

Community Care Portal Release Notes

5 May 2026, 7pm

Downtime Required: Yes

Work Order Management Updates

- Providers must now enter an **Initial Treatment Date** when accepting a work order.
- A **Work Order Accepted Date** is automatically recorded.
- A **rejection reason** is required when declining a work order.
- A new **waitlist option** allows work orders to be paused until services are ready to commence.

Portal Information Enhancements

- The **Details** tab now shows additional information to support service delivery, including:
 - Treating clinician, referring case manager, and ACSO assessor details
Please note that where it should note referring case manager it does not CCS Case Manager but this field can be used for all referrers including Courts. This label will be amended in the next update in July.

CCS Case Manager Name

CCS Case Manager Email

CCS Case Manager Location

- Client preferences and appointment availability
- Interpreter requirements

- Release date (where applicable)
 - Barriers to engagement
- Client details now include **LSI/LS/RNR rating**.
- ACSO Program and substance use information are included.

Dashboard Improvements

- New dashboard columns:
 - Work Order Accepted Date
 - Initial Appointment Date
 - Case Manager name
- The new columns are **filterable** to make tracking and prioritisation easier.