Community Care: Key Differences for Agencies

With the transition from ACSO's Case Management System, **Penelope**, to the new **Community Care Portal**, there will be some changes in how treatment agency partners access information and interact with ACSO.

We understand that change can bring uncertainty, and we want to reassure you that ACSO remains committed to strong collaboration and effective service delivery — all with the goal of supporting our shared clients on their treatment journey.

Below are some of the key differences you can expect; this is not an exhaustive list but flags some of the key changes you may notice when you first log in.

The Community Care Portal is launching in its **Version One** format. We're taking an **evolutionary approach**, meaning new features and improvements will be added over time to enhance functionality and support even better collaboration between referrers, ACSO, and treatment agencies.

We're excited about what's ahead and appreciate your partnership as we continue to build and refine this tool.

USABILITY:

- The new Portal is streamlined, straightforward and easy to use.
- You will see information that's relevant to your work - enhancing referrer, treatment provider and most importantly, client privacy.
- Removes the awkward navigation and layers of information you're used to sifting through in Penelope.

ACCESS:

- Portal access will shift from shared group accounts to individual log-ins.
- Each user will need to register for access.
  https://www.acso.org.au/professional-referrals/community-care-portal/

REFERRALS:

- Referral will be sent to Treatment Agencies, directly through the portal – no more emails; everything in one convenient location.
- Review, Accept & Reject referrals – from the Portal.

CLIENT RECORDS:

- You'll have access to a dashboard of all of the Work Orders sent to / managed by your agency.
- This helps streamline access to relevant information and reduces the risk of viewing unrelated client data.

ASSESSMENT INFO:

- Initial Treatment Plans will be available in the Portal when a Work Order is issued.
- Comprehensive AOD Assessment & Reports will be available within current timeframes, and added to the Work Order, in the Portal

IN-SYSTEM COMMUNICATIONS:

- You can communicate with ACSO, regarding Work Orders, from the Portal. Using the timeline to share or request information and updates on the clients treatment progress.

VARIATIONS & EXTENSION:

- Requests for variations or extensions will now be submitted via a form on the ACSO website.
- Links to these forms will be shared once available.

GLOSSARY OF TERMS – COMMUNITY CARE PORTAL:

Work Order: Referral from ACSO to the Treatment Agency, including instructions, assessments and information. Previously sent via email.

Third Party: A Community Care Portal term, referring to the Treatment Agency that has been requested to provide the treatment services. ACSO will not generally use this term to refer to Treatment Agencies.

Support Sub Category: The type of treatment the client has been referred to the Treatment Agency for.

Work Items: Records of treatment sessions by the Treatment Agency – completed or not attended – known as TCA Cart Items in Penelope.

Timeline: Secure, chronological record of treatment update notes from the Third Party, as well as communications between ACSO and the Treatment Agency.

Special Instructions: Information provided by ACSO, with the referral, including referrer details.