

# 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.

A screenshot of the Community Care Referral Dashboard. The top navigation bar includes the ACSO logo, "Community Care", "Referral Dashboard", "Invoice Dashboard", a user profile icon, and "Sign out". The dashboard itself has a header "Referral Dashboard" and "Logged in as : Lauren External UAT". Below this are five teal-colored boxes with white text showing the count of workorders in different states: "Pending Acceptance" (0), "Accepted/In Progress" (2), "Rejected" (2), "Completed" (1), and "Cancelled" (0). At the bottom left, a small "Copyright © 2025 All rights reserved" notice is visible.

## 02 Access Accepted/In Progress Workorder

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

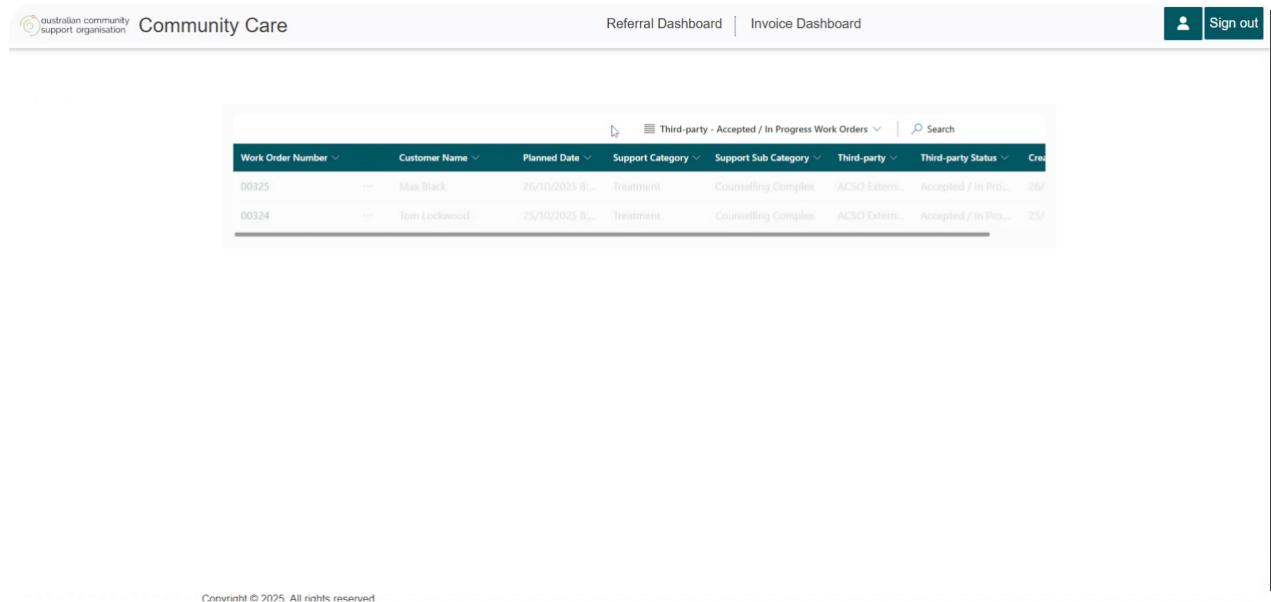
A screenshot of the Community Care Referral Dashboard, similar to the one above but with a large black box overlaid on the left side containing the text "Accepted/In Progress" tile". The "Accepted/In Progress" tile is highlighted with a yellow border and a yellow arrow points to it from the left. The rest of the dashboard, including the status counts for other workorder types, is visible.

## Workorder Timeline



### 03 View Workorders List

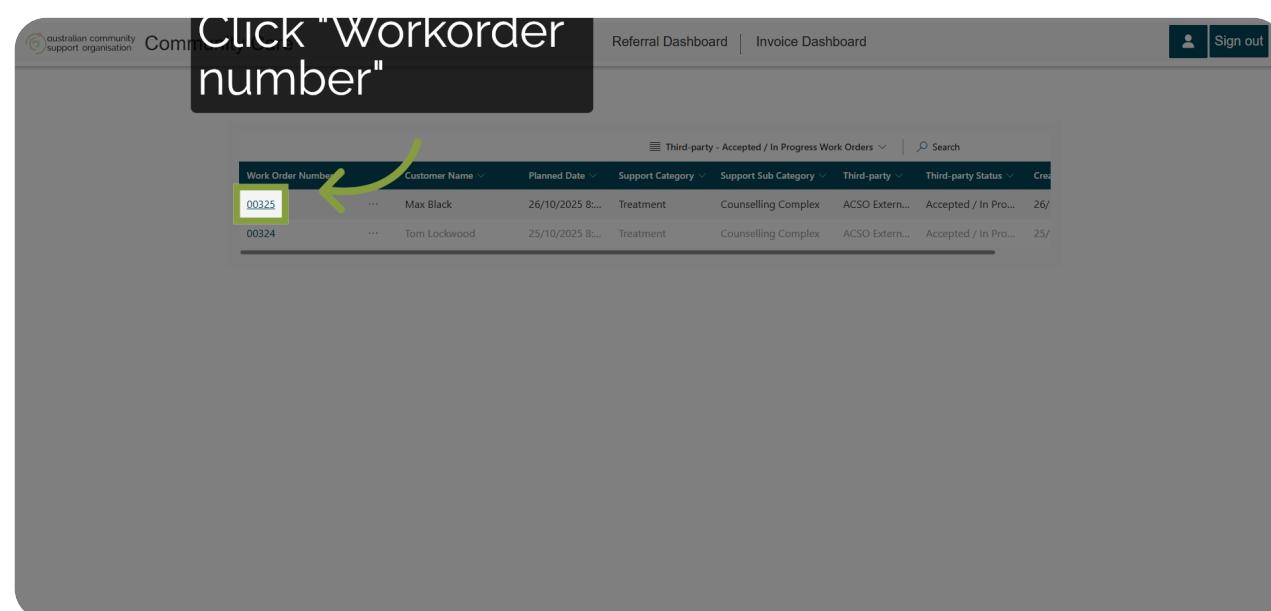
This opens a list of all Workorders which have been accepted and where treatment is in progress or awaiting commencement.



Work Order Number	Customer Name	Planned Date	Support Category	Support Sub Category	Third-party	Third-party Status	Create
00325	Max Black	26/10/2025 8:00 AM	Treatment	Counselling Complex	ACSO External...	Accepted / In Pro...	26/10/2025 8:00 AM
00324	Tom Lockwood	25/10/2025 8:00 AM	Treatment	Counselling Complex	ACSO External...	Accepted / In Pro...	25/10/2025 8:00 AM

### 04 Open Workorder File

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



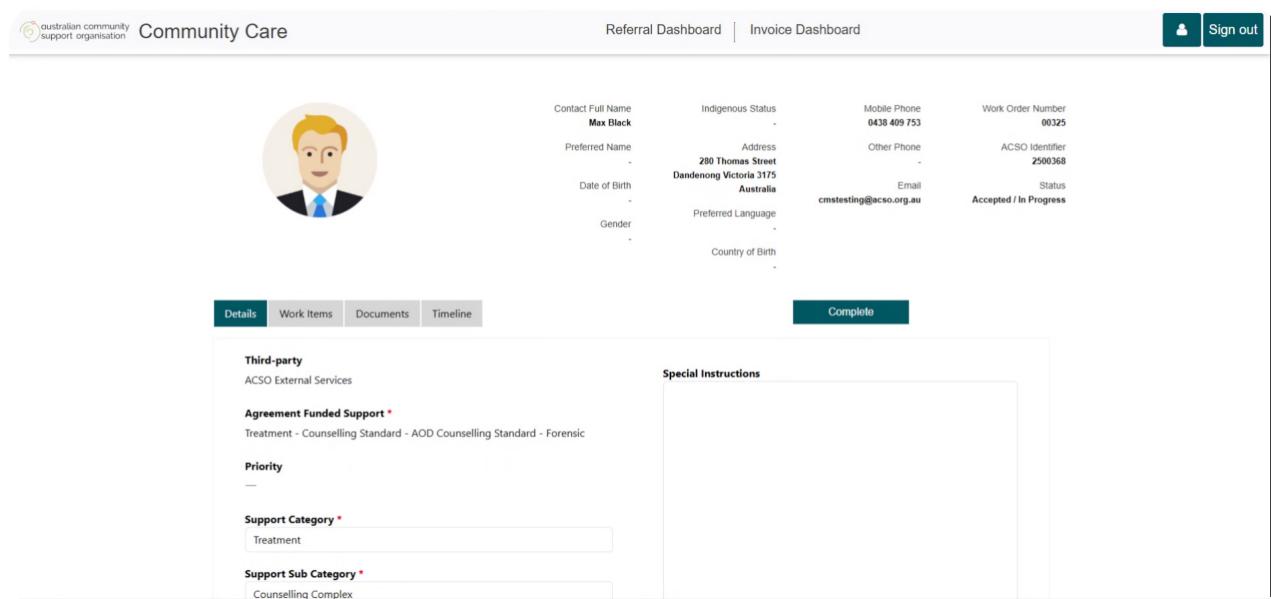
Work Order Number	Customer Name	Planned Date	Support Category	Support Sub Category	Third-party	Third-party Status	Create
00325	Max Black	26/10/2025 8:00 AM	Treatment	Counselling Complex	ACSO External...	Accepted / In Pro...	26/10/2025 8:00 AM
00324	Tom Lockwood	25/10/2025 8:00 AM	Treatment	Counselling Complex	ACSO External...	Accepted / In Pro...	25/10/2025 8:00 AM

## Workorder Timeline



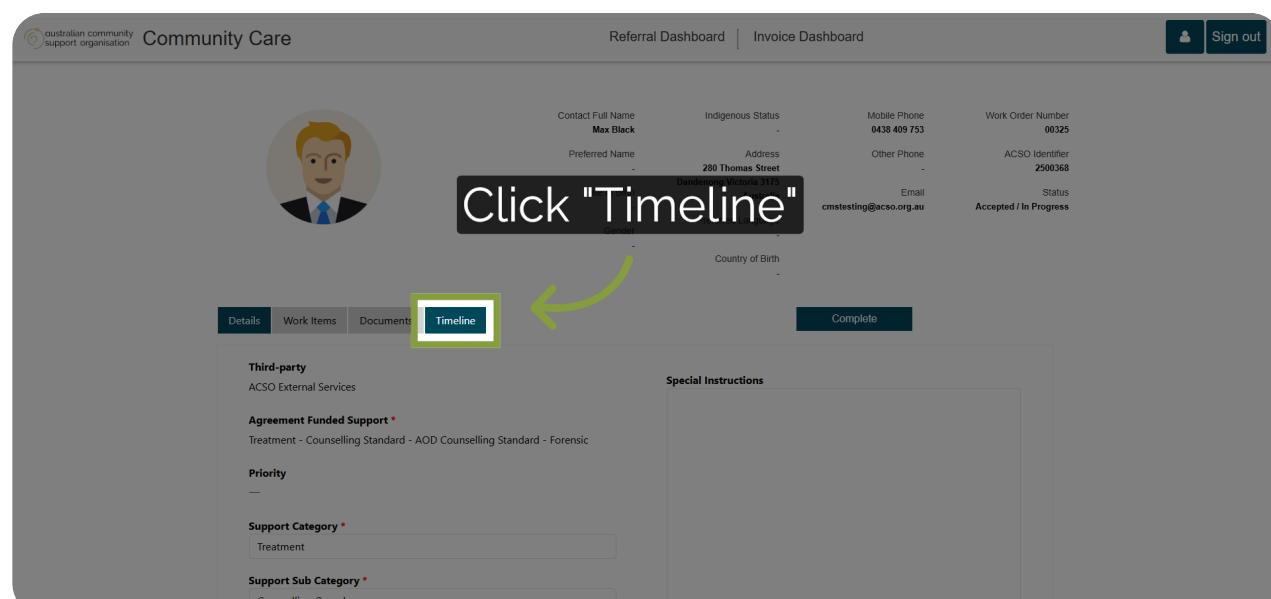
### 05 Review Workorder

The relevant Workorder will now open.

A screenshot of the Community Care Workorder Details page. At the top, there are navigation links: "Community Care", "Referral Dashboard", "Invoice Dashboard", and "Sign out". Below this is a contact profile for Max Black, including a placeholder image, and sections for "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" (250368), "Date of Birth", "Email" (cmtesting@acso.org.au), "Status" (Accepted / In Progress), "Gender", and "Preferred Language". The "Timeline" tab is highlighted in the navigation bar. The main content area shows "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" section is also present.

### 06 Click Timeline Tab

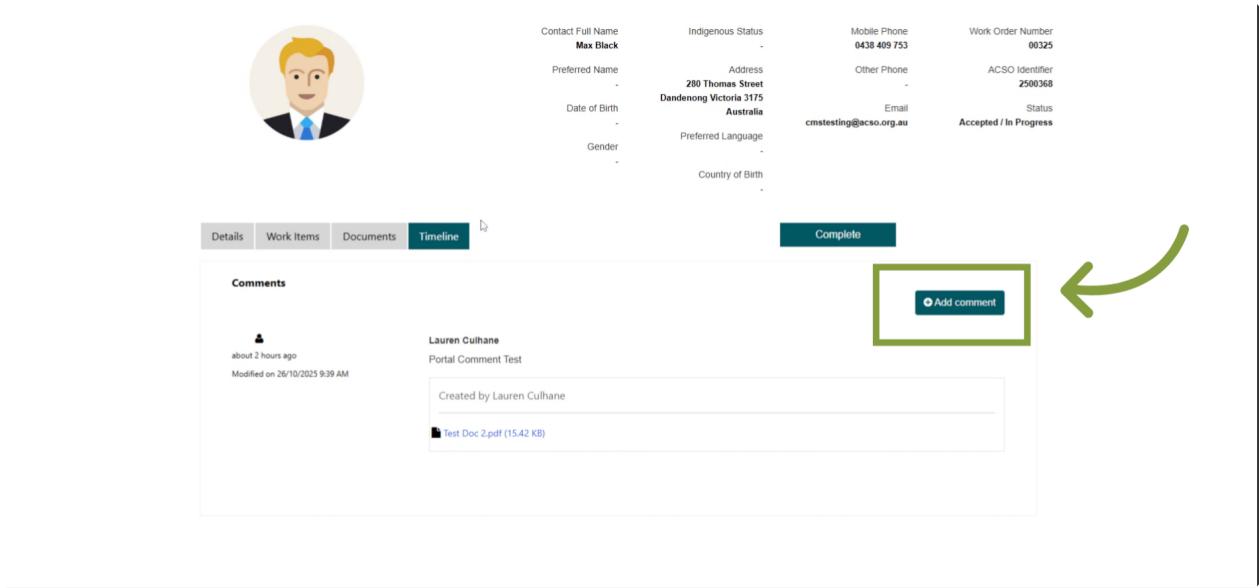
Click the "Timeline" tab to open the Timeline section of the Workorder.

A screenshot of the Community Care Workorder Timeline page. The page has a dark background with a large, semi-transparent watermark in the center that reads "Click 'Timeline'" in white. The navigation bar at the top is identical to the previous screenshot. The contact profile for Max Black is visible. The "Timeline" tab is highlighted in the navigation bar with a green box and a yellow arrow pointing to it. The main content area is mostly dark and illegible due to the watermark, but the "Timeline" tab is clearly marked.

## Workorder Timeline

### 07 Add New Comment

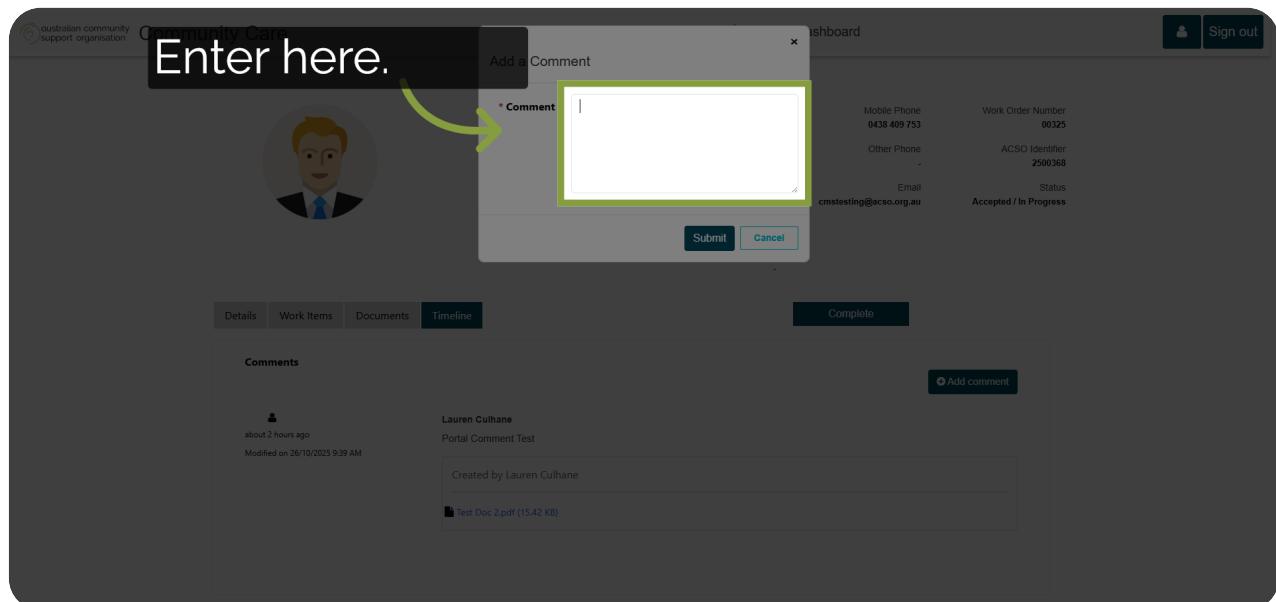
To provide information to, or request information from ACSO, click the "Add Comment" button.



The screenshot shows the 'Timeline' tab selected in the navigation bar. The 'Comments' section displays a comment from 'Lauren Culhane' with a link to 'Test Doc 2.pdf'. A green box highlights the 'Add comment' button, which is also indicated by a green arrow pointing to it from the left.

### 08 Enter Comment

Enter your communication into the "Comment" field.

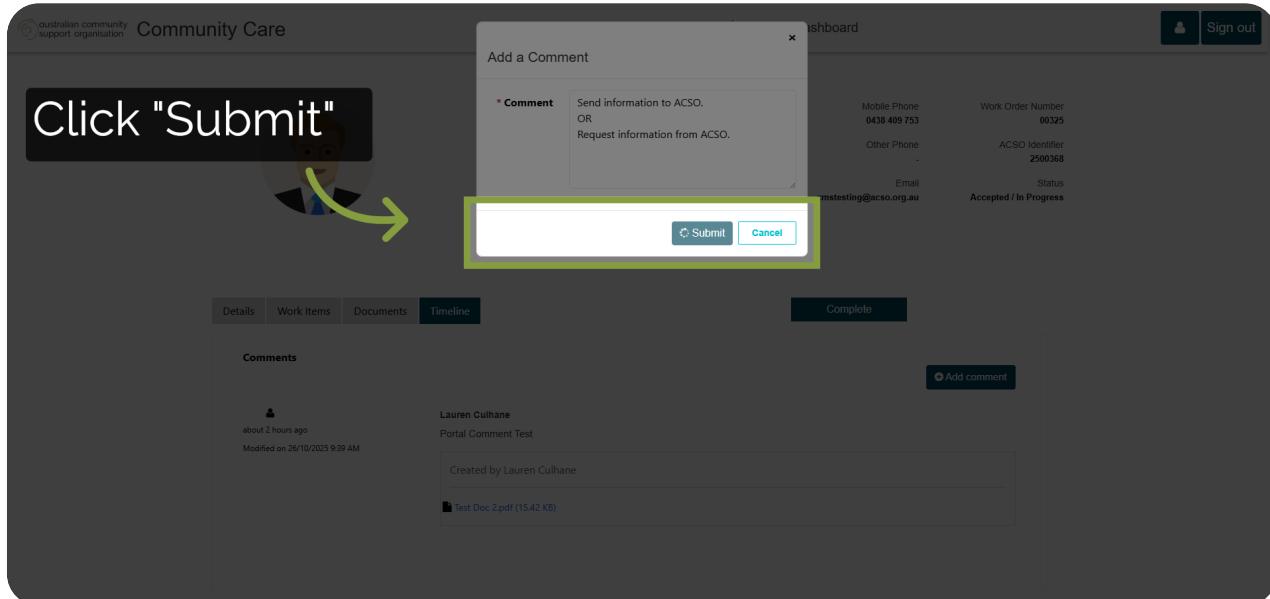


The screenshot shows the 'Add a Comment' modal open. The 'Comment' input field is highlighted with a green box and indicated by a green arrow pointing to it from the left. The modal also contains 'Submit' and 'Cancel' buttons.

## Workorder Timeline

### 09 Click Submit Button

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



Community Care

Add a Comment

Comment

Send information to ACSO.  
OR  
Request information from ACSO.

Submit Cancel

Mobile Phone 0438 409 753 Work Order Number 00325

Other Phone ACSO Identifier 2500368

Email cmstesting@acso.org.au Status Accepted / In Progress

Details Work Items Documents Timeline Complete

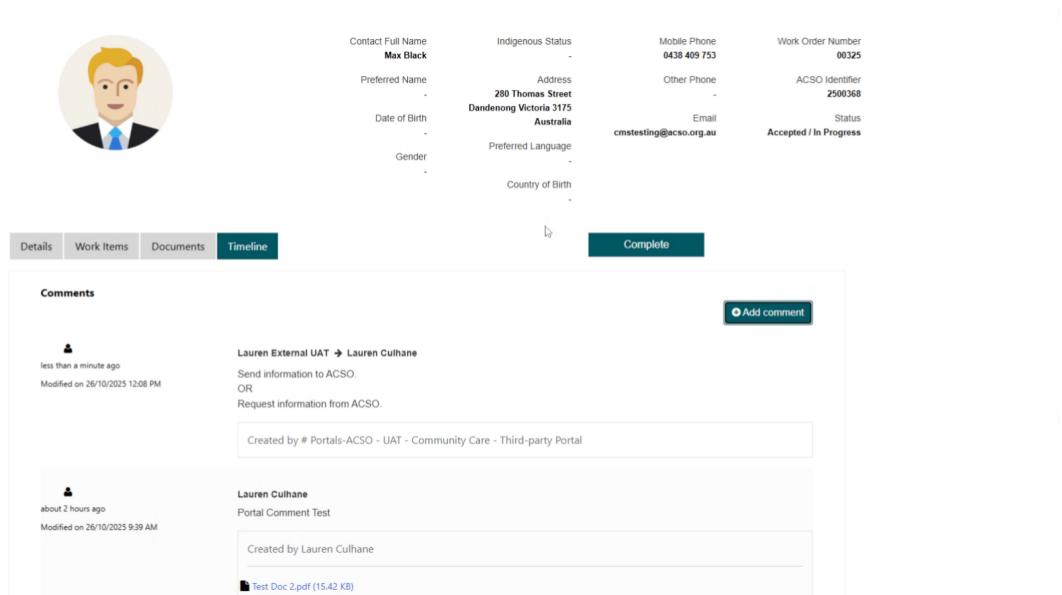
Comments

Lauren Culhane  
Portal Comment Test  
Created by Lauren Culhane  
Test Doc 2.pdf (15.42 KB)

Add comment

### 10 Confirm Comment Added

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



Contact Full Name Max Black Indigenous Status Mobile Phone 0438 409 753 Work Order Number 00325

Preferred Name Address Other Phone ACSO Identifier 2500368

Date of Birth Dandenong Victoria 3175 Australia Email cmstesting@acso.org.au Status Accepted / In Progress

Gender Preferred Language Country of Birth

Details Work Items Documents Timeline Complete

Comments

Lauren External UAT → Lauren Culhane  
Send information to ACSO.  
OR  
Request information from ACSO.

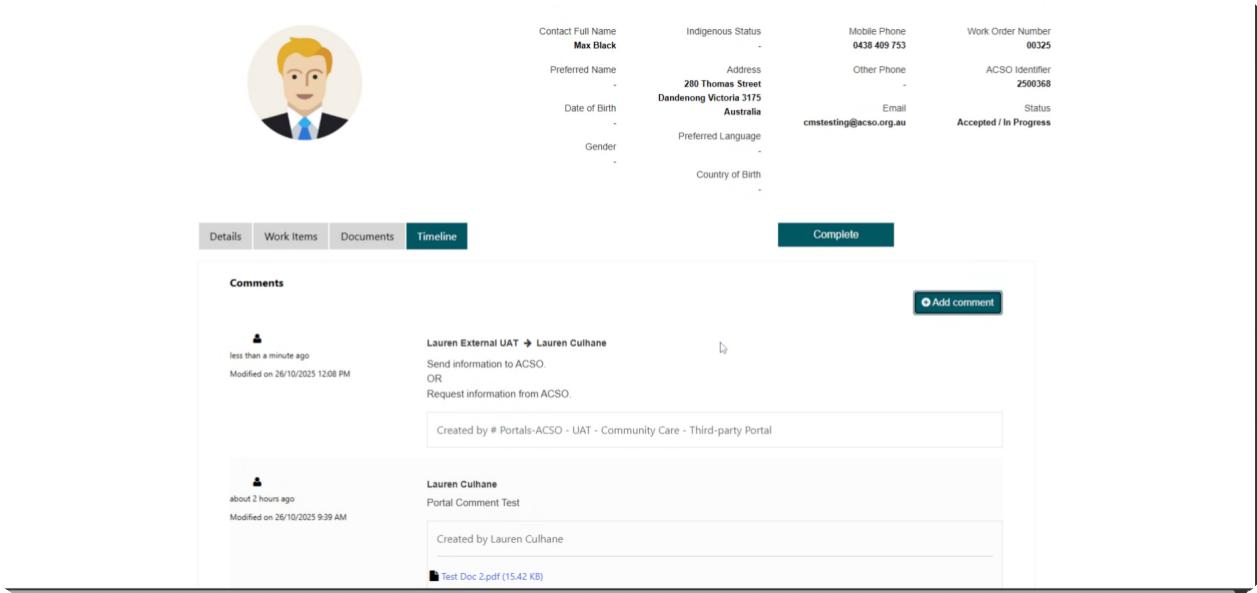
Created by # Portals-ACSO - UAT - Community Care - Third-party Portal

Lauren Culhane  
Portal Comment Test  
Created by Lauren Culhane  
Test Doc 2.pdf (15.42 KB)

Add comment

### 11 Await ACSO Response

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



The screenshot shows a workorder timeline. At the top, there is a contact profile for Max Black, including a photo, name, address, phone number, and email. Below the contact information is a timeline navigation bar with tabs: Details, Work Items, Documents, and Timeline. The Timeline tab is selected, showing two comments. The first comment is from Lauren External UAT, dated less than a minute ago, suggesting to send information to ACSO or request information from ACSO. The second comment is from Lauren Culhane, dated about 2 hours ago, stating 'Portal Comment Test'. A 'Complete' button is visible at the bottom of the timeline section.