

Community Care Portal: Capture Treatment Details and Attendance



This tutorial guides you through capturing treatment session details and attendance for workorders in the Community Care Portal. You will learn how to navigate the portal to accurately record session information.

01 Open the Portal

To capture treatment details and attendance on Accepted / In Progress workorders where treatment is being provided to a client, log into the Community Care Portal

A screenshot of the Community Care Portal's Referral Dashboard. The dashboard has a header with the logo, "Community Care", "Referral Dashboard" and "Invoice Dashboard" buttons, and a "Sign out" button. The main area shows five status categories with counts: "Pending Acceptance" (5), "Accepted/In Progress" (3, highlighted in dark blue), "Rejected" (1), "Completed" (5), and "Cancelled" (0).

Status	Count
Pending Acceptance	5
Accepted/In Progress	3
Rejected	1
Completed	5
Cancelled	0

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02 Access Accepted/In Progress Tile

From the "Referral Dashboard" navigate to the Accepted / In Progress tile.

A screenshot of the Community Care Portal's Referral Dashboard, similar to the previous one but with a mouse cursor hovering over the "Accepted/In Progress" button, which is now highlighted in dark blue. The other status buttons ("Pending Acceptance", "Rejected", "Completed", "Cancelled") are in their original light blue color.

Status	Count
Pending Acceptance	5
Accepted/In Progress	3
Rejected	1
Completed	5
Cancelled	0

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03 Select Accepted/In Progress Work Orders

Click "Accepted/In Progress"

A screenshot of the Referral Dashboard. At the top, a banner says "Click 'Accepted/In Progress'". Below it, a grid shows the count of work orders in different statuses: Pending Acceptance (3), Accepted/In Progress (3, highlighted with a yellow box and a green arrow pointing to it), Rejected (1), Completed (5), and Cancelled (0).

Status	Count
Pending Acceptance	3
Accepted/In Progress	3
Rejected	1
Completed	5
Cancelled	0

04 Choose Work Order to Update

Select the workorder you wish to update from the list.

A screenshot of the "Third-party - Accepted / In Progress Work Orders" list. The table has columns: Work Order..., Customer Name, Planned Date, Sup..., Support Sub Category, Third-party, Third-party Status, and Created On. Two rows are visible: one for Jason Hayes (Work Order 00571) and one for Liam Gallagher (Work Order 00392).

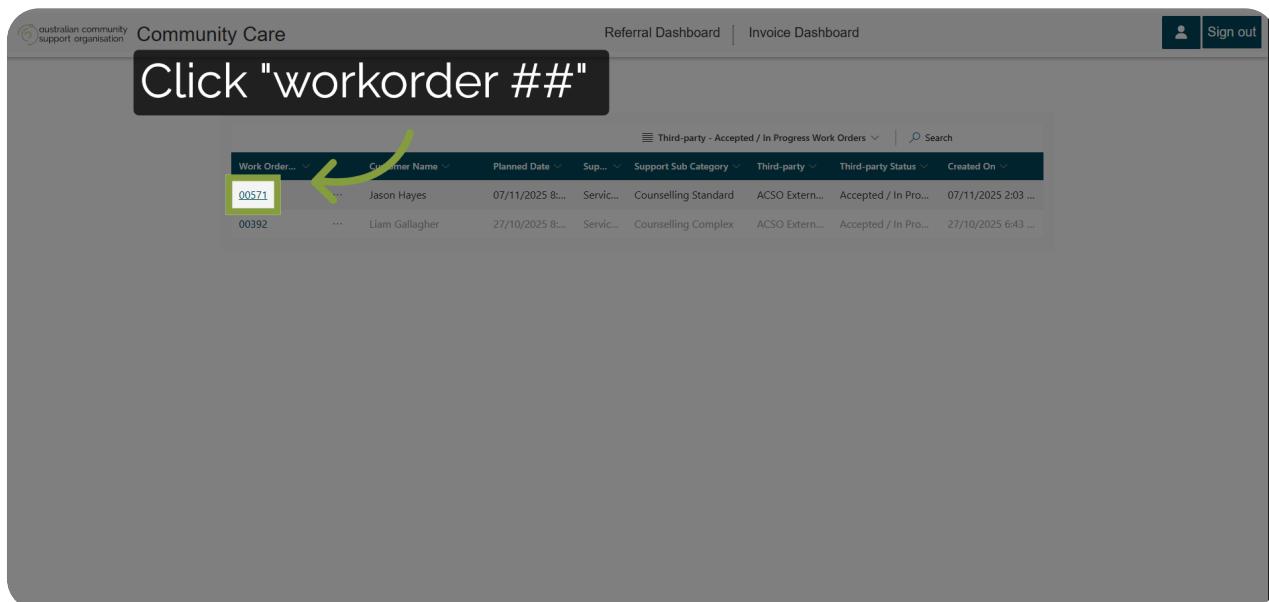
Work Order...	Customer Name	Planned Date	Sup...	Support Sub Category	Third-party	Third-party Status	Created On
00571	...	Jason Hayes	07/11/2025 8...	Service...	Counselling Standard	ACSO Extern...	Accepted / In Pro... 07/11/2025 2:03 ...
00392	...	Liam Gallagher	27/10/2025 8...	Service...	Counselling Complex	ACSO Extern...	Accepted / In Pro... 27/10/2025 6:43 ...

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05 Click Work Order Number

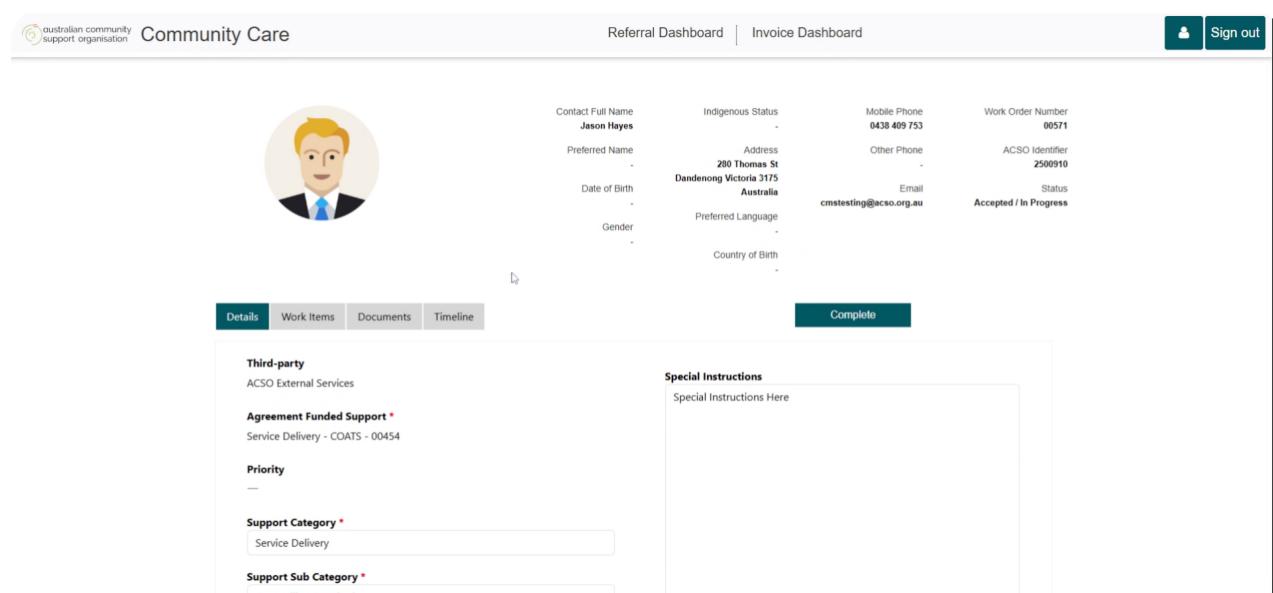
Click the workorder number, hyperlink, to open the workorder record.



The screenshot shows a list of work orders. The first work order, with the number 00571, is highlighted with a green box and a green arrow pointing to it. The list includes columns for Work Order#, Customer Name, Planned Date, Support Sub Category, Third-party, Third-party Status, and Created On. The customer names listed are Jason Hayes and Liam Gallagher.

06 Locate Work Items Tab

To capture the treatment details and sessions attended or non attended navigate to the "Work Items" tab.



The screenshot shows the 'Work Items' tab for work order 00571. The tab is highlighted with a green box and a green arrow pointing to it. The page displays contact information for Jason Hayes, including address, phone numbers, and email. Below the contact information, there are sections for 'Third-party', 'Agreement Funded Support', 'Priority', 'Support Category', and 'Support Sub Category'. A 'Special Instructions' section is also present. At the bottom right, there is a 'Complete' button.

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07 Open Work Items Tab

Click "Work Items"

A screenshot of the Community Care Portal. At the top, there is a navigation bar with the 'Community Care' logo, 'Referral Dashboard', 'Invoice Dashboard', and a 'Sign out' button. The main content area shows a contact profile for 'Jason Hayes' with various details like address, phone numbers, and email. Below the profile, there is a section for 'Work Items' with tabs for 'Details', 'Work Items' (which is highlighted with a green box and a green arrow pointing to it), 'Documents', and 'Timeline'. A large black box with the text 'Click "Work Items"' is overlaid on the 'Work Items' tab. On the right side, there is a 'Special Instructions' section with a text input field containing 'Special Instructions Here'. A 'Complete' button is located at the bottom right of the main content area.

08 Initiate New Work Item Capture

To commence the capture of treatment sessions, attended, create a new work item record.

A screenshot of the Community Care Portal. The layout is similar to the previous screenshot, with the 'Community Care' logo, 'Referral Dashboard', 'Invoice Dashboard', and 'Sign out' button at the top. The contact profile for 'Jason Hayes' is shown. The 'Work Items' tab is selected, indicated by a green box and a green arrow. A 'Create' button is visible on the right side of the 'Work Items' section. Below the tabs, there is a table header for 'Active Work Items' with columns for 'Product', 'Billing Reason', 'Quantity', 'Duration', and 'Created On'. A message at the bottom of the table area says 'There are no records to display.'

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09 Click Create Button

Click "Create"

A screenshot of the Community Care Portal. At the top, there are navigation links: 'Referral Dashboard' and 'Invoice Dashboard'. On the right, there is a 'Sign out' button. The main area shows a contact profile for 'Jason Hayes' with details like address, phone numbers, and email. Below the profile, a large button with the text 'Click "Create"' is overlaid. In the bottom right corner of the main interface, there is a 'Create' button, which is highlighted with a green arrow pointing to it. The 'Work Items' tab is selected in the navigation bar.

10 Prepare to Record Attended Sessions

To record attended sessions, select the treatment session type from the Product list.

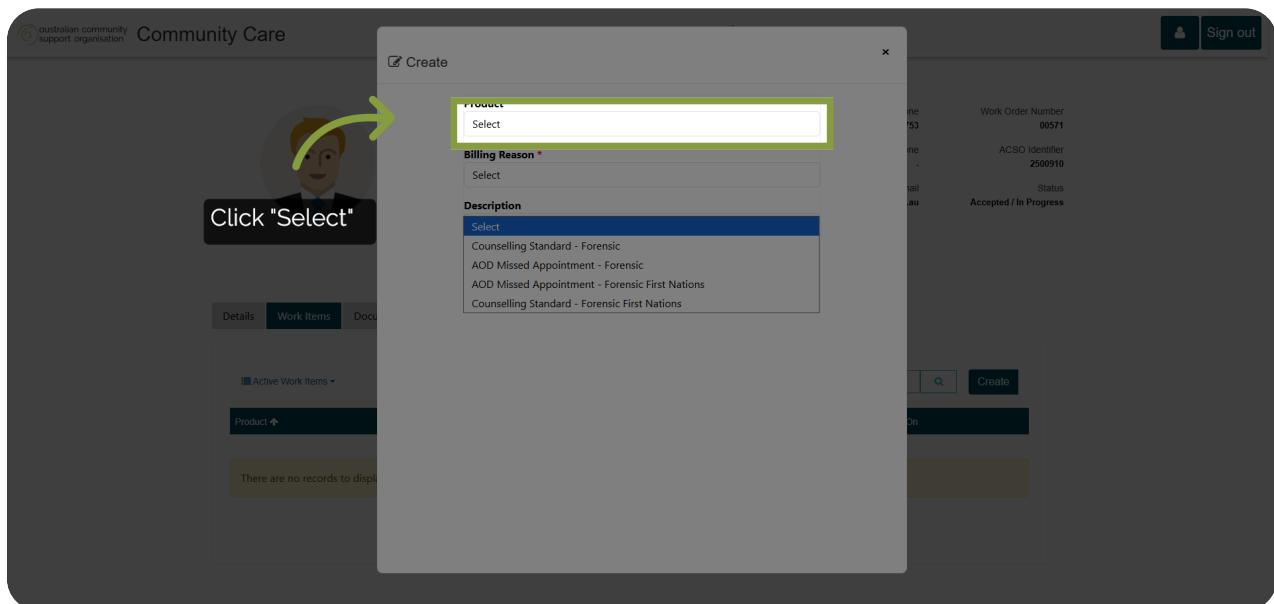
A screenshot of the 'Create' dialog box, which is a modal window overlaid on the main portal interface. The dialog has a title 'Create' with a checkmark icon. It contains three input fields: 'Product *' with a 'Select' button, 'Billing Reason *' with a 'Select' button, and a 'Description' text area. At the bottom right of the dialog is a 'Submit' button. The main portal interface in the background shows the 'Work Items' tab selected, and the 'Create' button from the previous step is visible in its original position.

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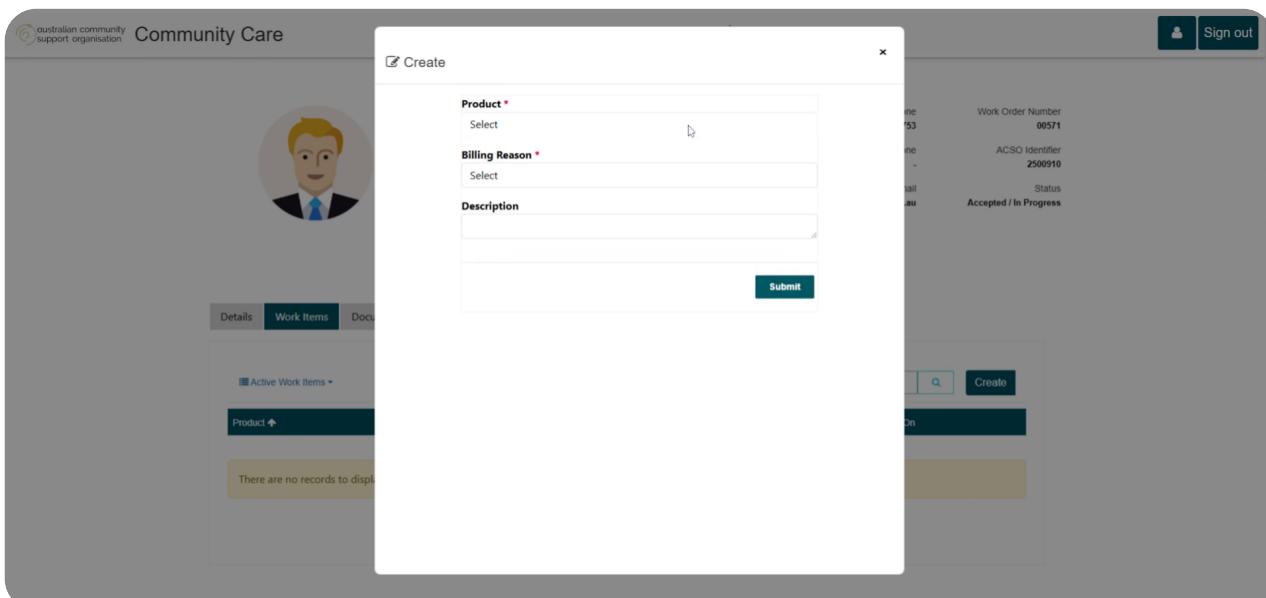
11 Select Session Type

Click "Select" to expand the list.



12 Choose Session Attendance / Outcome

To record the session outcome, select the outcome from the Billing Reason list.



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13 Select Session Status

Click "Select" to expand the list.

A screenshot of the Community Care Portal. A modal window titled "Create" is open, showing a "Billing Reason" field with the value "Select" highlighted. A dropdown menu is displayed, listing several options: "Select", "Completed", "Did Not Attend", "Legacy Data", "Partial Completion", "Unable to Engage", and "Unplanned Exit". A green arrow points from the text "Click 'Select'" to the "Select" button in the dropdown menu. The background of the portal shows a user profile picture and some basic navigation tabs.

14 Enter Quantity of Sessions

Enter the quantity of attended sessions.

A screenshot of the Community Care Portal. A modal window titled "Create" is open, showing a "Quantity" field with a single digit entered. The background of the portal shows a user profile picture and some basic navigation tabs.

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15 Record Session Description

Record a description of the sessions attended.

A screenshot of the Community Care Portal. A modal window titled "Create" is open, prompting for session details. The "Product" field contains "Counselling Standard - Forensic". The "Billing Reason" field contains "Completed". The "Quantity" field is empty. The "Description" field contains "4 Court". A "Submit" button is at the bottom right of the modal. The background shows a user profile picture and a "Work Items" tab.

16 Submit Attended Session Details

Click "Submit" to complete the capture.

A screenshot of the Community Care Portal. The modal window "Create" is open, showing the same session details as the previous screenshot, but with a quantity of "4" entered in the "Quantity" field. The "Description" field still contains "4 Court". The "Submit" button is visible at the bottom right. The background interface remains the same, with the "Work Items" tab selected.

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17 Start Non-Attended Session Capture

To complete the capture, click "Submit".

The screenshot shows the 'Community Care' portal. A modal dialog box is open, titled 'Create'. Inside the dialog, there are fields for 'Product' (set to 'Counselling Standard - Forensic') and 'Billing Reason' (set to 'Completed'). Below these fields is a 'Description' text area containing the text '4 Counselling Sessions Attended'. A large green arrow points from the text 'Click "Submit"' to the 'Submit' button, which is highlighted with a green box. The background of the portal shows a user profile picture and some navigation tabs like 'Details', 'Work Items', and 'Documents'.

18 Capture Non-Attended Sessions

To commence the capture of treatment sessions, non-attended, create a new work item record.

The screenshot shows the 'Community Care' portal. A user profile picture is on the left. In the center, a 'Work Items' tab is selected. Below it, a table displays a single work item record. The table has columns: Product, Billing Reason, Quantity, Duration, and Created On. The data in the table is: Product 'Counselling Standard - Forensic', Billing Reason 'Completed', Quantity '4', Duration '07/11/2025 2:07 PM', and Created On '07/11/2025 2:07 PM'. To the right of the table, there is a 'Complete' button. The top right of the screen shows a 'Sign out' button. The top navigation bar includes 'Community Care', 'Referral Dashboard', and 'Invoice Dashboard'.

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19 Create

Click "Create"

A screenshot of the 'Community Care' section of the portal. At the top, there are links for 'Referral Dashboard' and 'Invoice Dashboard'. On the right, user information is displayed: Contact Full Name (Jason Hayes), Indigenous Status (not selected), Mobile Phone (0438 409 753), Work Order Number (00571); Preferred Name (not selected), Address (280 Thomas St, Dandenong Victoria 3175, Australia), Other Phone (not selected), ACSO Identifier (2500910); Date of Birth (not selected), Email (cmstesting@acso.org.au), Status (Accepted / In Progress); Gender (not selected), Preferred Language (not selected). Below this, a large black box contains the text "Click 'Create'". A green arrow points from this text to a green-bordered "Create" button in a modal window. The modal window has a "Search" input field and a "Create" button. The background shows a list of "Active Work Items" with one item: "Counselling Standard - Forensic" (Completed, Quantity 4, Duration 07/11/2025 2:07 PM).

20 Choose Non-Attended Status

To record attended sessions, select the treatment session type from the Product list.

A screenshot of the 'Create' modal window. It contains fields for "Product" (a dropdown menu with "Select" highlighted), "Billing Reason" (a dropdown menu with "Select" highlighted), and "Description" (an empty text area). At the bottom is a "Submit" button. The background of the modal is white, while the rest of the page is greyed out.

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21 Capture Billing Reason for Non-Attended

To record the session outcome, select the outcome from the Billing Reason list.

A screenshot of the 'Community Care' application interface. A modal dialog box is open, titled 'Create'. Inside the dialog, there are fields for 'Product' (set to 'AOD Missed Appointment - Forensic'), 'Billing Reason' (a dropdown menu showing 'Select' and several options: 'Completed', 'Did Not Attend', 'Legacy Data', 'Partial Completion', 'Unable to Engage', and 'Unplanned Exit'), 'Quantity' (an empty input field), and a 'Description' text area (also empty). In the background, the main application window shows a user profile picture, a 'Details' tab, and a 'Work Items' tab. On the right side of the main window, there is a sidebar with 'Work Order Number: 00571', 'ACSO Identifier: 2500910', and 'Status: Accepted / In Progress'. The time '07 PM' is also visible.

22 Enter Quantity for Non-Attended Sessions

Enter the Quantity of a sessions not attended.

A screenshot of the 'Community Care' application interface, similar to the previous one but with a different dialog. The 'Create' dialog shows the 'Product' field set to 'AOD Missed Appointment - Forensic', the 'Billing Reason' dropdown with 'Select' highlighted, and the 'Quantity' field now containing the value '1'. The 'Description' field is empty. The 'Submit' button is visible at the bottom right of the dialog. The background and sidebar elements are identical to the previous screenshot.

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23 Fill Non-Attended Session Description

Enter the Description of the sessions not attended.

A screenshot of the 'Community Care' application interface. A modal dialog box is open in the center, titled 'Create'. The dialog contains the following fields:

- Product ***: AOD Missed Appointment - Forensic
- Billing Reason ***: Did Not Attend
- Quantity ***: (empty input field)
- Description**: (empty input field)

At the bottom right of the dialog is a 'Submit' button. In the background, the main application window shows a user profile picture and some navigation tabs like 'Details', 'Work Items', and 'Docu...'. On the right side of the main window, there is a sidebar with 'Active Work Items' and a 'Product' dropdown set to 'Counselling Standard - Forensic'. The status bar at the bottom right shows the time as 07 PM.

24 Submit Non-Attended Session Details

Click "Submit" to complete the capture.

A screenshot of the 'Community Care' application interface, similar to the previous one but with a green arrow pointing to the 'Submit' button in the 'Create' dialog. The dialog fields are the same as in the previous screenshot. The background application window and sidebar are identical, showing the user profile, navigation tabs, and the 'Counselling Standard - Forensic' product selected in the dropdown.

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28 Update Details and Save

Update Product, Billing Reason, and Quantity if necessary. If no updates are made; be sure the You have now captured attended and not attended sessions for this description is updated to match.

A screenshot of the Community Care Portal. At the top, there are two tabs: 'Community Care' and 'Community Care'. Below the tabs is a user profile picture of a man with blonde hair. A navigation bar with tabs 'Details', 'Work Items', and 'Documents' is visible. In the center, a modal window titled 'View details' is open. It contains fields for 'Product' (AOD Missed Appointment - Forensic), 'Billing Reason' (Did Not Attend), and 'Quantity' (1). The 'Description' field contains '1 x Counselling Session Not Attended'. A 'Submit' button is at the bottom right of the modal. In the background, there are sections for 'Active Work Items' and 'Work Order Number 00571'. On the right side, there are buttons for 'Sign out' and 'Sign in'.

26 Update session details

If you need to update any of the treatment session details, you can open and edit the record details.

A screenshot of the Community Care Portal. At the top, there are tabs for 'Community Care' and 'Community Care'. A user profile picture of a man with blonde hair is on the left. A navigation bar with tabs 'Details', 'Work Items', 'Documents', and 'Timeline' is at the top. The 'Work Items' tab is selected. Below the tabs, there is a list of sessions. The first session is 'AOD Missed Appointment - Forensic' with a 'Did Not Attend' reason, quantity 1, and created on 07/11/2025 2:08 PM. The second session is 'Counselling Standard - Forensic' with a 'Completed' reason, quantity 4, and created on 07/11/2025 2:07 PM. At the top right of the session list, there is a 'Complete' button. The background shows a 'Referral Dashboard' and 'Invoice Dashboard' with some contact information for a person named Jason Hayes.

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27 Open Session Record

Click "View/Edit Record"

A screenshot of the Community Care Portal. At the top, there is a navigation bar with the 'Community Care' logo, 'Referral Dashboard', 'Invoice Dashboard', and a 'Sign out' button. Below the navigation bar, a contact profile for 'Jason Hayes' is displayed, including fields for Contact Full Name, Indigenous Status, Mobile Phone, Preferred Name, Address, Other Phone, Date of Birth, Dandenong Victoria 3175 Australia, Email, Preferred Language, and Status (Accepted / In Progress). A large green arrow points from the text 'Click "View/Edit Record"' to a 'View/Edit Record' button in a modal window. The modal window shows a table of work items with columns for Product, Billing Reason, Quantity, Duration, and Created On. The table contains two rows: 'AOD Missed Appointment - Forensic' (Did Not Attend, 1, 07/11/2025 2:08 PM) and 'Counselling Standard - Forensic' (Completed, 4, 07/11/2025 2:08 PM). The 'View/Edit Record' button is highlighted with a green box.

28 Update Details and Save

Update Product; Billing Reason; and Quantity, if necessary. If any updates are made; be sure the description is updated to match.

A screenshot of the Community Care Portal. A modal window titled 'View details' is open, showing a form with fields for Product (AOD Missed Appointment - Forensic), Billing Reason (Did Not Attend), and Quantity (1). The Description field contains the text '1 x Counselling Session Not Attended'. A 'Submit' button is at the bottom of the form. The background shows the same contact profile and work item table as the previous screenshot, with a green arrow pointing from the 'View/Edit Record' button to the 'View details' modal.

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29 Review and Confirm Data Accuracy

Click Submit to save your changes.

A screenshot of the Community Care Portal. A modal window titled "View details" is open, showing form fields for "Product" (AOD Missed Appointment - Forensic), "Billing Reason" (Did Not Attend), and "Quantity" (2). The "Description" field contains the text "1x Counselling Session Not Attended". A "Submit" button is at the bottom right of the modal. In the background, the main dashboard shows a list of work items, including "AOD Missed Appointment - Forensic" and "Counselling Standard - Forensic". On the right side of the dashboard, there are status indicators: Work Order Number 00571, ACSO Identifier 2500910, and Status Accepted / In Progress. The top right corner of the screen shows a "Sign out" button.

30 Completed

The treatment session entries are now visible in the Work Items tab.

A screenshot of the Community Care Portal. The "Work Items" tab is selected in the navigation bar. The main content area displays a table of treatment sessions. The table has columns for "Product", "Billing Reason", "Quantity", "Duration", and "Created On". The data shows two entries: "AOD Missed Appointment - Forensic" with "Did Not Attend" reason, "Quantity 2", and "Created On 07/11/2025 2:08 PM"; and "Counselling Standard - Forensic" with "Completed" reason, "Quantity 4", and "Created On 07/11/2025 2:07 PM". Above the table, there is a "Complete" button. On the left, there is a circular profile picture of a person. On the right, there is a sidebar with contact information: Contact Full Name Jason Hayes, Indigenous Status, Mobile Phone 0438 409 753, Work Order Number 00571, Preferred Name, Address 280 Thomas St Dandenong Victoria 3175 Australia, Other Phone, ACSO Identifier 2500910, Date of Birth, Email cmstesting@acso.org.au, Status Accepted / In Progress, Gender, Preferred Language, and Country of Birth. The top navigation bar includes "Community Care", "Referral Dashboard", "Invoice Dashboard", "Sign out", and a "Create" button. The top right corner shows a "Sign out" button.