
cmstesting@acso.org.au

Status
Accepted / In Progress

Gender
-

Country of Birth
-

Details

Work Items

Documents

Timeline

Complete

Comments

less than a minute ago

Modified on 26/10/2025 12:08 PM

Lauren External UAT → Lauren Culhane

Send information to ACSO.
OR
Request information from ACSO.

Created by # Portals-ACSO - UAT - Community Care - Third-party Portal

about 2 hours ago

Modified on 26/10/2025 9:39 AM

Lauren Culhane

Portal Comment Test

Created by Lauren Culhane

Test Doc 2.pdf (15.42 KB)

Add comment

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