

Community Care Portal: Accepting Work Orders



australian
community
support
organisation

This tutorial guides you through the process of accepting pending Work Orders allocated to your agency. You will learn how to review details and accept Work Orders to commence treatment provision.

01 Work Orders Pending Acceptance

To view Work Orders that have been sent to your agency from ACSO and are pending your acceptance; click on the "Pending Acceptance" tile on your Referral Dashboard in the Portal.

Community Care

Referral Dashboard | Invoice Dashboard

Sign out

Referral Dashboard

Logged in as : Lauren External UAT

Pending Acceptance

1

Accepted/In Progress

1

Rejected

1

Completed

1

Cancelled

0

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02 View Work Orders list

This will open a list where you can view all Work Orders pending acceptance by your agency.

Community Care

Referral Dashboard | Invoice Dashboard

Sign out

Third-party - Pending Acceptance Work Orders

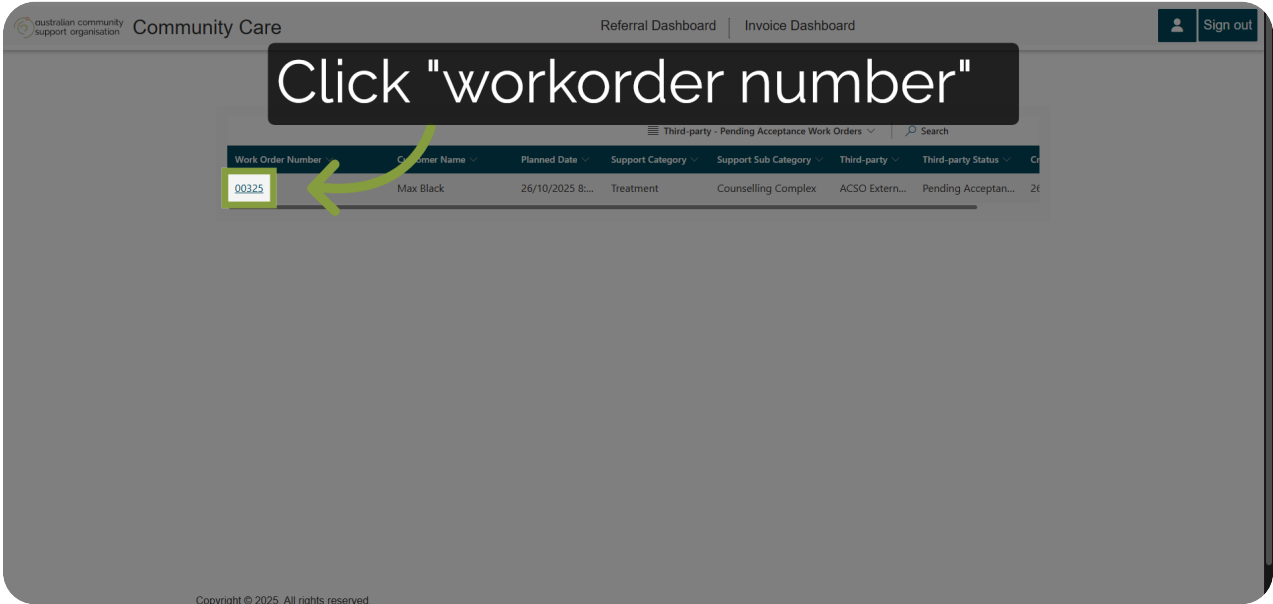
Search

Work Order Number	Customer Name	Planned Date	Support Category	Support Sub Category	Third-party	Third-party Status
00325	Max Black	26/10/2025 8...	Treatment	Counselling Complex	ACSO Extern...	Pending Acceptan...

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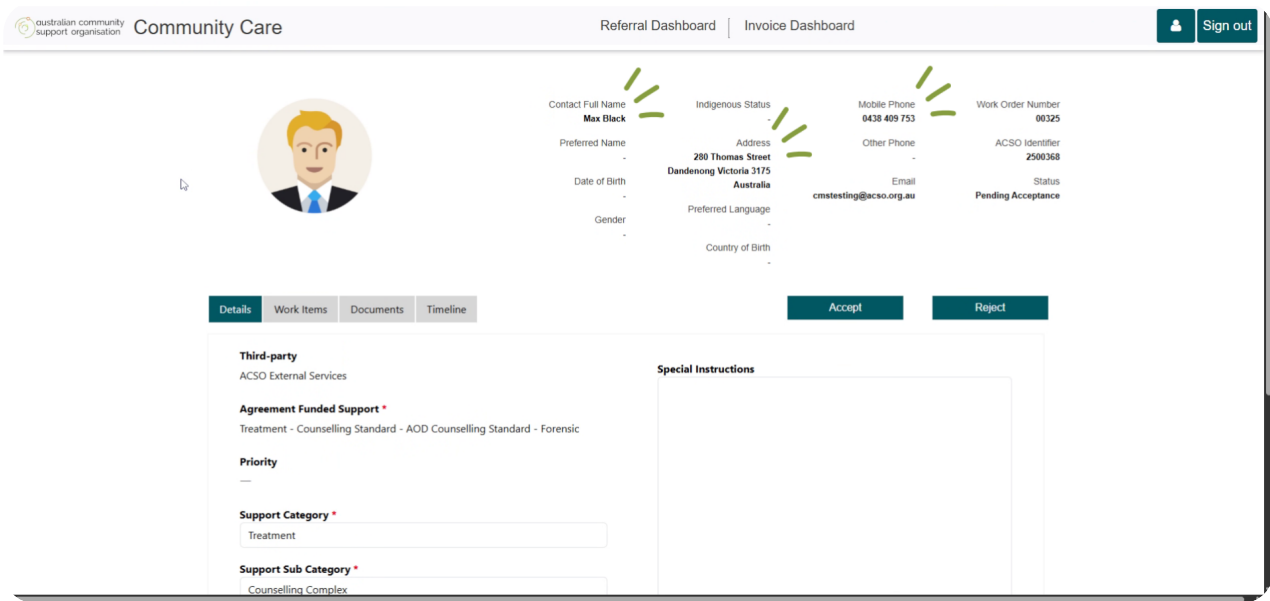
03 Open Work Order Details

To view the details of the Work Order and any supporting documentation, click the blue hyperlink, of the Work Order number.



04 Review Client Information

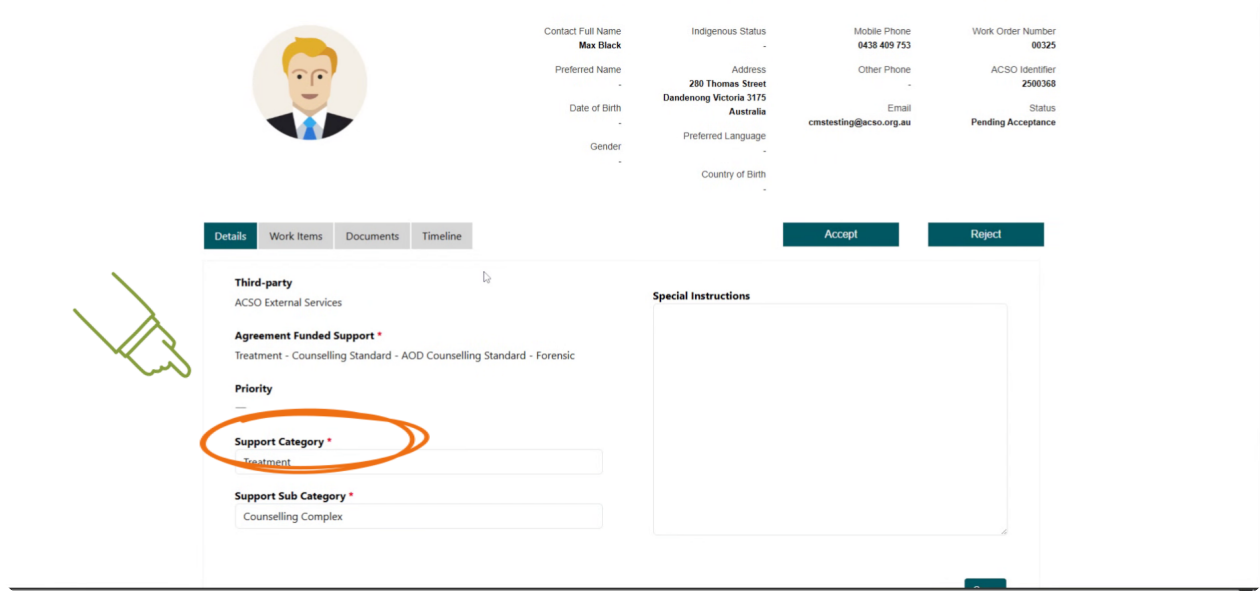
This will open the details of the Work Order. Here you'll be able to see the personal, demographic and contact details of the client.



Community Care Portal: Accepting Work Orders

05 Locate Treatment Requirements

To identify the Treatment required by the client, and allocated to this Work Order to be brokered by ACSO, review the "Support Sub Category" where the treatment type will be recorded.



Details | Work Items | Documents | Timeline

Accept | Reject

Third-party
ACSO External Services

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

Priority
—

Support Category *
Treatment

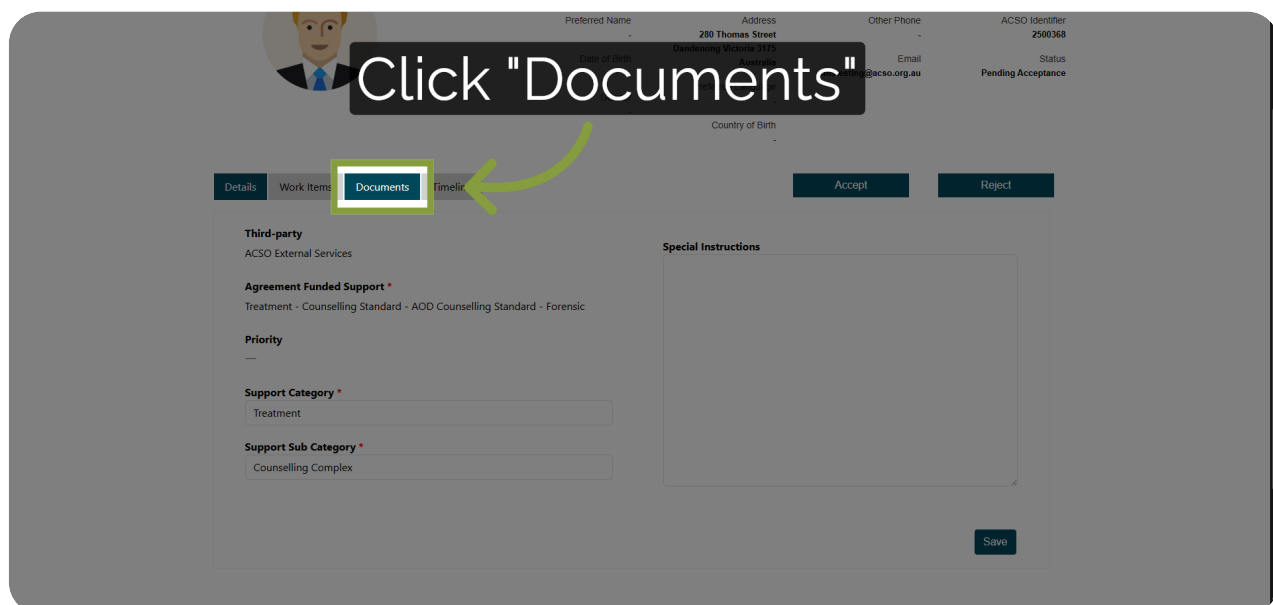
Support Sub Category *
Counselling Complex

Special Instructions

Country of Birth

06 Navigate to Documents Tab

Navigate to the Documents Tab in the Work Order.



Click "Documents"

Details | Work Items | Documents | Timeline

Accept | Reject

Third-party
ACSO External Services

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

Priority
—

Support Category *
Treatment

Support Sub Category *
Counselling Complex

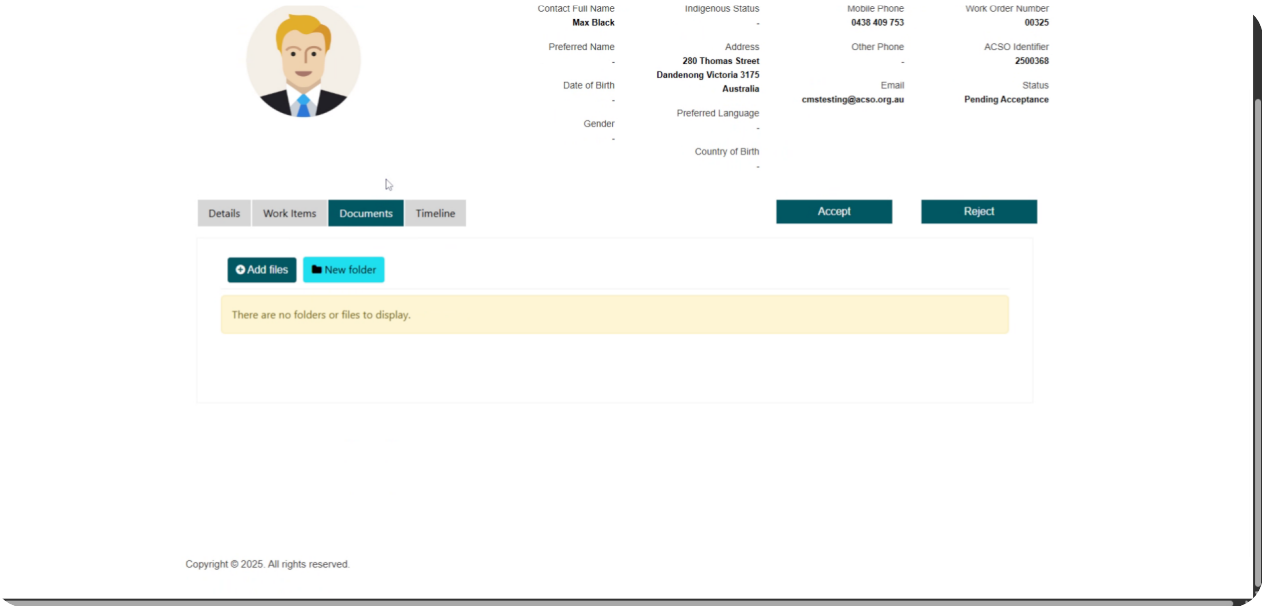
Special Instructions

Country of Birth

Save

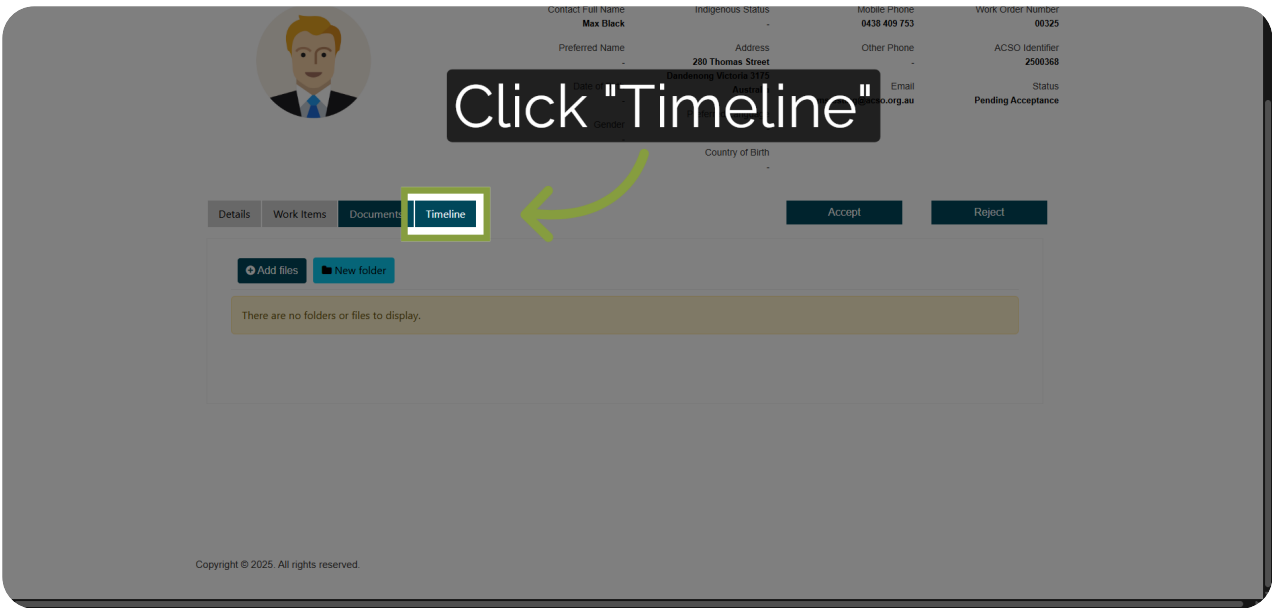
07 Review Uploaded Files

Within the Documents Tab, you will be able to view, open and download any files that have been uploaded to this Work Order by ACSO.



08 Navigate to Timeline Tab

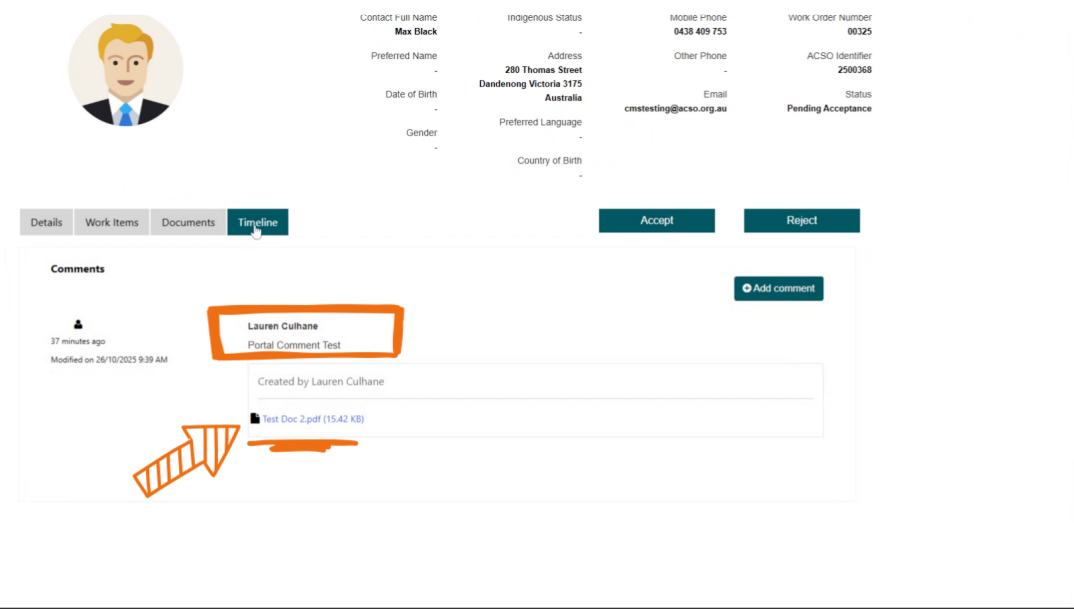
Navigate to the Timeline Tab in the Work Order.



Community Care Portal: Accepting Work Orders

09 Review Notes

Within the Timeline Tab, you'll be able to view any notes, and documents attach to notes, that have been left by ACSO on this Work Order.



The screenshot displays the 'Community Care Portal' interface. At the top, there's a client profile section with a circular avatar of a man. To the right of the avatar, client details are listed in a grid:

Contact Full Name	Max Black	Indigenous Status	-	Mobile Phone	0438 409 753	Work Order Number	00325
Preferred Name	-	Address	280 Thomas Street Dandenong Victoria 3175 Australia	Other Phone	-	ACSO Identifier	2590368
Date of Birth	-	Preferred Language	-	Email	cmstesting@acso.org.au	Status	Pending Acceptance
Gender	-	Country of Birth	-				

Below the client details, there are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. The 'Timeline' tab is selected. To the right of the tabs are 'Accept' and 'Reject' buttons. The 'Comments' section shows a comment by 'Lauren Culhane' titled 'Portal Comment Test'. The comment was created by Lauren Culhane and includes an attached document 'Test Doc 2.pdf (15.42 KB)'. An orange arrow points to the document link. There is also an 'Add comment' button.

10 Schedule Appointment & Accept Work Order

Once you have reviewed the details of the Work Order and deemed the client is eligible for treatment service through your agency, you are ready to schedule the first appointment & accept the Work Order.

Critical Step: Appointment Allocation

If an appointment is available; *allocate to the client and proceed to step 12.*

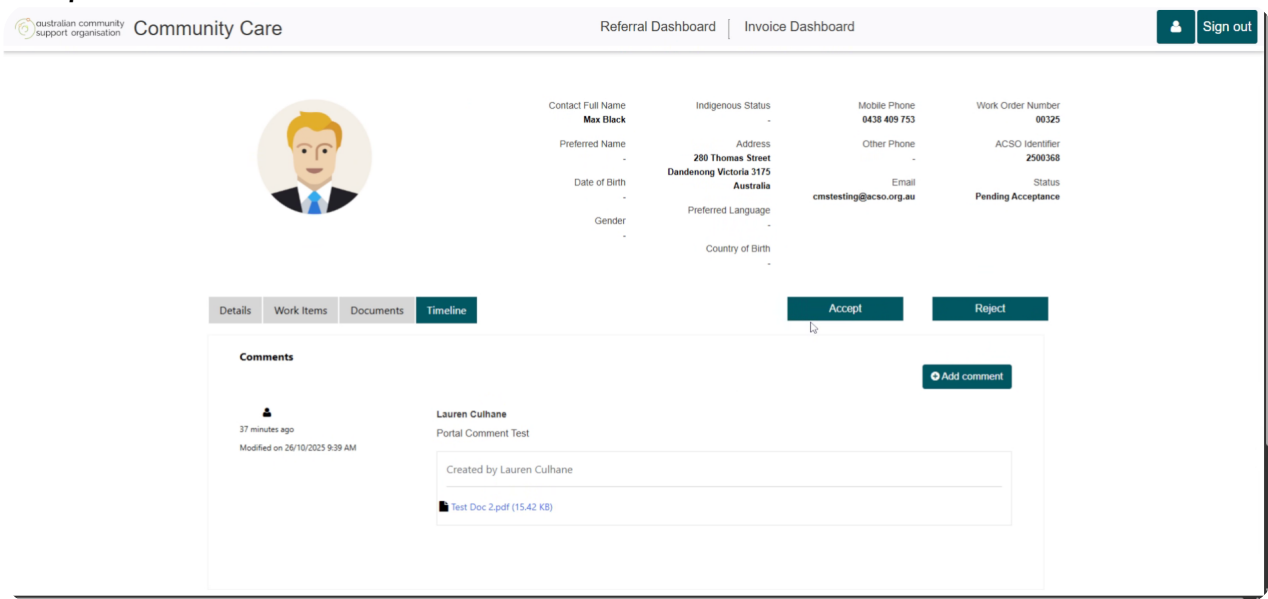
If an appointment is not available; *proceed to step 11.*

11 Waitlist/Appointment Pending

DO NOT CLICK ACCEPT

A Work Order should not be accepted prior to allocating an appointment to the client. If no appointment has been allocated or the client is on a waitlist, the Work Order should remain in the 'Pending Acceptance Status'

Once an appointment becomes available, allocate to the client and proceed to Step 12.



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 Dandenong Victoria 3175 Australia ACSI Identifier: 2500368

Date of Birth: Preferred Language: Email: cmstesting@acso.org.au Status: Pending Acceptance

Gender: Country of Birth:

Details Work Items Documents Timeline Accept Reject

Comments

37 minutes ago Modified on 26/10/2025 9:39 AM

Lauren Culhane Portal Comment Test

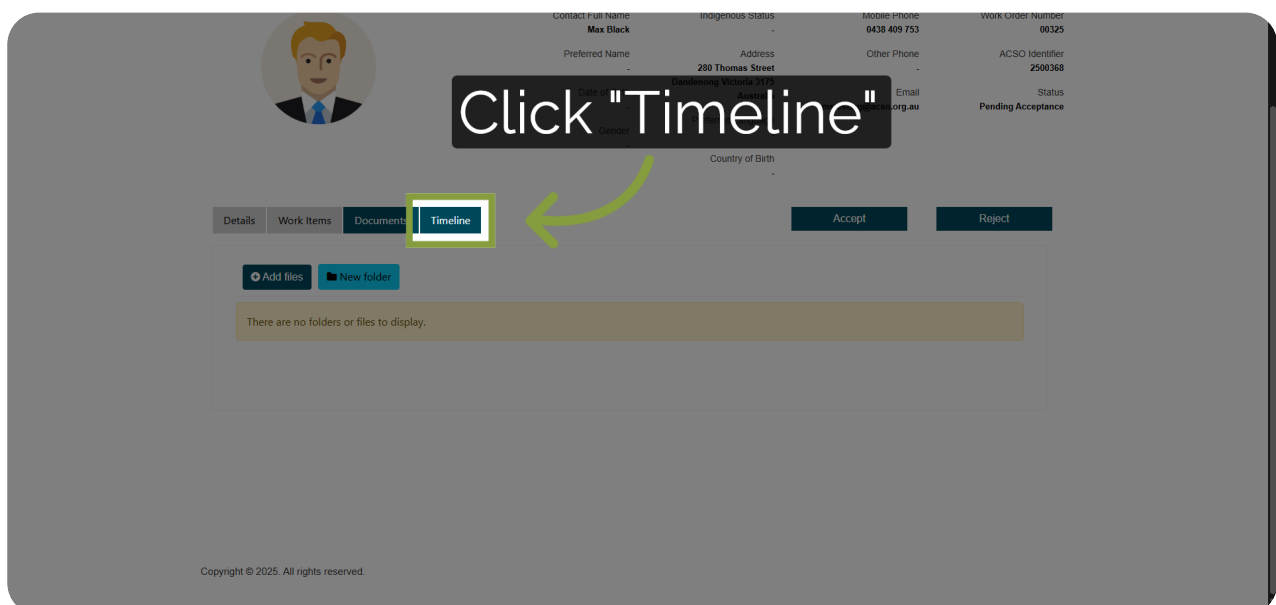
Created by Lauren Culhane

Test Doc 2.pdf (15.42 KB)

Add comment

12 Navigate to Timeline Tab

If an appointment has been scheduled for the client, navigate to the Timeline Tab in the Work Order.



Contact Full Name: Max Black Indigenous Status: Mobile Phone: 0438 409 753 Work Order Number: 00325

Preferred Name: Address: 280 Thomas Street Dandenong Victoria 3175 Australia ACSI Identifier: 2500368

Date of Birth: Preferred Language: Email: cmstesting@acso.org.au Status: Pending Acceptance

Gender: Country of Birth:

Details Work Items Documents Timeline Accept Reject

Click "Timeline"

Add files New folder

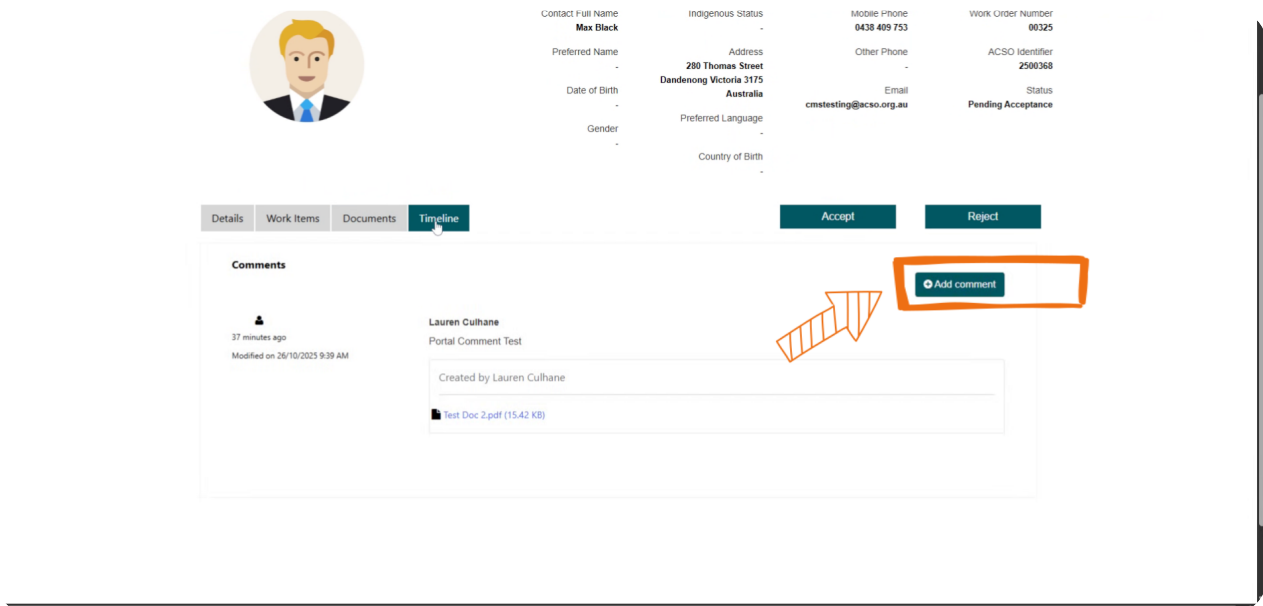
There are no folders or files to display.

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Community Care Portal: Accepting Work Orders

13 Add a Timeline Comment

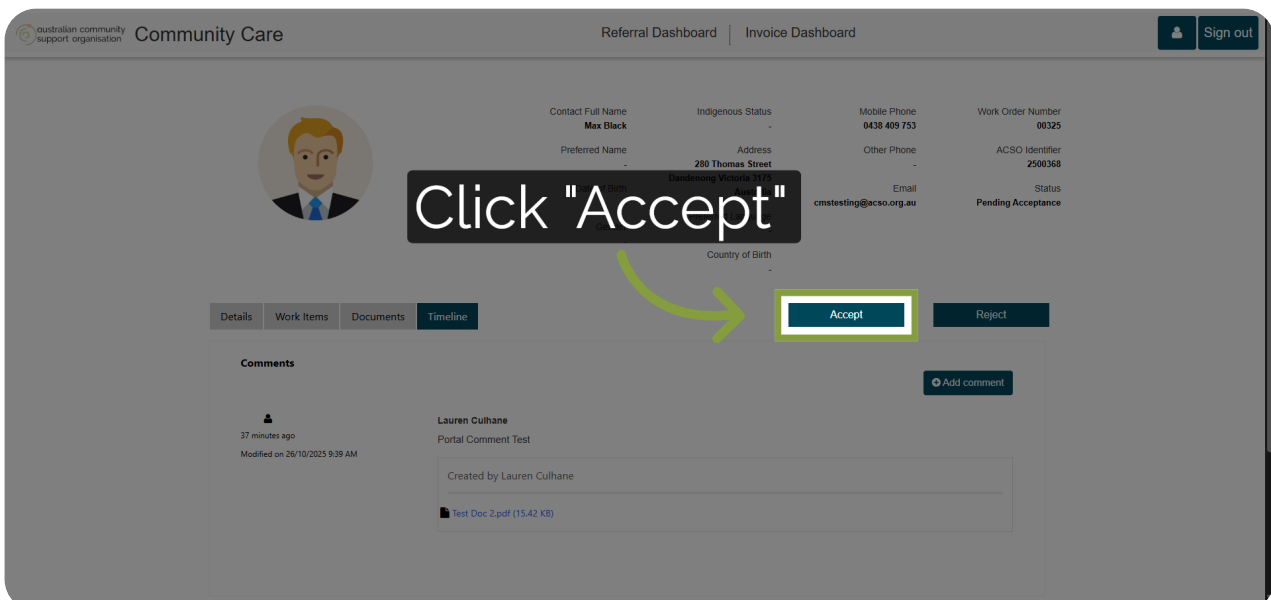
Within the Timeline Tab, click the 'Add Comment' button to record the details (such as, date/time/location) of the first appointment scheduled with the client.



The screenshot displays the 'Community Care Portal' interface. At the top, a client profile for 'Max Black' is shown with fields for Contact Full Name, Indigenous Status, Mobile Phone, Work Order Number, Preferred Name, Address, Other Phone, ACSO Identifier, Date of Birth, Email, Status, Gender, Preferred Language, and Country of Birth. Below the profile, there are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. The 'Timeline' tab is selected, and a comment by 'Lauren Culhane' is visible. An orange box highlights the 'Add comment' button, and an orange arrow points to it.

14 Confirm Acceptance

Once an appointment has been scheduled and a 'Timeline Comment' is added with the appointment information, you may proceed to accepting the Work Order. Do so by clicking the "Accept" button to confirm acceptance of the Work Order.




The screenshot displays the 'Community Care Portal' interface, similar to the previous one. A large black box with the text 'Click "Accept"' and a green arrow points to the 'Accept' button, which is highlighted with a green box. The 'Accept' button is located in the 'Timeline' tab, next to the 'Reject' button. The 'Add comment' button is also visible.

Community Care Portal: Accepting Work Orders



15 Begin Treatment Provision

You can now commence treatment provision.



Contact Full Name
Max Black

Indigenous Status
-

Mobile Phone
0438 409 753

Work Order Number
00325

Preferred Name
-

Address
280 Thomas Street
Dandenong Victoria 3175
Australia

Other Phone
-

ACSO Identifier
2500368

Date of Birth
-

Preferred Language
-

Email
cmstesting@acso.org.au

Status
Accepted / In Progress

Gender
-

Country of Birth
-

DetailsWork ItemsDocumentsTimeline

Complete

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


16 Remember

REMEMBER: Pending/Acceptance = The client has been referred, however, not yet allocated an appointment (or waitlisted). Accepted/In Progress = The client has been allocated an appointment and treatment is about to commence or is in progress.

Community Care

Referral Dashboard | Invoice Dashboard

Sign out



Contact Full Name	Indigenous Status	Mobile Phone	Work Order Number
Max Black	-	0438 409 753	00325
Preferred Name	Address	Other Phone	ACSO Identifier
-	280 Thomas Street	-	2500368
Date of Birth	Dandenong Victoria 3175	Email	Status
-	Australia	cmstesting@acso.org.au	Accepted / In Progress
Gender	Preferred Language		
-	-		
	Country of Birth		
	-		

DetailsWork ItemsDocumentsTimeline

Complete

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