Community Care: Key Differences for Referrers

With the transition from ACSO's Case Management System, **Penelope**, to the new **Community Care Portal**, there will be some changes in how referral 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

READ-ONLY:

- Referral partners will have **read-only access** to the Portal.
- You'll be able to view treatment referral, progress and outcomes, but won't be able to edit or add to client records.

CLIENT RECORDS:

- You'll have access to a **dashboard of Work Orders** sent to treatment agencies for clients in your region.
- This helps streamline access to relevant information and reduces the risk of viewing unrelated client data.

ASSESSMENT INFO:

- ACSO's Client Services Unit will continue to notify referrers via email when AOD assessment appointments are scheduled.
- ACSO's AOD Assessors will continue to update referrers of appointment attendance via email.
- Assessment appointment details and attendance info is **not** visible in the Portal at this stage.

INFORMATION AVAILABLE & WHEN:

- Assessment reports and treatment details will be available in the Portal **after** the client has been referred for treatment.

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. This was known as the TCA in Penelope.

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 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 to the Treatment Agency, with the referral, including referrer details.