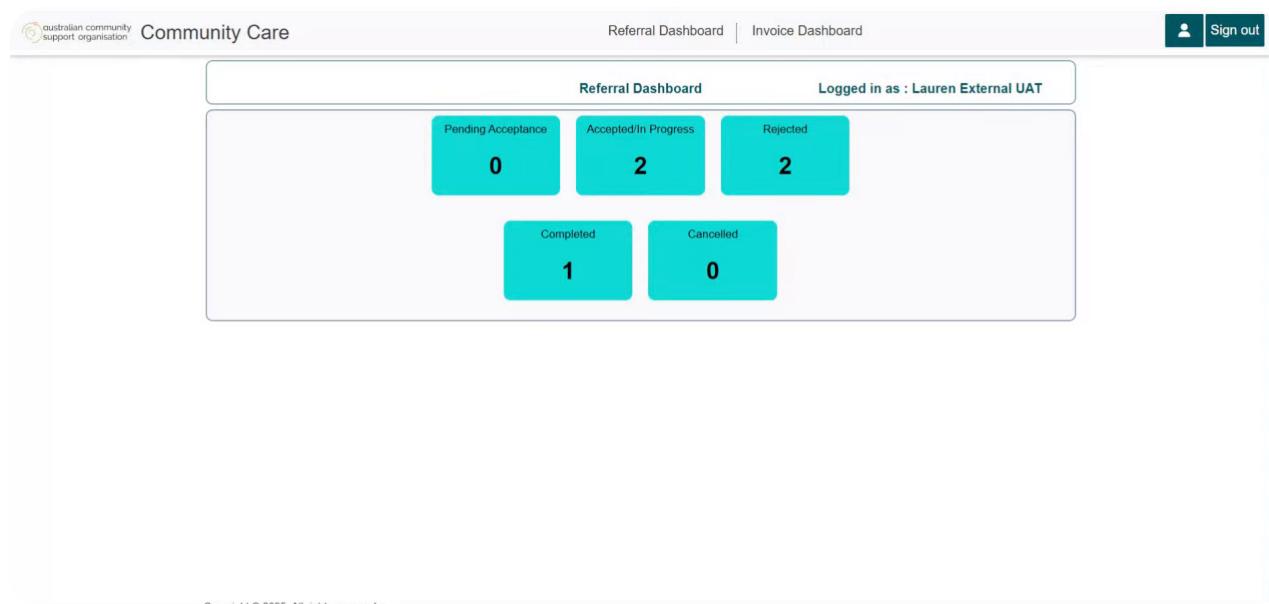


# Community Care Portal: Close Workorder at Treatment Completion

This tutorial guides you through closing a Workorder in the Community Care treatment agency Portal once treatment has been completed.

## 01 Understand Workorder Closure Purpose

Once treatment has concluded you must close off and complete the Workorder in the Community Care Portal doing so will commence billing and invoicing processes with ACSO.



Referral Dashboard | Invoice Dashboard

Logged in as : Lauren External UAT

Referral Dashboard		
Pending Acceptance	Accepted/In Progress	Rejected
0	2	2
Completed	Cancelled	
1	0	

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## 02 Access Referral Dashboard Tiles

From the Referral Dashboard in the Portal, click the "Accepted/In Progress" tile.



Referral Dashboard | Invoice Dashboard

Logged in as : Lauren External UAT

Referral Dashboard		
Pending Acceptance	Accepted/In Progress	Rejected
0	2	2
Completed	Cancelled	
1	0	

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## Completion



### 03 View Current Work Orders

This will open the view of current Workorders.

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 is a table titled 'Third-party - Accepted / In Progress Work Orders'. The table has columns for 'Work Order Number', 'Customer Name', 'Planned Date', 'Support Category', 'Support Sub Category', 'Third-party', 'Third-party Status', and 'Created'. Two rows are visible: one for '00325' (Max Black) and one for '00324' (Tom Lockwood). The 'Work Order Number' column is highlighted with a green box and a green arrow pointing to it from the text 'CLICK hyperlink - workorder #' in a large, semi-transparent box overlaid on the table. The bottom of the page has a copyright notice: 'Copyright © 2025. All rights reserved.'

### 04 Select Specific Work Order

Select the Workorder you wish to close by clicking the blue hyperlink Workorder number.

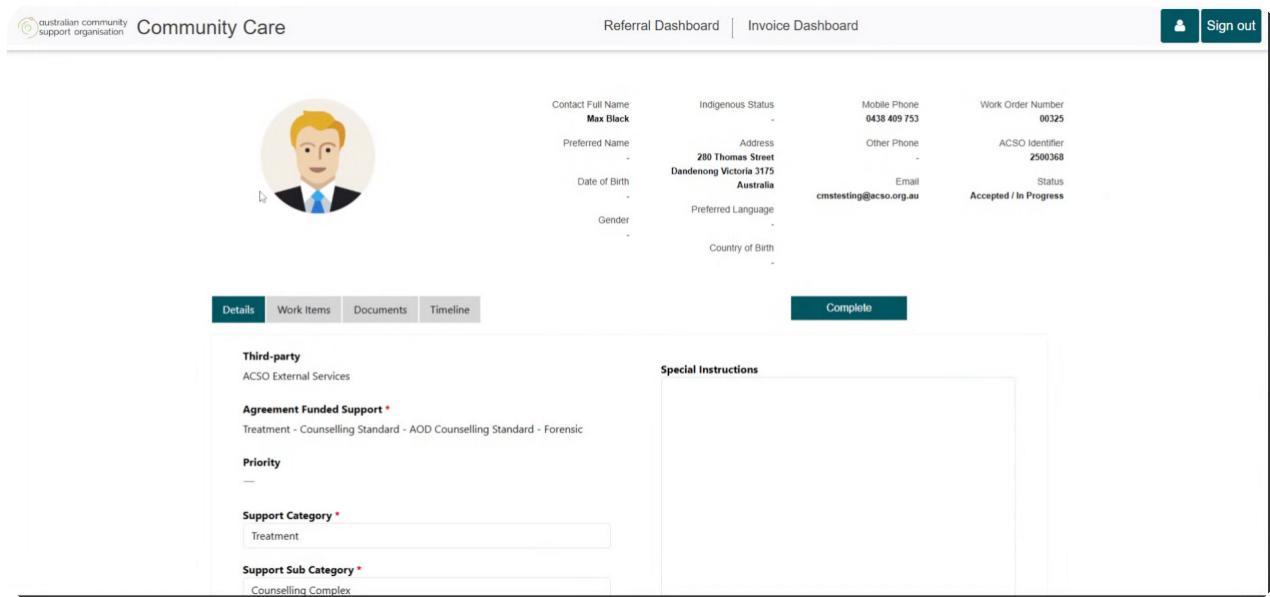
A screenshot of the Community Care Portal, similar to the previous one but with a large, semi-transparent black box overlaid on the 'View Current Work Orders' table. Inside this box, the text 'CLICK hyperlink - workorder #' is displayed in white. A green arrow points from this text to the 'Work Order Number' column of the table. The table structure is identical to the previous screenshot, showing rows for '00325' and '00324'. The bottom of the page has a copyright notice: 'Copyright © 2025. All rights reserved.'

## Completion



### 05 Open Work Order Details

Your Workorder will now be open. Once you have recorded all Work Items, uploaded any relevant Documents & left applicable commentary on the Timeline...



Community Care

Referral Dashboard | Invoice Dashboard

Sign out

Contact Full Name: Max Black

Indigenous Status

Mobile Phone: 0438 409 753

Work Order Number: 00325

Preferred Name

Address: 280 Thomas Street

Other Phone

ACSO Identifier: 2500368

Date of Birth: Dandenong Victoria 3175

Australia

Email: cmstesting@acso.org.au

Gender: Preferred Language

Status: Accepted / In Progress

Country of Birth

Third-party: ACSO External Services

Agreement Funded Support: Treatment - Counselling Standard - AOD Counselling Standard - Forensic

Priority: —

Support Category: Treatment

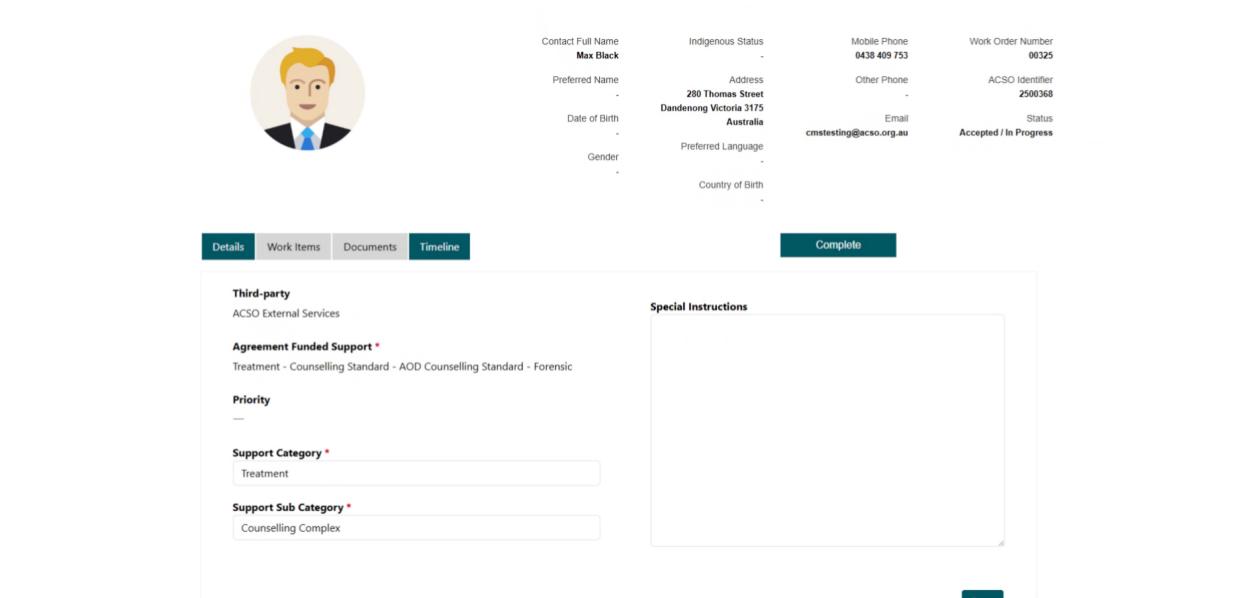
Support Sub Category: Counselling Complex

Special Instructions

Complete

### 06 Confirm Treatment Completion

And Treatment has concluded... You're ready to complete the Workorder.



Community Care

Referral Dashboard | Invoice Dashboard

Sign out

Contact Full Name: Max Black

Indigenous Status

Mobile Phone: 0438 409 753

Work Order Number: 00325

Preferred Name

Address: 280 Thomas Street

Other Phone

ACSO Identifier: 2500368

Date of Birth: Dandenong Victoria 3175

Australia

Email: cmstesting@acso.org.au

Gender: Preferred Language

Status: Accepted / In Progress

Country of Birth

Third-party: ACSO External Services

Agreement Funded Support: Treatment - Counselling Standard - AOD Counselling Standard - Forensic

Priority: —

Support Category: Treatment

Support Sub Category: Counselling Complex

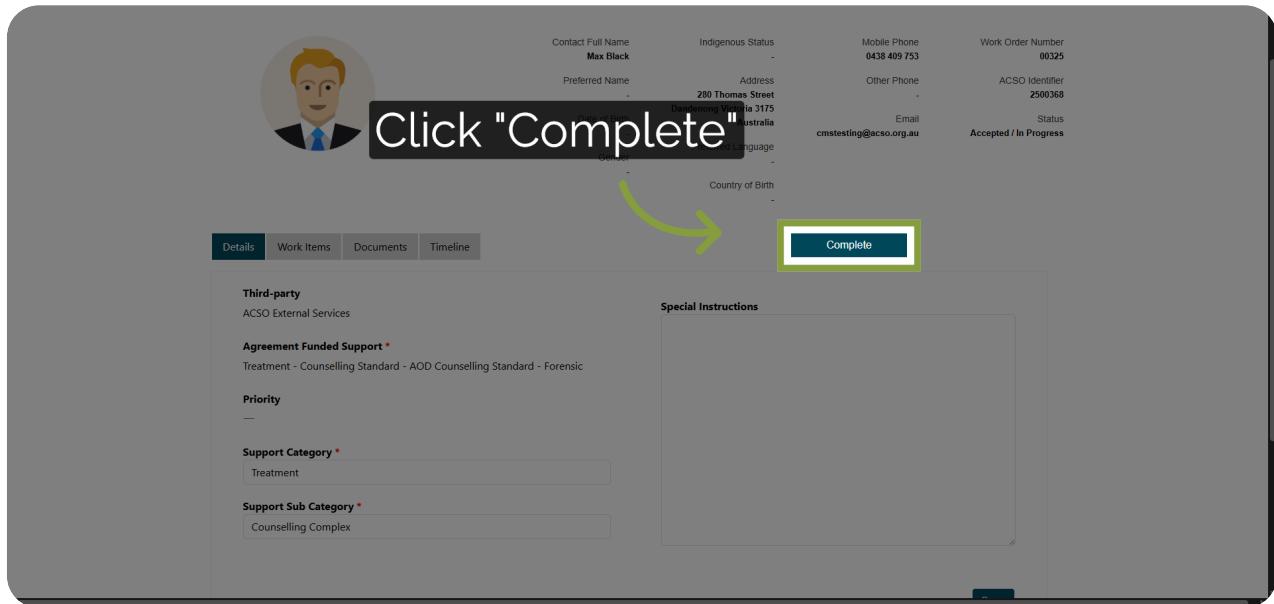
Special Instructions

Complete

## Completion

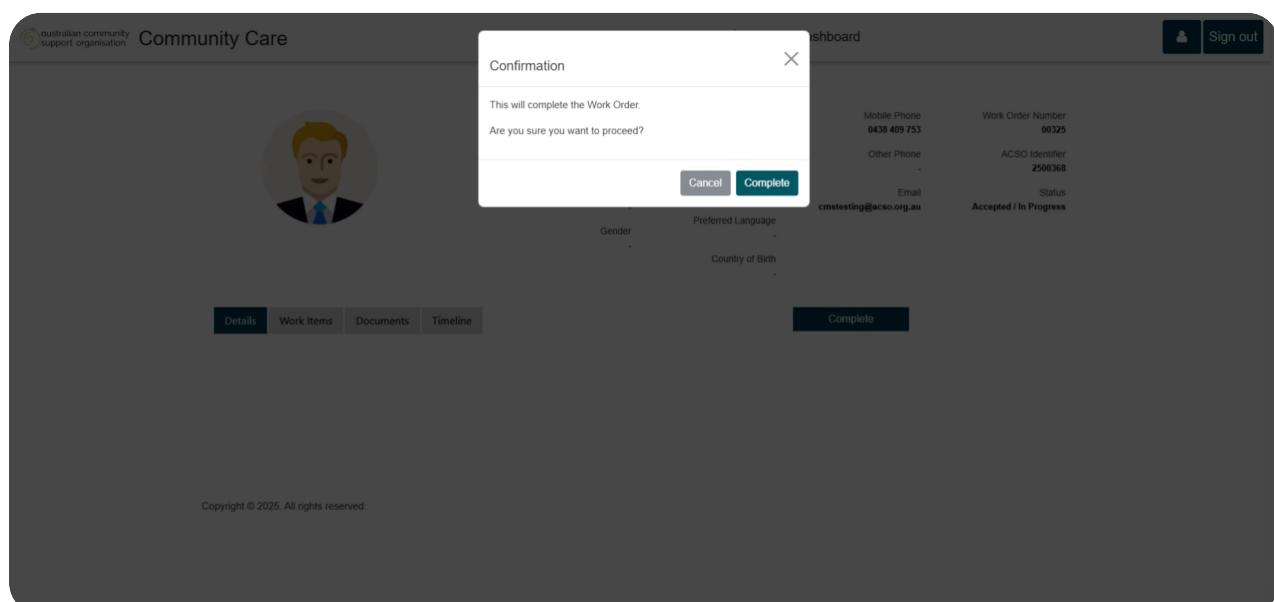
### 07 Click Complete Button

To complete the Workorder, click the "Complete" button.



### 08 Confirm Completion Prompt

A pop-up will arise for confirmation that you wish to complete the Workorder.

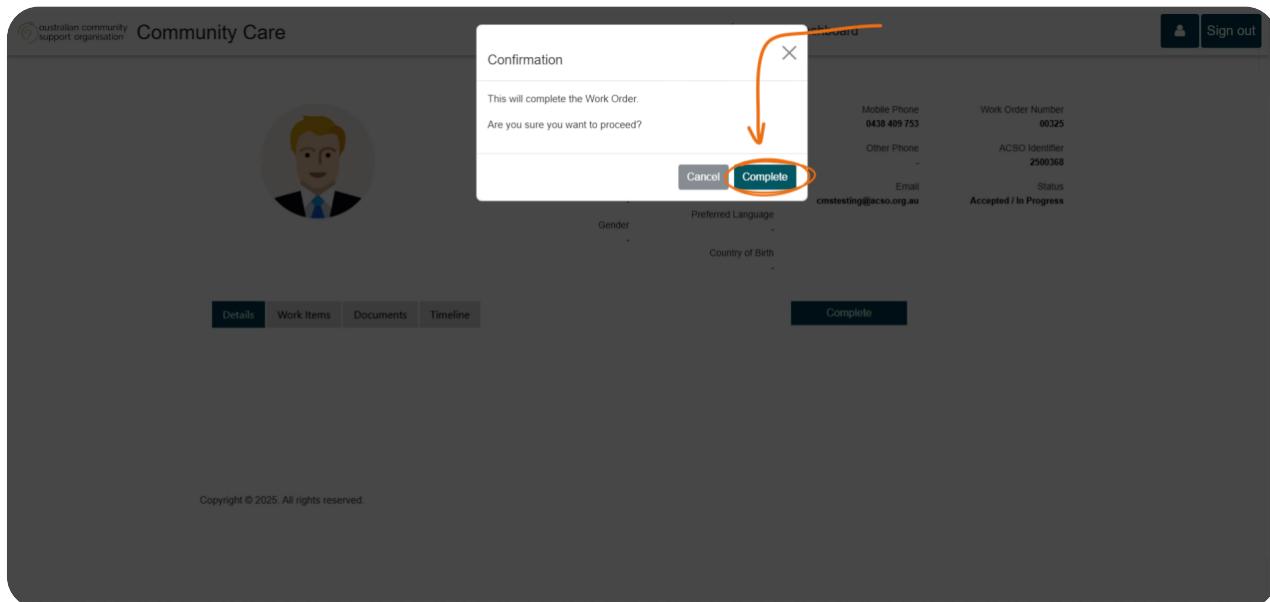


## Completion



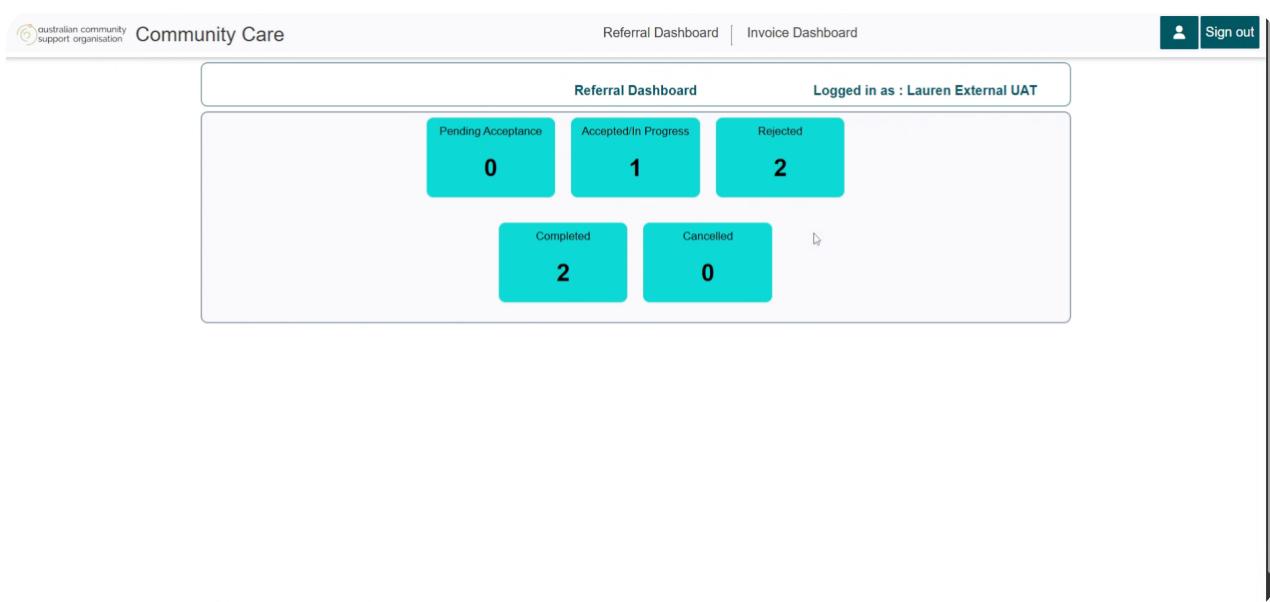
### 09 Confirm Work Order Closure

If you are satisfied that you have recorded all required information on the Workorder, click complete. The Workorder is now closed.



### 10 Work Order Moves to Completed List

The Workorder will move into the list of completed Workorders.

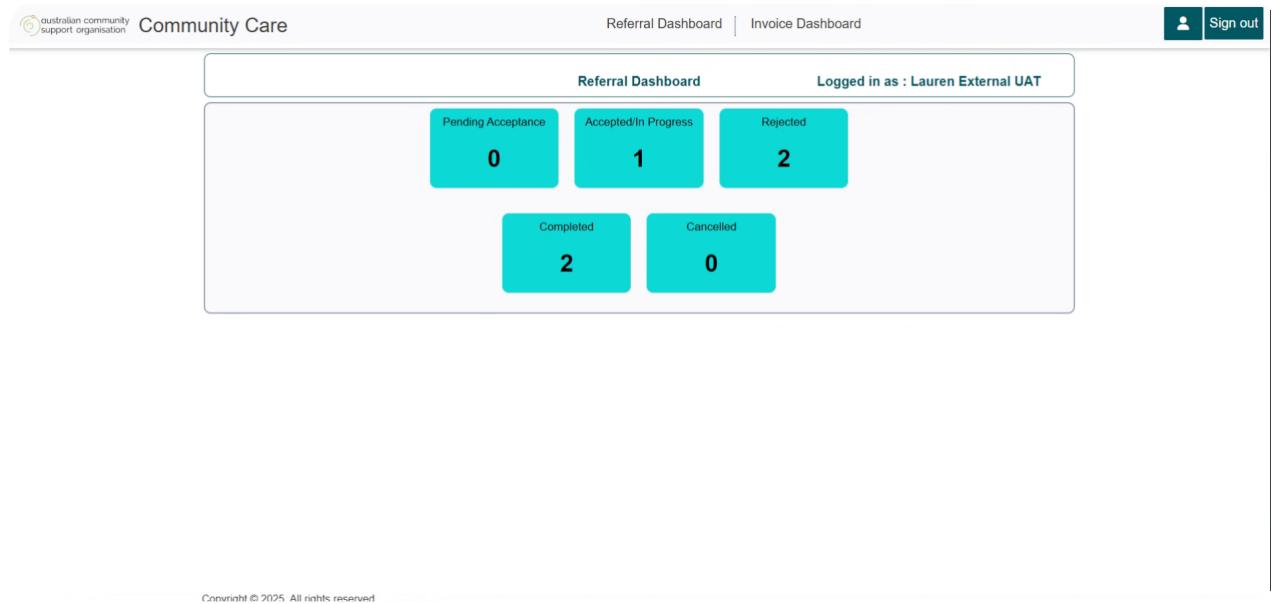


## Completion



### 11 View Completed Work Orders

To view completed Workorders, click on the "Completed" tile from the Referral Dashboard. The list of completed Workorders will appear.

A screenshot of the Community Care Referral Dashboard. The dashboard has a header with the Australian Community Support Organisation logo, the text "Community Care", "Referral Dashboard | Invoice Dashboard", and a "Sign out" button. Below the header is a main content area with a title "Referral Dashboard" and a sub-title "Logged in as : Lauren External UAT". The main content area contains five teal-colored boxes with white text, arranged in two rows. The top row contains three boxes: "Pending Acceptance" (0), "Accepted/In Progress" (1), and "Rejected" (2). The bottom row contains two boxes: "Completed" (2) and "Cancelled" (0). At the bottom of the dashboard, there is a small copyright notice: "Copyright © 2025. All rights reserved".