

Community Care Portal: Rejected Referrals



This tutorial guides you through accessing and reviewing rejected workorders within the Community Care Portal. You will be able to review the workorders sent by ACSO to the Treatment Agency; and review the reason a workorder has been rejected by the agency.

Note: ACSO will monitor for rejected workorders & reissue as required.

01 Referral Dashboard

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

A screenshot of the 'Referral Dashboard' from the 'Community Care' portal. 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 white content area with a grid of five teal-colored boxes. The boxes are labeled with their respective 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

02 Rejected tile

To open and view the list of clients and their associated rejected Workorders; click the "Rejected" tile in the Referral Dashboard.

A screenshot of the 'Referral Dashboard' with a callout box and arrow. The callout box is black with white text and points to the 'Rejected' tile. The text inside the callout box says 'Click "Rejected"'. The 'Rejected' tile is highlighted with a green border. The rest of the dashboard and its data are dimmed.

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

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03 Rejected Workorders List

Within the list of rejected 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.

The screenshot shows a table with the following columns: Work Order..., Customer Name, Planned Date, Support Category, Support Sub Category, Third-party, Third-party Status, and Created On. The first row is highlighted with a green background. The columns are labeled with arrows pointing to their respective meanings:

- Customer Name:** Points to the 'Customer Name' column, which contains 'Jake Cunningham'.
- Planned Date:** Points to the 'Planned Date' column, which contains '08/11/2025 8:00:00'.
- Support Category:** Points to the 'Support Category' column, which contains 'Service Delivery'.
- Support Sub Category:** Points to the 'Support Sub Category' column, which contains 'Counselling Complex'.
- Third-party:** Points to the 'Third-party' column, which contains 'ACSO External'.
- Third-party Status:** Points to the 'Third-party Status' column, which contains 'Rejected'.
- Created On:** Points to the 'Created On' column, which contains '08/11/2025 8:00:00'.

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04 Workorder Details

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

The screenshot shows a table with the same columns as the previous page. A green arrow points to the 'Work Order...' column, which contains '00579'. A callout box with a black border and white text contains the text 'Click "Workorder ####"'.

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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 is a navigation bar with the ACSO logo, the text "Community Care", "Referral Dashboard", and "Sign out". Below the navigation bar, there is a profile picture of a man in a suit. To the right of the profile picture, a box contains basic client information: Contact Full Name (Jake Cunningham), Indigenous Status (not applicable), Mobile Phone (0438 409 753), Work Order Number (00579); Preferred Name (not applicable), Address (280 Thomas Street, Dandenong Victoria 3175, Australia), Other Phone (not applicable), ACSO Identifier (2500922); Date of Birth (not applicable), Preferred Language (not applicable), Email (cmstesting@acso.org.au); Gender (not applicable), Country of Birth (not applicable), Status (Rejected). Below this box, 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 - 00463), "Priority" (not applicable), "Support Category" (Service Delivery), "Support Sub Category" (Counselling Complex), and "Special Instructions" (not applicable). There is also a "Rejection Reason" section with the text: "This client resides out of out catchment and not eligible for treatment through this agency.".

06 Rejection Reason

In the "Details" you will find the Rejection Reason supplied by the Treatment Agency when the workorder was rejected.

A screenshot of the Community Care Portal, similar to the previous one but with a green arrow pointing to the "Details" tab and several yellow exclamation marks pointing to the "Rejection Reason" section. The "Rejection Reason" section contains the text: "This client resides out of out catchment and not eligible for treatment through this agency.".