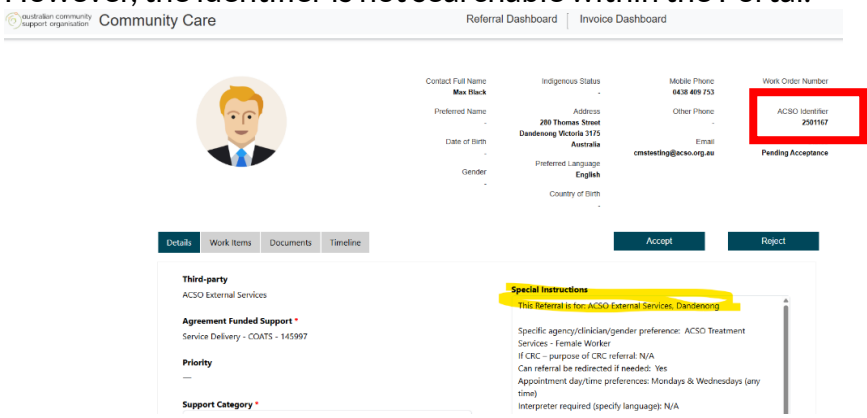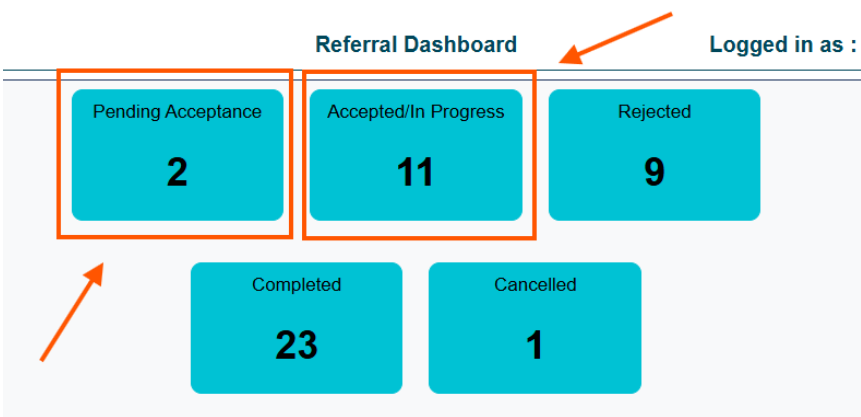# FREQUENTLY ASKED QUESTIONS –
# COMMUNITY CARE PORTAL FOR DJCS

| GENERAL | |
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| Will a manual be made available to guide Portal users? | A series of **guides and videos** is already available on the ACSO webpage to step you through the system:<br>👉 [Community Care Portal \| ACSO](#).<br>Scroll down to find resources specific to **referrers.**<br>These resources are designed to help you navigate the system with ease. |
| Is there a helpdesk? | 1. **Check the resources first**<br>Please make sure you've accessed the available resources and followed the correct steps before reaching out.<br>2. **Email us**<br>You can also email **digitalservices@acso.org.au**, and we'll respond as soon as possible.<br>3. **Call us**<br>Contact the main ACSO line on **1800 524 200**. Our amazing reception team will ask about the issue and direct your call to the right place. |
| Why was Penelope decommissioned before the new Portal was ready to launch? | This was due to **data migration requirements**. There was a significant volume of clients and orders that needed to be transferred to the new system.<br><br>To ensure accuracy, we had to **stop the entry of new data at a specific point** so we could capture everything without changes occurring during the migration process. This approach minimized errors and data loss. |

| **PORTAL/USER REGISTRATION** | |
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| Where should I find information about the Portal? | Please go here 👉 Community Care Portal | ACSO. |
| I have registered for the portal and have a confirmed portal profile, how do I log in? | Please refer to this guide **"Access the Community Care Portal for the first time'** This guide provides **step-by-step instructions** on how and access the Portal ONCE you have registered.<br><br>https://www.acso.org.au/wp-content/uploads/2025/12/Access-the-ACSO-Community-Care-Portal.pdf |
| I haven't received a registration confirmation email yet. Is that still on its way? | No registration confirmation emails are being sent. You will receive an email when your **Portal profile** has been created.<br>https://www.acso.org.au/wp-content/uploads/2025/12/Register-for-and-access-the-ACSO-Community-Care-Portal.pdf |
| I haven't registered for the portal as yet. What do I do? | Please refer to this guide for all the information you need on how to register for the Portal, and then how to access the portal once you have a portal profile established. |
| Are there different logins for staff who work across different sites, or does one login cover them all? | When registering, you'll be asked to provide your **Community Corrections Region**.<br><br>**Work Orders are assigned to CCS regions, not individual locations.**<br>*Example:* Work Orders will be assigned to **CCS Bayside Region**, not CCS Frankston.<br><br>Case Managers in each region will have visibility of all Work Orders assigned to that region.<br><br>Each Work Order includes details of the treatment service and location where ACSO is referring the client, shown under Special Instructions. |
| How is the shared Penelope login used in the new system? | It isn't. The Penelope login will not work in the new system. Shared logins are not supported in order to meet legislative information privacy requirements.<br>Every individual user of the Portal must have their own login. You will need to apply for a new login to access the Portal. |

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| As an AOD portfolio holder (CCS) will I have access to all client files in my region? | Yes, all clients requiring assessment or receiving treatment within your region will be visible to you. |
| Will CCS be able to search individuals outside of their assigned region? | No, CCS employees cannot search for a client outside their region in the new Portal.<br><br>**What if a client needs to be reassigned to a different region?**<br>• Email or call the ACSO Client Service Unit to request the change is made.<br><br>Once the change is made in the ACSO CMS, the system will automatically update the Work Order to be visible in the correct CCS region's Portal. |
| How can we add another staff member to the ACSO log in? What would be the email to alert you of the new staff member needing to have access? | Any new staff member should fill in the user register form.<br>Check out the fact sheet **"(Referrers) Register for and access the ACSO Community Care Portal"** available on our web page.<br>👉 [Community Care Portal | ACSO](#). |
| **ACSO IDENTIFIER** | |
| Is there a difference between the ACSO identifier and Work Order number? | The **ACSO identifier** is used to report client data to the Victorian Alcohol and Drug Collection (VADC).<br>The **Work Order number** relates only to that specific request for assessment and treatment and is auto-generated by ACSO's CMS. |
| Will the identifier be provided to CCS to assist in the search? | Referrers can see the ACSO identifier in the Work Orders. However, the identifier is not searchable within the Portal.<br> |

| PORTAL FUNCTIONS | |
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| Treatment case noting | Applicable Case Notes should be added to the Work Order Timeline by the Treatment Agency and will be visible within the Work Order by CCS. |
| Is that also where rescheduled appts would go? | Appointment information, including dates/times/locations from scheduled Assessment appointments; as well as appointment attendance will be noted on the Work Order Timeline. |
| What is the accepted tab in the Portal? | When a client is referred for treatment to an external Agency, the Work Order will appear in the 'Pending Acceptance' section of the Referrer Dashboard.<br><br>Once the Agency accepts the Work Order and provides an initial appointment, it will move to the 'Accepted/In Progress' section of the Dashboard.<br><br> |
| Will CCS be provided with the Work Order number? | Yes.  When a COATS assessment is booked the CCS case manager will receive notification of the appointment and the Work Order number.  The same applies when the Client Services Unit ~~books~~ create a treatment Work Order for treatment Pending Acceptance by service provider.  CCS are responsible for monitoring portal updates (subject to the service provider entering this into Community Care, which was also the case with the previous Penelope portal) and actively liaising with service providers for updates where required. Please note, ACSO and CCS have the same visibility for any client updates service providers enter in the portal. |
| Will treatment providers enter outcomes of the treatment? (% completed, significant goal achieved?) | Treatment providers should enter the same information they have always provided in the treatment summary. |

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| Does this replace the ACSO referral done by corrections on the current Portal? | The Community Corrections referral process for COATS/RAPIDS remains unchanged. |
| What happens if there are clients with the same name in the region - do you need to click on each name to find the right person you are looking for? | If you have the Work Order number, you can use the in-Portal search.  If not, then you will need to review the personal and demographic details within the Work Order to ensure you are accessing the correct individual's Work Order.

You can also use your browsers Control F (find) function within each of the Work Order lists in the Portal to search via name.
This will find all clients with the name/words you typed into the 'find'. |
| Can I search by client name in the Portal? | You can also use your browser Control + F (find) function within each of the Work Order lists in the Portal to search via name.
This will find all clients with the name/words you typed into the 'find'. |
| Where do I find documents relating to a COATS assessment? | The Individual Treatment Plan and psychometric tools will be visible in the ASSESSMENT Work Order.

IF a client has been referred/recommended for treatment, the Forensic Assessment Report will be added to the Treatment/SERVICE DELIVERY Work Order.

IF there is no treatment recommended for a client, ALL assessment documents will be visible in the ASSESSMENT Work Order. |
| How do leadership have oversight of allocated clients? | Any CCS case manager that has registered for portal access for a particular CCS region will see all Work Orders for that region. |
| Will the Forensic Assessment Report and treatment plan be added as a document to the treatment episode, or will it be in a separate entry? | Yes, these will be added under the documents tab on the Treatment Work Order. |
| Will ACSO provide the referrer with a Work Order number when the assessment appointment is booked? That way if there are clients with the same name, you can use the Work Order number as an additional identifier? | The Work Order will be created once the COATS/RAPIDS Assessment appointment is booked.

The CCS case manager will be notified that the Work Order has been created and will be provided with the Work Order number.

All appointment related information will be shared via the Portal, within the applicable Work Order. |
| What is ACSO's expectation for best practice for case notes and uploading of assessment reports to the new portal? | No change to usual business processes with KPIs for providing documentation remaining the same.

Initial Treatment Plan and Psychometric Tools will be available with 48 hours from the Assessment completion.

The Forensic Assessment & Report will be available within five |

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| | business days from Assessment completion for a COATS assessment and two days for a RAPIDS assessment. |
| Will case managers get an email when referral has been actioned and assessment time has been booked to advise our clients, or will we need to look in the portal for this information? | The Work Order will be created once the Assessment appointment is booked or a client is referred for Treatment.<br><br>The CCS case manager will be notified that the Work Order has been completed and will be provided with the Work Order number.<br><br>All assessment and treatment related information will be shared via the Portal, within the applicable Work Order. |
| Where will we see clients referred for treatment and their progress? | Treatment Work Orders are created in Community Care after an assessment has been completed and will be visible in the 'Pending Acceptance' tile.<br><br>Treatment providers should be entering updates/subsequent appointments into the relevant work order and providing updates in the work order timeline.  CCS will be responsible for monitoring the Portal for updates.  Both practices are the same as what was undertaken in Penelope.<br><br>Please note, ACSO and CCS have the same visibility for any client updates service providers enter in the Portal timeline for each work order. |