

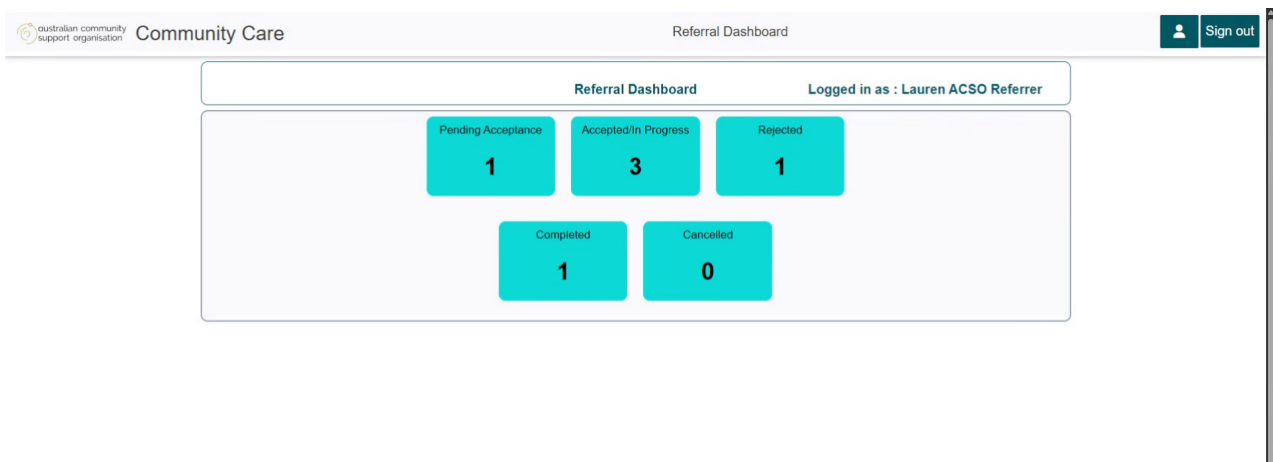
# Community Care Portal: Rejected Referrals

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.

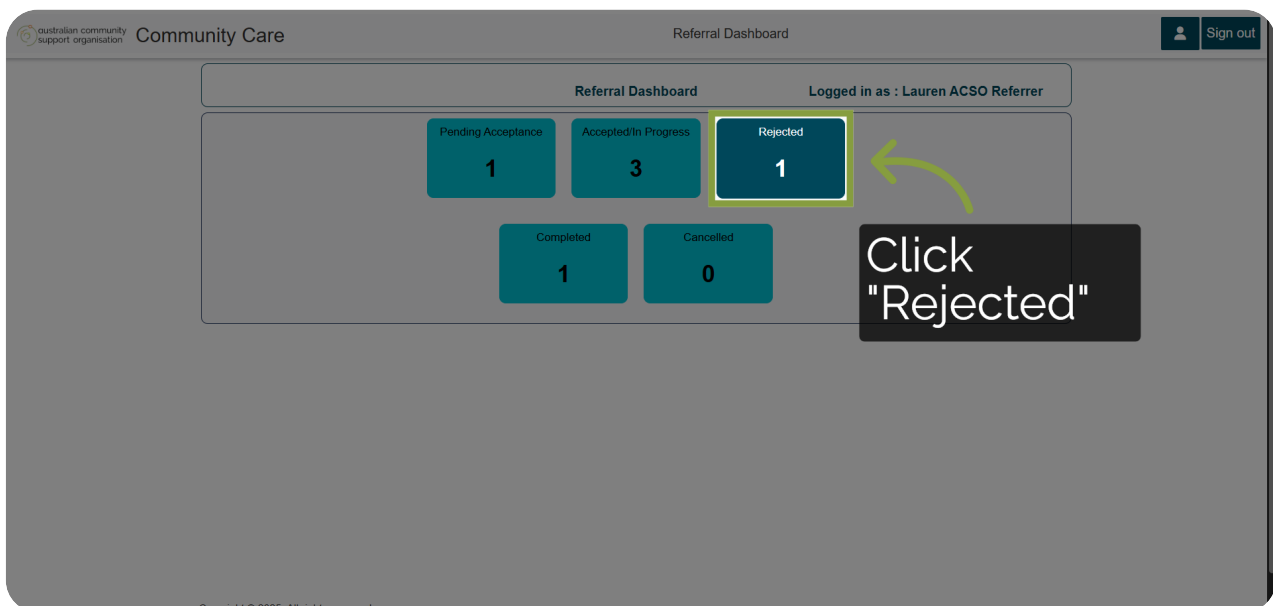
## 01 Referral Dashboard

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



## 02 Rejected tile

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



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# Community Care Portal: Rejected Referrals



## 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.

australian community support organisation

Community Care

Referral Dashboard

Sign out

Third-party - Rejected Work Orders

Search

Work Order...	Customer Name	Planned Date	Support Category	Support Sub Category	Third-party	Third-party Status	Created On
00579	Jake Cunningham	08/11/2025 8...	Service Delivery	Counselling Complex	ACSO Extern...	Rejected	08/11/202...

Client

Referral Date

Treatment Type

Treatment Agency

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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.

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Referral Dashboard

Sign out

Third-party - Rejected Work Orders

Search

Work Order...	Customer Name	Planned Date	Support Category	Support Sub Category	Third-party	Third-party Status	Created On
00579	Jake Cunningham	08/11/2025 8...	Service Delivery	Counselling Complex	ACSO Extern...	Rejected	08/11/202...

Click "Workorder ###"

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# Community Care Portal: Rejected Referrals



## 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's "Referral Dashboard". The dashboard displays a client profile for "Jake Cunningham". On the left is a circular profile picture of a man. To the right is a table of client details. Below the table are tabs for "Details", "Work Items", "Documents", and "Timeline". The "Details" tab is active, showing sections for "Third-party", "Agreement Funded Support", "Priority", "Support Category", "Support Sub Category", "Special Instructions", and "Rejection Reason".

Contact Full Name <b>Jake Cunningham</b>	Indigenous Status -	Mobile Phone <b>0438 409 753</b>	Work Order Number <b>00579</b>
Preferred Name -	Address <b>280 Thomas Street Dandenong Victoria 3175 Australia</b>	Other Phone -	ACSO Identifier <b>2500922</b>
Date of Birth -	Preferred Language -	Email <b>cmtesting@acso.org.au</b>	Status <b>Rejected</b>
Gender -	Country of Birth -		

**Third-party**  
ACSO External Services

**Agreement Funded Support \***  
Service Delivery - COATS - 00463

**Priority**  
-

**Support Category \***  
Service Delivery

**Support Sub Category \***  
Counselling Complex

**Special Instructions**  
-

**Rejection Reason**  
This client resides out of out catchment and not eligible for treatment

## 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's "Referral Dashboard" with a focus on the "Rejection Reason". A green arrow points to the "Details" tab, which is highlighted with a green border. The "Rejection Reason" section is also highlighted with a green border and orange dashed lines. The "Rejection Reason" text is: "This client resides out of out catchment and not eligible for treatment though this agency."

**Details** | Work Items | Documents | Timeline

**Rejection Reason**  
This client resides out of out catchment and not eligible for treatment though this agency.