

Community Care Portal: Accepting Work Orders

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.

A screenshot of the Referral Dashboard. At the top, there are links for "Referral Dashboard" and "Invoice Dashboard", and a sign-out button. The main area is titled "Referral Dashboard" and shows a summary of work order status: Pending Acceptance (1), Accepted/In Progress (1), Rejected (1), Completed (1), and Cancelled (0). The bottom of the page includes a copyright notice: "Copyright © 2025. All rights reserved." and a "Referral Dashboard" link.

02 View Work Orders list

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

A screenshot of the Work Orders list page. The top navigation includes "Community Care", "Referral Dashboard", "Invoice Dashboard", and a sign-out button. The main content area is titled "Third-party - Pending Acceptance Work Orders" and shows a table with one row of data: Work Order Number (00325), Customer Name (Max Black), Planned Date (26/10/2025 8:00 AM), Support Category (Treatment), Support Sub Category (Counselling Complex), Third-party (ACSO External), and Status (Pending Acceptance). The bottom of the page includes a copyright notice: "Copyright © 2025. All rights reserved." and a "Work Orders" link.

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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.

A screenshot of the Community Care Portal. The top navigation bar includes 'Community Care', 'Referral Dashboard', 'Invoice Dashboard', a user icon, and 'Sign out'. Below the navigation is a search bar with the placeholder 'Search'. The main content area displays a table of work orders. The first row is highlighted with a green box around the 'Work Order Number' cell containing '00325'. A green arrow points from the text 'Click "workorder number"' to this cell. The table columns include 'Work Order Number', 'Customer Name', 'Planned Date', 'Support Category', 'Support Sub Category', 'Third-party', 'Third-party Status', and 'Created'. The 'Customer Name' column shows 'Max Black', and the 'Planned Date' column shows '26/10/2025 8:00:00'. The 'Support Category' column shows 'Treatment', and the 'Support Sub Category' column shows 'Counselling Complex'. The 'Third-party' column shows 'ACSO External Services', and the 'Third-party Status' column shows 'Pending Acceptance'. The 'Created' column shows '26/10/2025 8:00:00'. The bottom of the page has a copyright notice: 'Copyright © 2025. All rights reserved.'

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.

A screenshot of the Work Order Details page. The top navigation bar is identical to the previous screenshot. The main content area is divided into two sections. On the right, client information is displayed in a grid: 'Contact Full Name' (Max Black), 'Indigenous Status' (Blank), 'Mobile Phone' (0438 409 753), 'Work Order Number' (00325); 'Preferred Name' (Blank), 'Address' (280 Thomas Street, Dandenong Victoria 3175 Australia), 'Other Phone' (Blank), 'ACSO Identifier' (2500368); 'Date of Birth' (Blank), 'Preferred Language' (Blank), 'Email' (cmstesting@acso.org.au), 'Status' (Pending Acceptance); 'Gender' (Blank), 'Country of Birth' (Blank). On the left, there is a profile picture of a man with blonde hair. Below the profile picture are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline', with 'Details' being the active tab. Under 'Details', there are sections for 'Third-party' (ACSO External Services), 'Agreement Funded Support' (Treatment - Counselling Standard - AOD Counselling Standard - Forensic), 'Priority' (Blank), 'Support Category' (Treatment), and 'Support Sub Category' (Counselling Complex). At the bottom right of the left section is a 'Special Instructions' text area. At the bottom right of the entire page are 'Accept' and 'Reject' buttons.

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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.

A screenshot of the Community Care Portal interface. At the top, there is a user profile picture of a man with blonde hair and a suit. Below the profile are several data fields: Contact Full Name (Max Black), Preferred Name, Date of Birth, Gender, Indigenous Status (Address: 280 Thomas Street, Dandenong Victoria 3175 Australia), Mobile Phone (0438 409 153), Other Phone, ACSO Identifier (2500368), Email (cmstesting@acso.org.au), Status (Pending Acceptance), and Country of Birth. Below these fields are four tabs: Details (selected), Work Items, Documents, and Timeline. Under the Details tab, there is a section for 'Third-party' (ACSO External Services) and 'Agreement Funded Support' (Treatment - Counselling Standard - AOD Counselling Standard - Forensic). There is also a 'Priority' field and a 'Support Category' field, which is circled in red. Below the 'Support Category' field is a 'Support Sub Category' field (Counselling Complex). To the right of the form are two buttons: 'Accept' and 'Reject'. A green hand icon is positioned to the left of the 'Details' tab.

06 Navigate to Documents Tab

Navigate to the Documents Tab in the Work Order.

A screenshot of the Community Care Portal interface, similar to the previous one but with a different tab selected. The 'Documents' tab is highlighted with a blue box and a green arrow points to it. The other tabs are 'Details', 'Work Items', and 'Timeline'. The rest of the interface is identical to the previous screenshot, showing the user profile, data fields, and 'Support Category' field which is circled in red.

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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.

A screenshot of the Community Care Portal interface. At the top, there is a user profile picture of a man with blonde hair. Below the profile are several data fields: 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); Gender, Country of Birth, Status (Pending Acceptance). Below these fields are four tabs: Details, Work Items, Documents (which is highlighted in blue), and Timeline. To the right of the tabs are two buttons: Accept and Reject. Below the tabs is a section with two buttons: Add files and New folder. A message box below says "There are no folders or files to display." At the bottom left, it says "Copyright © 2025. All rights reserved." The entire interface is framed by a thick black border.

08 Navigate to Timeline Tab

Navigate to the Timeline Tab in the Work Order.

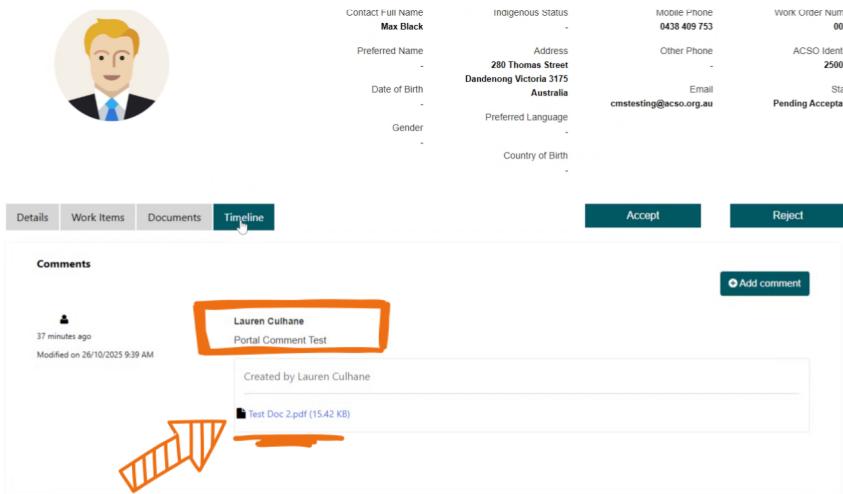
A screenshot of the Community Care Portal interface, similar to the previous one but with a callout. A large black box with white text "Click 'Timeline'" is overlaid on the interface. A green arrow points from the text box to the "Timeline" tab, which is highlighted with a green border. The rest of the interface is identical to the previous screenshot, including the user profile, data fields, tabs, and message box. The entire interface is framed by a thick black border.

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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 shows a user profile for Max Black with contact information: Mobile Phone 0438 409 753, Work Order Number 000325, and ACSO Identifier 2500368. The Timeline tab is active, displaying a comment from Lauren Culhane: "Portal Comment Test" created 37 minutes ago. A file attachment "Test Doc 2.pdf (15.42 KB)" is shown. Buttons for "Accept" and "Reject" are at the top right.

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.*

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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.

A screenshot of the Community Care Portal. At the top, there are navigation links for 'Referral Dashboard' and 'Invoice Dashboard', and a 'Sign out' button. Below the header, a client profile is displayed with the following details:

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 cmtesting@acso.org.au	Status Pending Acceptance
Gender	Country of Birth		

Below the profile, there are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. The 'Timeline' tab is selected and highlighted in blue. On the right side of the timeline tab, there are 'Accept' and 'Reject' buttons. Under the 'Timeline' tab, there is a 'Comments' section showing a recent comment from 'Lauren Culhane' with the text 'Portal Comment Test'. There is also a link to 'Test Doc 2.pdf (15.42 KB)'. At the bottom of the timeline section, there are buttons for 'Add files' and 'New folder'.

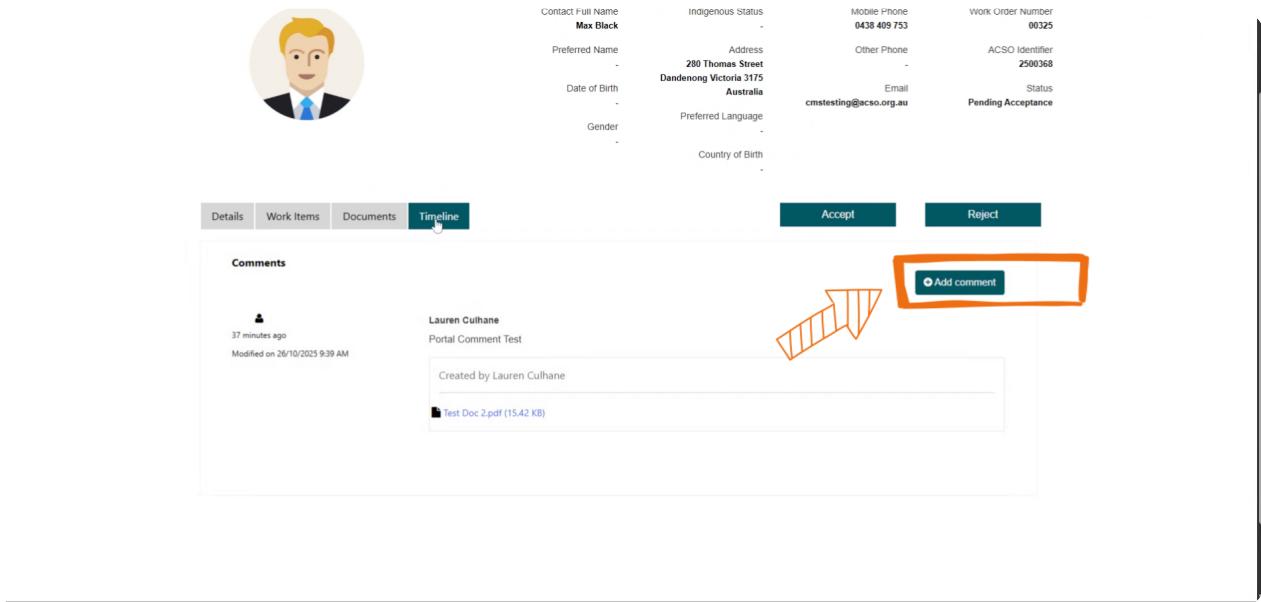
12 Navigate to Timeline Tab

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

A screenshot of the Community Care Portal showing a client profile. A large, semi-transparent black box with the text 'Click "Timeline"' is overlaid on the page. A green arrow points from the text 'Click "Timeline"' to the 'Timeline' tab, which is highlighted in blue. The 'Timeline' tab is located in the navigation bar below the client profile. The rest of the page shows the client details and the 'Pending Acceptance' status, with the 'Timeline' section being the primary focus.

13 Add a Timeline Comment

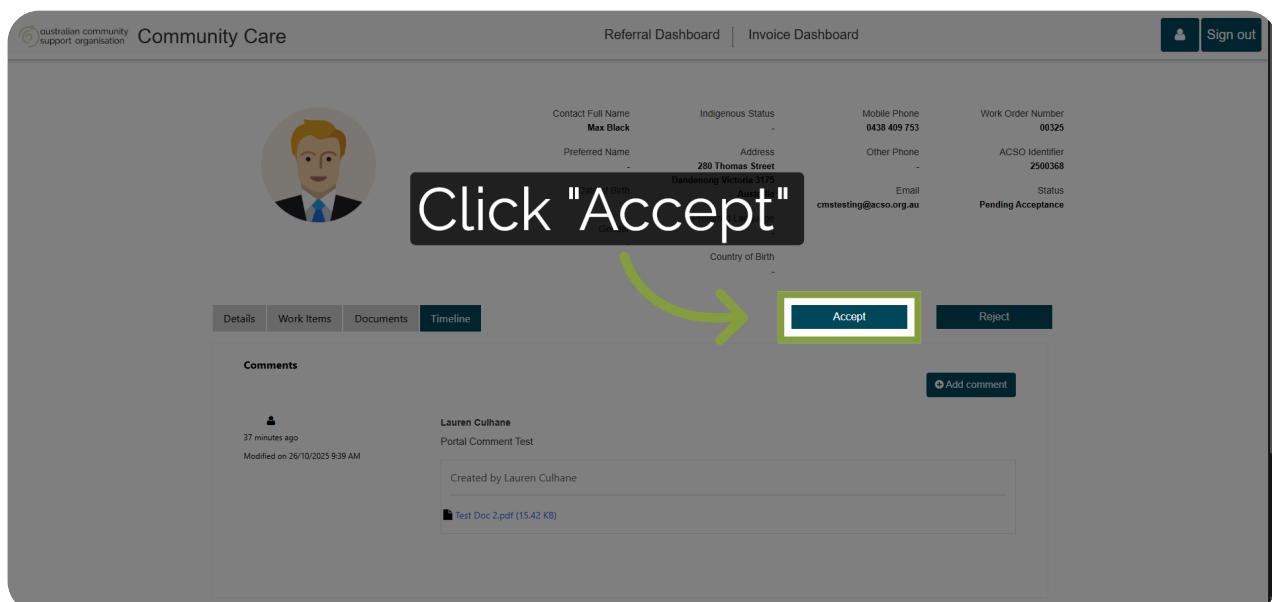
Within the Timeline Tab, click the 'Add Comment' button to record the details (such as, date/time/location) of the first appointment scheduled with the client.



The screenshot shows the 'Timeline' tab selected in the navigation bar. The 'Comments' section displays a recent comment from 'Lauren Culhane' with a link to 'Portal Comment Test'. Below the comments, there is a text input field and a file upload section for 'Test Doc 2.pdf'. At the bottom right of the comments section, there is a blue button labeled 'Add comment' with an orange box around it. The 'Accept' and 'Reject' buttons are also visible in the timeline area.

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 shows the 'Timeline' tab selected in the navigation bar. A large green arrow points to the 'Accept' button, which is highlighted with a green box. The 'Comments' section and other timeline details are visible in the background.

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15 Begin Treatment Provision

You can now commence treatment provision.

australian community support organisation Community Care

Referral Dashboard | Invoice Dashboard [Sign out](#)

Details Work Items Documents Timeline Complete

Contact Full Name: Max Black
Indigenous Status: Other
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:

Third-party
ACSO External Services

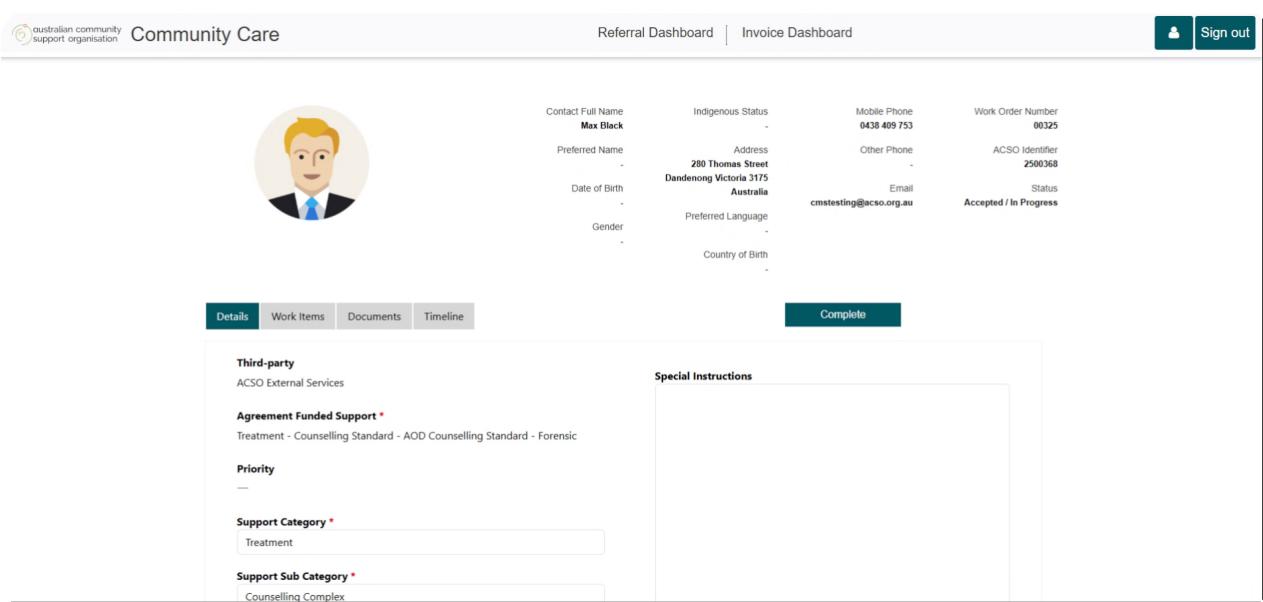
Agreement Funded Support *
Treatment - Counselling Standard - AOD Counselling Standard - Forensic

Priority
—

Support Category *
Treatment

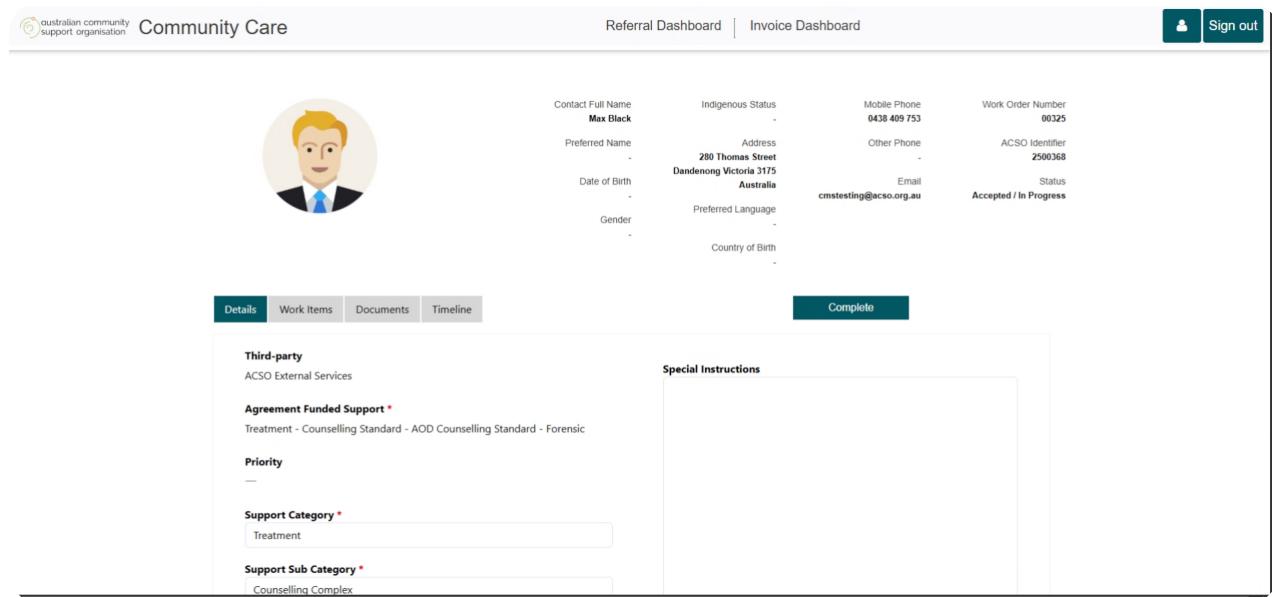
Support Sub Category *
Counselling Complex

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.



The screenshot shows a client profile for 'Max Black' with the following details:

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 Dandenong Victoria 3175 Australia	-	2500368
Date of Birth	Preferred Language	Email	Status
-	-	cmtesting@acso.org.au	Accepted / In Progress
Gender	Country of Birth	-	-

Below the profile, there are tabs for 'Details', 'Work Items', 'Documents', and 'Timeline'. The 'Details' tab is selected. On the right, there is a 'Complete' button. On the left, there are sections for 'Third-party' (ACSO External Services), 'Agreement Funded Support' (Treatment - Counselling Standard - AOD Counselling Standard - Forensic), 'Priority' (blank), 'Support Category' (Treatment), and 'Support Sub Category' (Counselling Complex). There is also a large 'Special Instructions' text area.