

Community Care Portal: Treatment Concluded

This tutorial guides you through how to use the Community Care Portal to view the details of workorders, for clients for whom treatment has concluded. This includes clients who engaged in none, some, or all of their scheduled treatment sessions.



01 Referral Dashboard

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

A screenshot of the Community Care Portal's Referral Dashboard. The dashboard has a light grey header with the ACSO logo, the text "Community Care", "Referral Dashboard", and "Logged in as: Lauren ACSO Referrer". Below the header is a large rectangular box containing five teal-colored buttons with white text, representing the count of workorders in different states: "Pending Acceptance" (1), "Accepted/In Progress" (3), "Rejected" (1), "Completed" (1), and "Cancelled" (0). At the bottom of the dashboard box, there is a small copyright notice: "Copyright © 2025. All rights reserved".

02 Completed tile

To open and view the list of clients and their associated Workorders; for whom treatment has concluded, click the "Completed" tile in the Referral Dashboard.

A screenshot of the Community Care Portal's Referral Dashboard, similar to the one above but with a dark grey overlay. A large, semi-transparent black box with white text "Click 'Completed'" is positioned over the "Completed" button. A yellow arrow points from the text "Click 'Completed'" to the "Completed" button, which is highlighted with a green border. The other buttons ("Pending Acceptance", "Accepted/In Progress", "Rejected", and "Cancelled") are visible but not highlighted. The dark overlay covers the bottom half of the dashboard.

Community Care Portal: Treatment Concluded



03 Workorder Details

Within the list of Completed Workorders, you will have a high level view of: the clients names; the dates they were referred for treatment; which Treatment Agency they were referred to; and the type of treatment they were referred for. To review the details of a specific workorder, click the workorder number to open the file you wish to review.

A screenshot of a web-based application interface titled "Referral Dashboard". The top navigation bar includes the "australian community support organisation" logo, a user profile icon, and a "Sign out" button. The main content area displays a table of completed workorders. The table columns are: "Work Order...", "Customer Name", "Planned Date", "Support Category", "Support Sub Category", "Third-party", "Third-party Status", and "Created On". The first row in the table shows the workorder number 00578, the customer name Darcy Green, the planned date 07/11/2025 8:00:00, the support category Service Delivery, the support sub category Counselling Complex, the third-party ACSO External Services, the third-party status Completed, and the created on date 07/11/2025. A green arrow points from the text "Click 'Workorder####'" to the workorder number 00578 in the table.

04 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" section of the application. The top navigation bar includes the "australian community support organisation" logo, a user profile icon, and a "Sign out" button. The main content area shows a "Referral Dashboard". On the left, there is a circular profile picture of a person with blonde hair. Below the profile picture, there are tabs for "Details", "Work Items", "Documents", and "Timeline". The "Details" tab is currently selected. A large green box highlights the "Contact" section, which contains the following information: Contact Full Name (Darcy Green), Indigenous Status (checkbox), Mobile Phone (0438 409 753), Work Order Number (00578), Preferred Name (checkbox), Address (290 Thomas St, Dandenong Victoria 3175, Australia), Other Phone (checkbox), ACSO Identifier (2500921), Pronouns (They/Them), Date of Birth (21/05/1990), Preferred Language (checkbox), Gender (checkbox), Email (checkbox), Status (Completed), and Country of Birth (checkbox). Below the contact section, there are sections for "Third-party" (ACSO External Services), "Agreement Funded Support" (Service Delivery - COATS - 00461), "Priority" (checkbox), "Support Category" (Service Delivery), and "Support Sub Category" (Counselling Complex). There is also a "Special Instructions" section with the placeholder text "Special Instructions".

Community Care Portal: Treatment Concluded



05 Treatment Referral Information

In the "Details" of the workorder, you will find the Treatment Agency the client was referred to. As well as, the type of treatment they were referred for.

A screenshot of the Community Care Portal interface. At the top, there is a user profile picture of a man in a suit. To the right of the profile are the client's details: Preferred Name (Pronouns: They/Them), Date of Birth (21/05/1990), Gender, Address (280 Thomas St, Dandenong Victoria 3175, Australia), Other Phone, Email, ACSO Identifier (2500921), and Status (Completed). Below this, a "Treatment Agency" section is visible, showing "Treatment Type" (highlighted with a green box and a green arrow pointing to it). The "Treatment Type" section contains fields for "Third-party" (ACSO External Services), "Agreement Funded Support" (Service Delivery - COATS - 00461), "Priority" (blank), "Support Category" (Service Delivery), and "Support Sub Category" (Counselling Complex).

Preferred Name
Pronouns: They/Them
Date of Birth
21/05/1990
Gender
Address
280 Thomas St
Dandenong Victoria 3175
Australia
Other Phone
Email
ACSO Identifier
2500921
Status
Completed

Treatment Agency

Details Work Items Documents Timeline

Third-party
ACSO External Services

Agreement Funded Support *
Service Delivery - COATS - 00461

Priority

Support Category *
Service Delivery

Support Sub Category *
Counselling Complex

Treatment Type

06 Special Instructions

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

A screenshot of the Community Care Portal interface, similar to the previous one but with a larger "Special Instructions" section. The "Special Instructions" section is highlighted with a green box and a green arrow pointing to it. It contains the text "Special Instructions" and "Special Instructions".

Preferred Name
Pronouns: They/Them
Date of Birth
21/05/1990
Gender
Address
280 Thomas St
Dandenong Victoria 3175
Australia
Other Phone
Email
ACSO Identifier
2500921
Status
Completed

Details Work Items Documents Timeline

Third-party
ACSO External Services

Agreement Funded Support *
Service Delivery - COATS - 00461

Priority

Support Category *
Service Delivery

Support Sub Category *
Counselling Complex

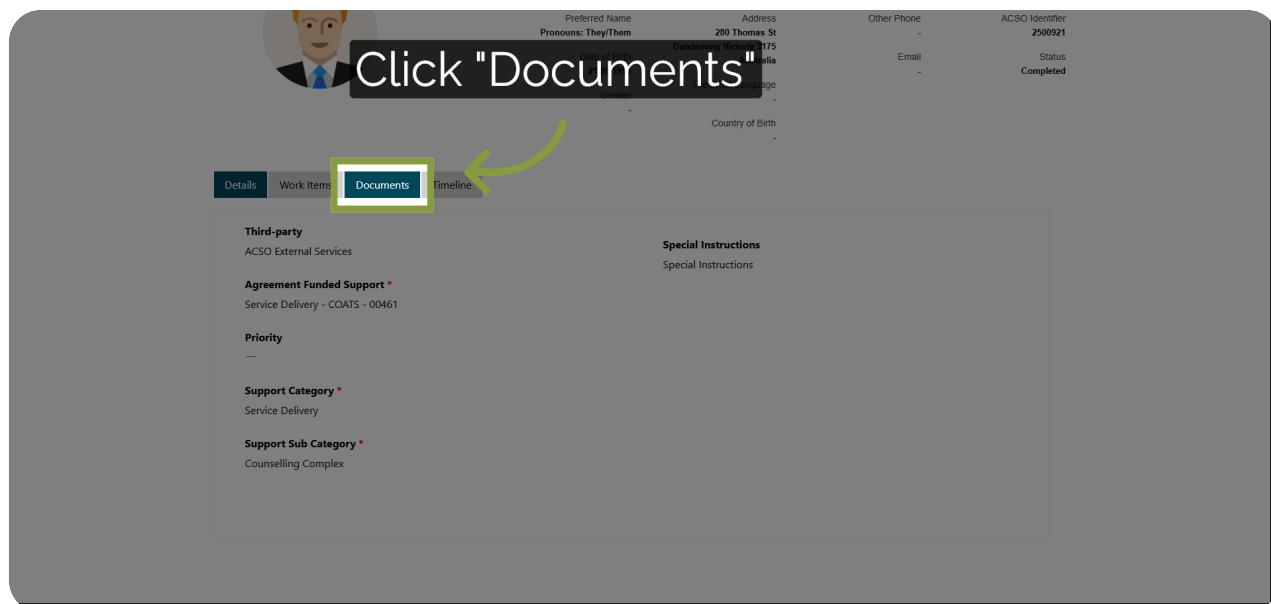
Special Instructions
Special Instructions

Community Care Portal: Treatment Concluded



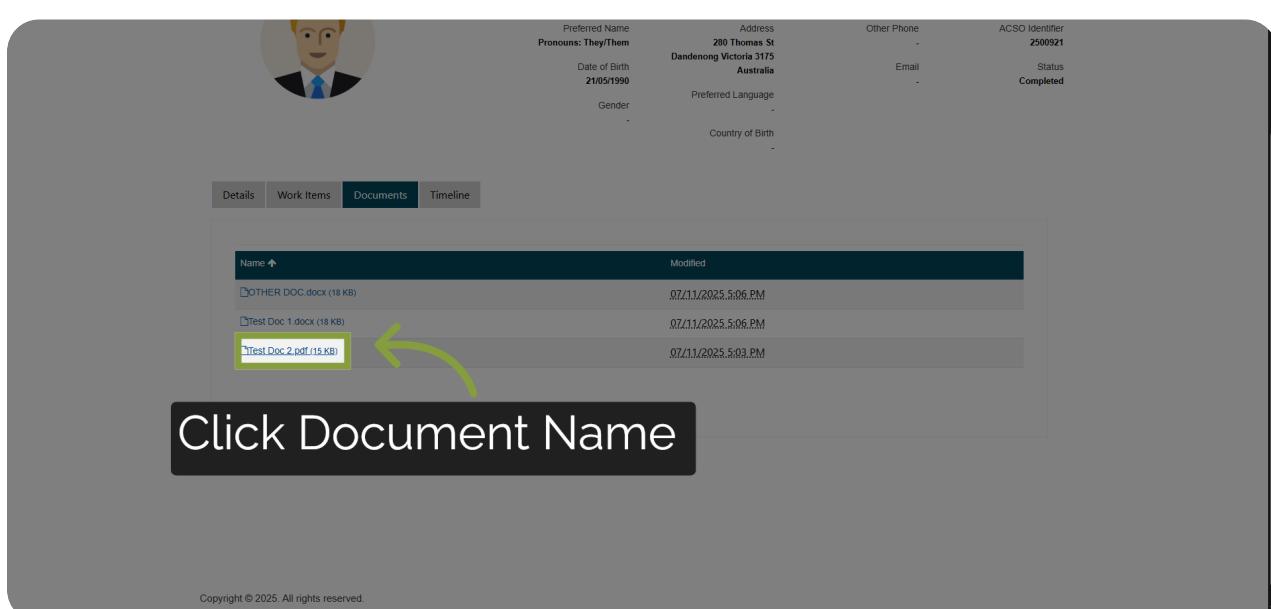
07 Documents

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



08 Open Specific Document

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



Community Care Portal: Treatment Concluded



09 Timeline

Click "Timeline" to see the chronological history of information, commentary and communication; shared between ACSO and the Treatment Agency regarding the workorder.

A screenshot of a web-based application interface. At the top, there is a header with a user profile picture, contact information (Preferred Name: They/Them, Address: 280 Thomas St, Dandenong Victoria 3175), and system details (ACSO Identifier: 2500921, Status: Completed). Below the header, a large button in the center says "Click 'Timeline'". Below this button, there is a navigation bar with tabs: Details, Work Items, Documents, and Timeline. The Timeline tab is highlighted with a green box and a yellow arrow points to it from the left. Under the Timeline tab, there is a table showing document attachments. The table has two columns: "Name" and "Modified". The attachments listed are: "OTHER DOC.docx (18 KB)" modified on 07/11/2025 5:06 PM, "Test Doc 1.docx (18 KB)" modified on 07/11/2025 5:06 PM, and "Test Doc 2.pdf (15 KB)" modified on 07/11/2025 5:03 PM. At the bottom of the page, there is a copyright notice: "Copyright © 2025. All rights reserved.".

10 Portal Comments Timeline

Review the Portal Comments, to view information shared or requested; as well as any attached files. When multiple comments have been added to a workorder timeline; they will appear in chronological order; with the newest comments appearing at the top of the list.

A screenshot of a web-based application interface showing the "Comments" section of a workorder. The comments are listed in chronological order from top to bottom. The first comment is from "Lauren External UAT" to "Lauren Culhane", stating "Client attended first appointment 07/11/2025". The second comment is from "Lauren Culhane" to "Lauren External UAT", requesting confirmation of the appointment. The third comment is from "Lauren External UAT" to "Lauren Culhane", confirming the appointment. The fourth comment is from "Lauren Culhane" to "Lauren External UAT", providing "Referral Details". In the fourth comment, there is an attachment box containing a file named "Test Doc 2.pdf (15.42 KB)". The entire "Comments" section is highlighted with a green box.

Community Care Portal: Treatment Concluded



11 Work Items

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

A screenshot of the "Work Items" view in the Community Care Portal. The top navigation bar has tabs for "Details", "Work Items" (which is highlighted with a green box and a green arrow pointing to it), "Documents", and "Timeline". Below the tabs is a "Comments" section. The main content area shows a list of work items with details like "Modified" date and "Created by". A large green box highlights the first item in the list, with the text "Click 'Work Items'" overlaid. The item details include "Lauren External UAT → Lauren Culhane", "First Appointment Scheduled for 07/11/2025", and a file attachment "Test Doc 2.pdf (15.42 KB)".

12 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" view in the Community Care Portal. The top navigation bar has tabs for "Details", "Work Items" (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 for "Product", "Billing Reason", "Quantity", "Duration", and "Created On". The first row shows "AOD Missed Appointment - Forensic" as the product, "Did Not Attend" as the billing reason, a quantity of 2, a duration of 07/11/2025 5:05 PM, and a created on date of 07/11/2025 5:05 PM. The second row shows "Counselling Complex - Forensic" as the product, "Completed" as the billing reason, a quantity of 4, a duration of 07/11/2025 5:05 PM, and a created on date of 07/11/2025 5:05 PM. Three green arrows point from callout boxes at the bottom to specific columns in the table: "Treatment Session Type" points to the "Product" column, "Sessions Attendance" points to the "Billing Reason" column, and "Number of Treatment Sessions" points to the "Quantity" column.