



Justice

# Participants Workbook

## Witness List

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## Introduction

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### Aim

The aim of this training is to provide you with information and knowledge on how to use the JUST Connect system to manage the witness list.

### Objectives

At the end of this session participants will be able to:

- Log in and navigate JUST Connect
- Operate and manage the digital witness list
- Explain the end to end work flow between court officers and the witness in JUST Connect
- Know where to find support material and contacts

## JUST Connect

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### What is JUST Connect?

JUST Connect is a web-based system enabling video conferencing collaboration, coordination and connection across the Department of Justice.

JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and booked court appearances (for Supreme Court arraignments and NCAT), as well as the management of digital witness lists management for court appearances.

### Who uses JUST Connect?

JUST Connect now has over 10,000 profiles; this includes users from Legal Aid, Corrective Services, Juvenile Justice, Courts and Tribunals, State Parole Authority, Supreme Court (arraignments), NCAT (Guardianship Division), Aboriginal Service Unit (ACCSO), Aboriginal Legal Service and Private legal and medical professionals. Upcoming releases may see more users receive access to JUST Connect as well as the roll out of additional functionality and enhancements for both AVL bookings and custody/witness list management.

### How will JUST Connect impact my role – Court Officers

Court Officers will now be able to electronically request witnesses into court through the use of real time electronic notifications. This will reduce the need for phone calls within the court room.

#### **Court Officers can use JUST Connect inside the court room to:**

- Make requests for a witness to appear AVL from their own device
- View the witnesses contact details
- Add a basic result to electronically notify the witness upon completion of the matter in court.

## System requirements

JUST Connect is only supported by the following web browsers:

- Google Chrome v56 or above
- Internet explorer v11 or above

As part of the JUST Connect roll out, DTS will be upgrading court computers with Chrome 56.



## Login and View the Witness List

### Logging into JUST Connect

Court Officers using JUST Connect will have a single sign on. This means when you log into a Justice network PC for the day, you will automatically be logged into JUST Connect as well.

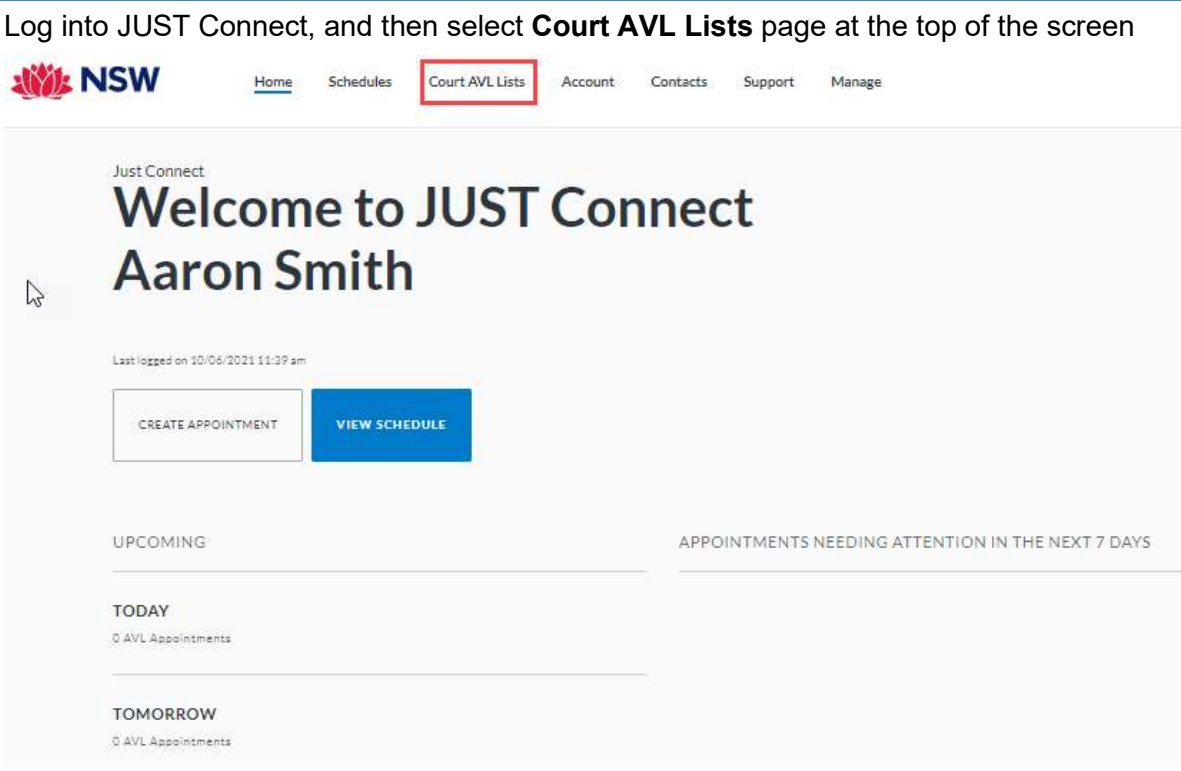
If a Court Officer is logged out of JUST Connect for any reason, the login details will be your Justice email address (as the user name) and your network password as your JUST Connect password.

If a password needs to be reset, you should contact DTS service desk on (02) 8688 1111 (or 81111) – then choose option 3.

### Viewing the Witness List

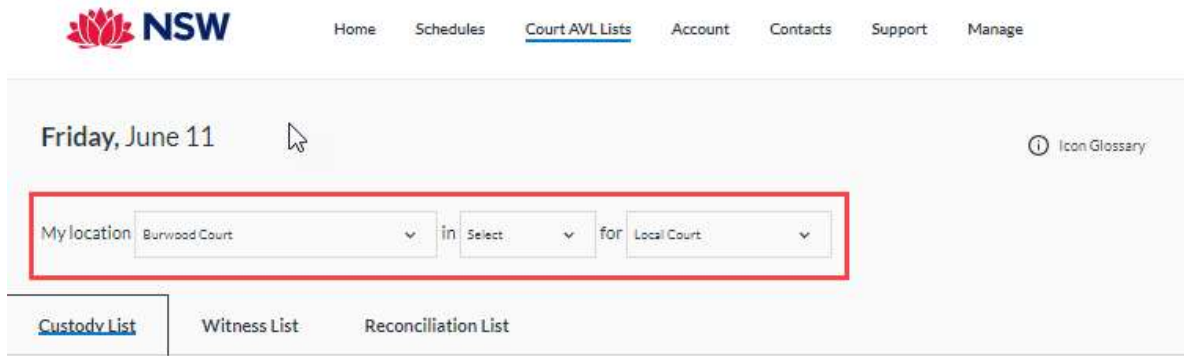
The Witness List page is used by Court Officers during court sessions to manage witnesses appearing in hearings.

To view the Witness List page in JUST Connect, Court Officers will need to:

Step	Action
1	<p>Log into JUST Connect, and then select <b>Court AVL Lists</b> page at the top of the screen</p> 

**Step Action**

- 2** The *Court AVL Lists* page displays  
 Select your **location** and **room** from the **drop down list**.  
 Note that if you have only one location assigned to your profile, this will display by default.



- 3** Once the location and room have been entered, the View Custody/Witness List button will become active. Click **View Custody/Witness List**.



Once you have clicked 'View Custody/Witness List', you will **not** be able to change the location or room. If you need to change one or both of these during the day, you will need to log out of JUST Connect, and then log back in again.

- 4** The Witness List for the current day, at your chosen location, will display below.  
 Note this is not the list for each court room, rather it displays the list for all courtrooms at that location.

The screenshot shows the 'Witness List' tab selected. Below the tabs, there is a section for 'Active (2)' participants. The table below lists the active participants with columns for Time, Name, Case No., Jurisdiction, Courtroom, Mode, Location, Room, and Appearance.

Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance
	Rose Waters	2021/00000000	Local Court	-	Video	Own device	-	Select - Result
	Heather Floats	2021/00000000	Local Court	-	Video	Own device	-	Select - Result



## Managing the Witness List

### Witness List Overview

The Witness List page has several columns, which can be sorted using the arrows at the top of selected columns.

Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance
	Rose Waters	2021/0000000	Local Court	-	Video	Own device	-	Select - Result
	Heather Floats	2021/0000000	Local Court	-	Video	Own device	-	Select - Result


The data in each column is outlined below.

Column:	Description :
<b>Time</b>	A timestamp will appear when a witness is requested.
<b>Name</b>	This is the name of the witness who has a court appearance at your nominated location. This may also include the case title of the hearing.
<b>Case number</b>	This is the case number being dealt with during the day's court session.
<b>Jurisdiction</b>	Lists the court jurisdiction the matter is being heard in, for example Local Court or District Court.
<b>Courtroom</b>	When a witness is requested by a Court Officer, the court room assigned to that Court Officer will display in this column. This column will remain blank until a court officer has requested the witness.  If a Court Officer from a different court room has requested the witness, then this will display with their assigned courtroom number, and will appear in light grey text.
<b>Mode</b>	Identifies how the session will take place, for example 'video'.
<b>Location</b>	Lists the physical location of the person of the witness, for example 'own device'.

Column:	Description :
<b>Appearance</b>	<p>Contains a drop down list beside each witness with appearance options. For Court Officers, these appearance options include</p> <ul style="list-style-type: none"> <li>• <b>Request</b> <ul style="list-style-type: none"> <li>○ Once selected, the witness will receive a text message and an email notifying them to remote into court. The email includes a dial in link for the witness.</li> </ul> </li> <li>• <b>Reset</b> <ul style="list-style-type: none"> <li>○ If you make any errors onscreen, for example you request the wrong witness, you can set the appearance status to 'reset'. This will return the status to 'select', resetting the appearance status back to the original state. This will also notify the witness by email.</li> </ul> </li> </ul>
<b>Result</b>	<p>When a witness has completed their court session, the court officer is required to enter their court results into JUST Connect. The Court Officer has seven options to select from:</p> <ol style="list-style-type: none"> <li>1. Adjourned</li> <li>2. Completed</li> <li>3. Not reached</li> <li>4. Not required</li> <li>5. Still required</li> <li>6. Technology issues</li> <li>7. Witness did not respond</li> </ol> <p>Note: these options are outlined in the following table.</p>

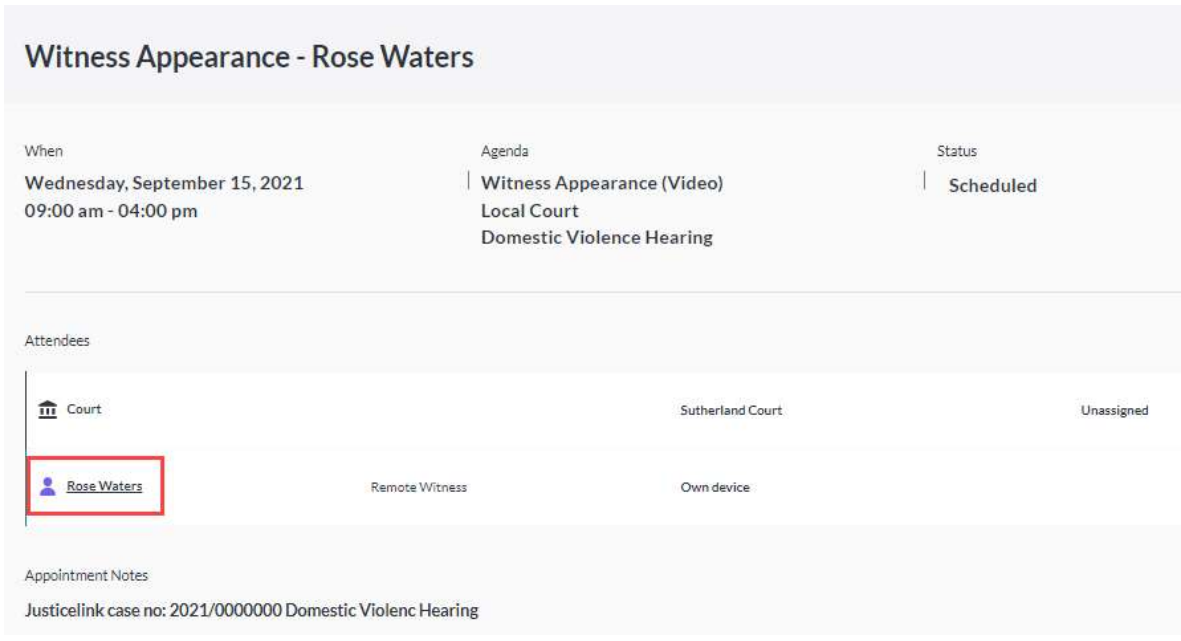
## Witness details

The details of the witness can be found by clicking on the witness name. This shows booking details, the witnesses contact details and appointment notes.

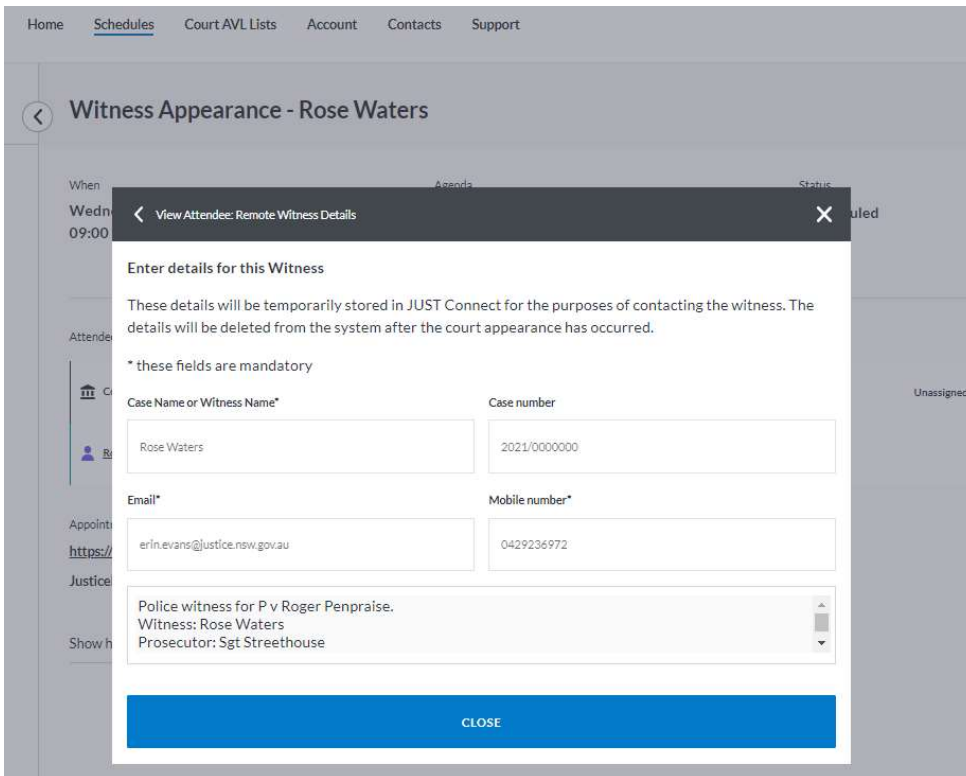
Step	Action
1	<p>Click on the witness name.</p>  <p>The screenshot shows a table with the following columns: Time, Name, Case No., Jurisdiction, Courtroom, Mode, Location, Room, and Appearance. Two rows are visible. The first row has a clock icon, the time '11:35 am', the name 'Rose Waters' (highlighted with a red box), case number '2021/0000000', 'Local Court', 'Sutherland LC1', 'Video', 'Own device', and 'Request' with a dropdown arrow. The second row has a person icon, the name 'Heather Floats', case number '2021/0000000', 'Local Court', a dash, 'Video', 'Own device', and 'Select' with a dropdown arrow.</p>

**Step Action**

- 2** The *Witness Appearance* page is displayed. Details of the appointment is shown. To view the contact details of the witness, click on the witness name.  
Note: The name of the witness may also include the case name.



- 3** A pop-up box showing the witness details is displayed.



**Step Action**



Once the witness has been requested to dial in to court, the dial in link that is sent to the witness by email can be found in the **'Appointment Notes'**.  
Note: This link is automatically updated each time the witness is requested into court.

**Witness Appearance - Rose Waters**

When	Agenda	Status
Wednesday, September 15, 2021 09:00 am - 04:00 pm	Witness Appearance (Video) Local Court Domestic Violence Hearing	Scheduled

Attendees

Court	Sutherland Court	Unassigned
<u>Rose Waters</u>	Remote Witness	Own device

Appointment Notes

<https://av/guest.justice.nsw.gov.au/call/78320c6c-93a8-411e-84d0-f433e48254d2>

Justicelink case no: 2021/0000000 Domestic Violenc Hearing

## Result Options

The Result column on the Witness List page contains a drop down list with result options. Court Officers can select from a range of options depending on the circumstances of the case.

Note: Any options selected will send a text message to the witness.

Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance
	Rose Waters	2021/0000000	Local Court	-	Video	Own device	-	Select
	Heather Floats	2021/0000000	Local Court	-	Video	Own device	-	Select

The table below outlines the result options:

Appearance Status:	Description :
<b>Adjourned</b>	Used by <b>Court Officers</b> when the case is adjourned.
<b>Complete</b>	Used by <b>Court Officers</b> when the witness has completed their evidence in court.
<b>Not required</b>	Used by <b>Court Officers</b> when the witness is no longer required in court to give evidence.  For example, the case has resulted in a plea change or the prosecution no longer requires the witness.
<b>Not reached</b>	Used by <b>Court Officers</b> when the case has not been reached in court that day.
<b>Still required</b>	Used by <b>Court Officers</b> when the witness is still required in court to give evidence.  For example, the witness has been requested into court before the luncheon adjournment and they are required back in court once court resumes.
<b>Technology issue</b>	Used by <b>Court Officers</b> when the witness has had a technology issue that has resulted in an inability to dial into the courtroom.
<b>Witness did not respond</b>	Used by <b>Court Officers</b> when the witness did not respond to the request to dial into court.

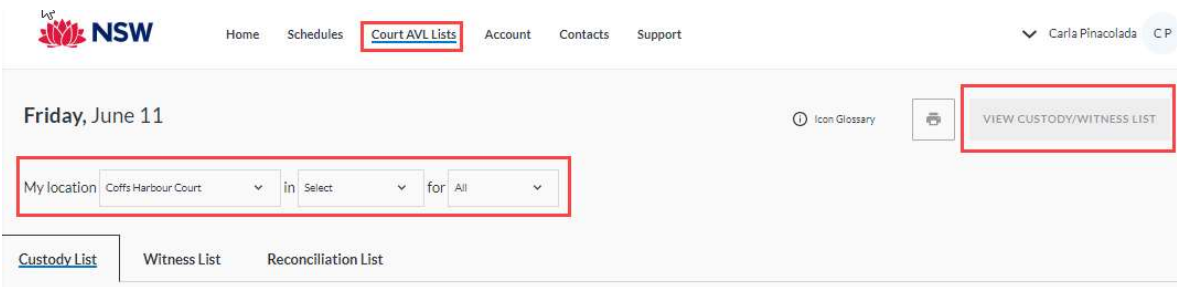
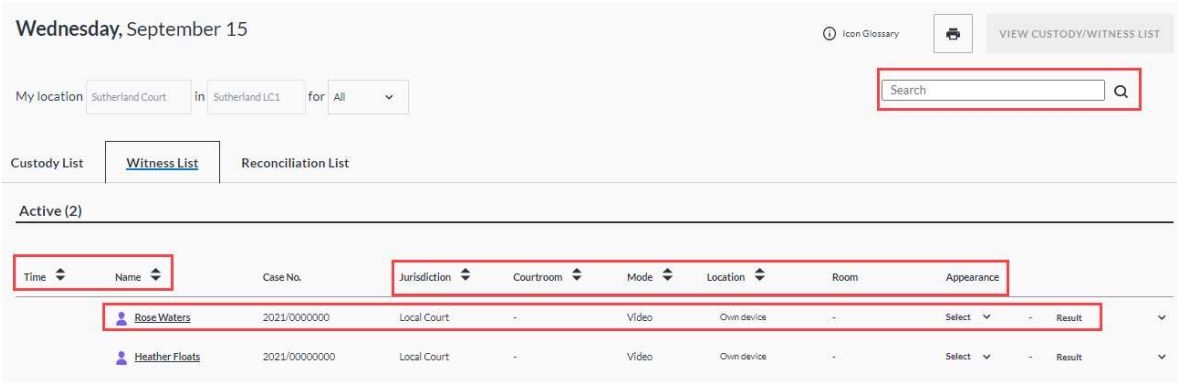

# Actioning the Witness List

## Make requests

As a Court Officer your role will be to use the Witness List to:

- Make requests for a witness to appear in court
- Provide the court results

These processes are outlined below.

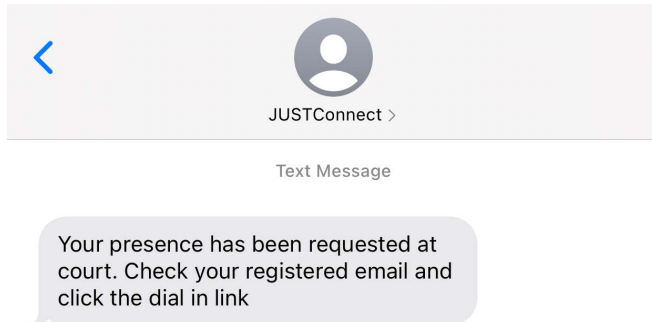
Step	Action
1	<p>Go to the <b>Court AVL Lists</b> page, and then select your <b>location and room</b> (you only do this when you log in, or if you change courtrooms). Click <b>View Custody/Witness List</b> to display the witness list for your location below.</p> 
2	<p>Locate the person in the witness list. You can use the arrows at the top of each column, or the search field at the top of the screen to locate the witness quickly.</p> 
3	<p>Select the <b>drop down arrow</b> in the <b>Appearance</b> column for the witness. Then click <b>Request</b>.</p> 

**Step Action**

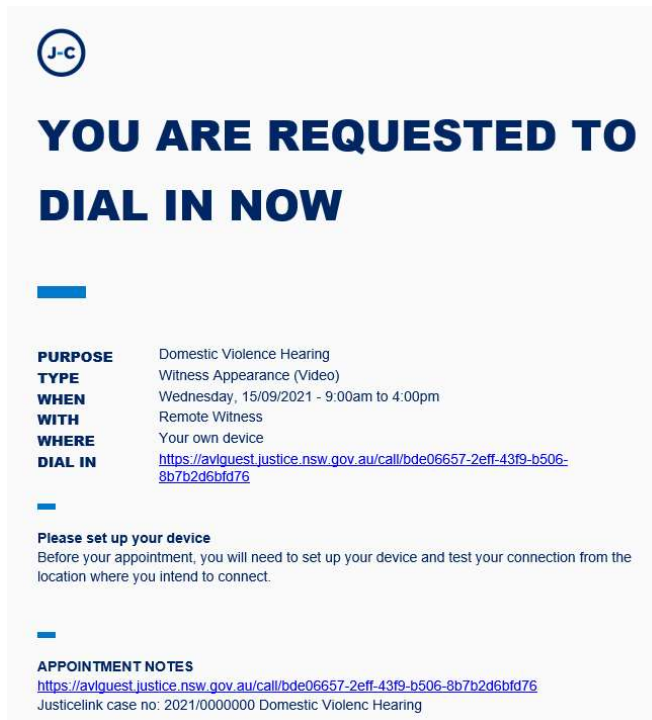


Once the witness has been requested, they will receive a text message alerting them that their presence is required in court and a direction for them to check their email for the dial in link. An example of these notifications is shown below.

An example of the text message is shown below:



An example of the email received is shown below:



**4**

At the time the Court Officer requests the witness, a time stamp will appear.

Custody List		Witness List		Reconciliation List					
Active (2)									
Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance	
09:06 am	Rose Waters	2021/0000000	Local Court	Sutherland LC1	Video	Own device	-	Request	Result
	Heather Floats	2021/0000000	Local Court	-	Video	Own device	-	Select	Result

## Send Results

When a witness has completed their appearance, you are required to select a result via JUST Connect. This result notifies the witness of the result by text and email. An example of the email is shown below.

### Step Action

- 1 Locate the witness from the list.  
You can use the arrows at the top of each column, or the search field at the top of the screen to locate the witness quickly.  
Click **Result**.

Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance
10:57 am	Rose Waters	2021/0000000	Local Court	Sutherland LC1	Video	Own device	-	Request <span>Result</span>
	Heather Floats	2021/0000000	Local Court	-	Video	Own device	-	Select <span>Result</span>

- 2 A drop down list will display.  
Select the result from the options on screen:

Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance
	Rose Waters	2021/0000000	Local Court	-	Video	Own device	-	Select <span>Result</span>
	Heather Floats	2021/0000000	Local Court	-	Video	Own device	-	Select <span>Result</span>



The result options are detailed on page 11.



**Step Action**

**3** The results have been saved to JUST Connect.

If the case is **Complete**, **Not reached**, or **Not required** the witness will appear in the **Complete** list below.

Custody List		Witness List		Reconciliation List					
Active (1)									
Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance	
	Heather Floats	2021/00000000	Local Court	-	Video	Own device	-	Select	Result
Complete (1)									
Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance	
11:02 am	Rose Waters	2021/00000000	Local Court	Sutherland LC1	Video	Own device	-	Not reached	Edit



Once the case has been completed in court, the witness will receive an email advising they are no longer required at court.

## YOU ARE NO LONGER REQUIRED AT COURT TODAY

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<b>PURPOSE</b>	Domestic Violence Hearing
<b>TYPE</b>	Witness Appearance (Video)
<b>WHEN</b>	Wednesday, 15/09/2021 - 9:00am to 4:00pm
<b>WITH</b>	Remote Witness
<b>WHERE</b>	Your own device
<b>DIAL IN</b>	No longer required

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**Please set up your device**  
Before your appointment, you will need to set up your device and test your connection from the location where you intend to connect.

## Step Action



In some instances, the witness may be required to re-appear before the court for the matter to be re-mentioned. You can edit your own result, in which case, you need to edit the completed appearance and set the result to **'Still Required'**. When the witness is required in court, set the appearance status to **'Request'**. This will send new notifications to the witness with a new link to dial into court.

Active (1)									
Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance	
	Heather Floats	2021/00000000	Local Court	-	Video	Own device	-	Select	Result

Complete (1)									
Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Room	Appearance	
11:02 am	Rose Waters	2021/00000000	Local Court	Sutherland LC1	Video	Own device	-	Not reached	

## Frequently Asked Questions

### Can I change my location or room number during the day?

If you need to change your location and/or room, you must log out of JUST Connect, and then log back in again. Once logged back in, you can re-set your location or room on the Court AVL Lists page.

### What if the witness does not dial into court when requested?

Advise the prosecution and follow any directions of the judicial officer. If you are required to contact the witness, please refer to the section titled *'Witness details'* to locate the contact details of the witness.

### What if the witness does not appear in the witness list?

Contact JUST Connect on the details provided below to confirm if an appointment has been created for the witness.

### What if there are technology issues and the witness cannot dial into court?

Advise the prosecution and follow any directions of the judicial officer.

### What happens if JUST Connect crashes or I lose internet connection?

In the rare event that you may lose internet connect or access to JUST Connect, you will need to revert to manual processes by calling the witness and providing a CMS link for them to dial into court.

## Support

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### Contacts details

The JUST Connect support team can be contacted via:

Phone: 02 8759 0010 (extension 90010)

Email: [justconnect@justice.nsw.gov.au](mailto:justconnect@justice.nsw.gov.au)

End-point technical support will remain with your current IT department.

### Support materials

Support materials will be progressively available on the JUST Connect support website, including:

- A comprehensive user guide
- Demonstration videos
- Quick reference guides

Please do not download these documents. The most up to date versions will be maintained via the support page.



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Friday, June 11