JUST Connect

User Guide

Audio Visual Technology

Document Version: 1.5

JUST Connect Version 4.10

Date: 5 July 2019

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Introduction

What is JUST Connect?

JUST Connect is a consolidated scheduling system for the Department of Justice, providing a cloud-hosted web interface for agency staff as well as public users to manage bookings.

The system will allow authorised users to create and manage video, phone or in-person appointments, including:

- Correctional Assessments
- Correctional Meetings
- Court appointments
- Mandatory Case Conferences
- Professional and Appearances (initiated by ODPP)
- Peer-to-peer appointments (inter-agency and intra-agency appointments)

What services are available through JUST Connect?

Through the JUST Connect system, users will be able to perform a range of tasks, depending on their profile. These tasks may include:

- View schedules and calendars
- Create appointments
- Allocating attendees to appointments
- Accept or decline bookings
- Marking appointments as did not occur
- Editing bookings
- Cancel bookings
- Generate reports
- Manage accounts and access
- Access support materials

Accessing JUST Connect

JUST Connect is a web based system accessed here:

https://justconnect.justice.nsw.gov.au

Browser requirements

To get the best performance from this site you will need to use the following browsers:

- Google Chrome v56 or above
- Internet Explorer v11

Refer to the images below for assistance in checking your browser version.

Google Chrome

1. Click on Google Chrome button
2. Select Help
3. Select About Google Chrome
4. Displays Version number
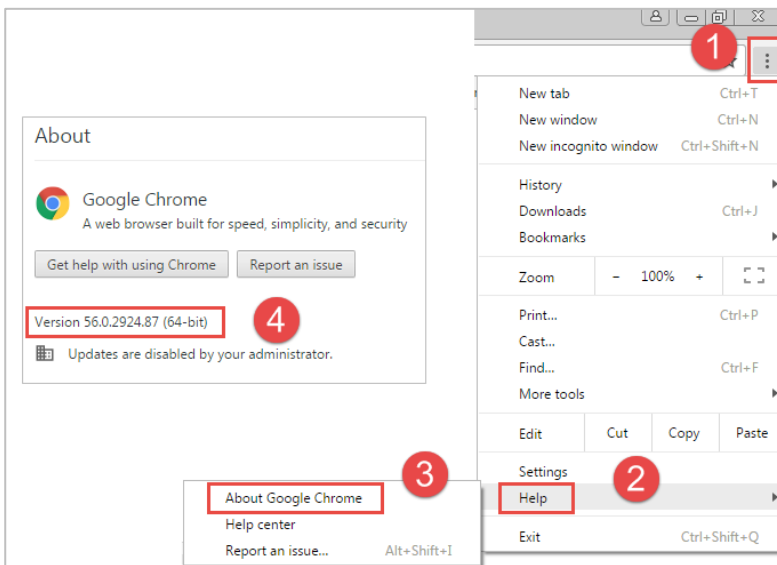
Internet Explorer:

1. Click on Tools icon
2. Select About Internet Explorer
3. Displays Version number.
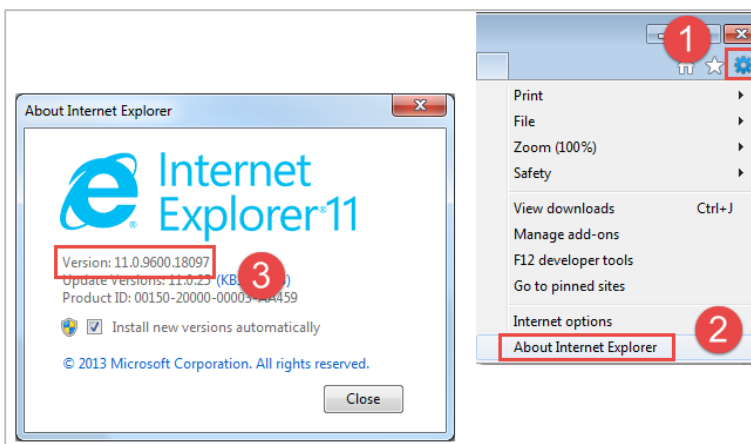
Roles and Permissions

All JUST Connect users will be assigned a role and permissions. Please refer to the tables below for an overview.

JUST Connect Roles	Assigned to Position
System Administrator	The Support Team who manage all JUST Connect accounts.
Agency Administrator	Manages users and rooms for all locations within their agency. This includes creating new locations.
Location(s) Manager	Manages users, allocating locations and roles for any user within their agency at their specific location.
Agency Staff	All staff using JUST Connect within the agency. This is usually administrative team members that provide assistance to an Agency Professional. Agency Staff will also get a view of the rooms at their location, including own device appointments.
Agency Professional	All professionals working for an agency and that will be an attendee to the AVL booking, for example a legal aid lawyer. Agency Professionals will get a view of their own calendar and appointments, as well as appointments they have created on behalf of others in their Appointment List
Guest Professional	Private lawyers or medical professionals Do not have access to make or manage their own appointments in JUST Connect but have been registered as 'guests' to allow them to be added to appointments by other users, and to allow them to receive notifications. **Note:** These users can only be created by the CS Support Team personnel.

What permission do I have?

This guide has been developed for Agency Staff and Agency Professionals.

Location Managers and Agency Administrators should refer to the Locations and Agency Administrators Guide, located on the JUST Connect Support page, for more information on roles and permissions.

Registration and Log on

Register for JUST Connect

Agency and Legal Aid staff who previously had access to VCSS will automatically be registered for JUST Connect. New users can be added to the system by contact the AVL call centre. Refer to the Support section of this guide for details.
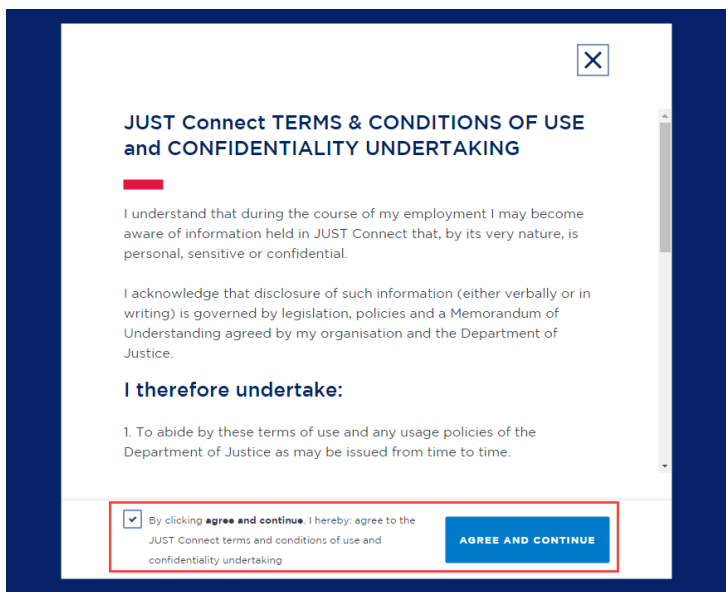
Non-registered users or guest attendees

A non-registered user or guest attendee can be added to an appointment and will receive notifications for the appointment; however they cannot access the JUST Connect system themselves to create or edit the appointment.

Log on and Password information

The JUST Connect system requires users to enter a username and password:
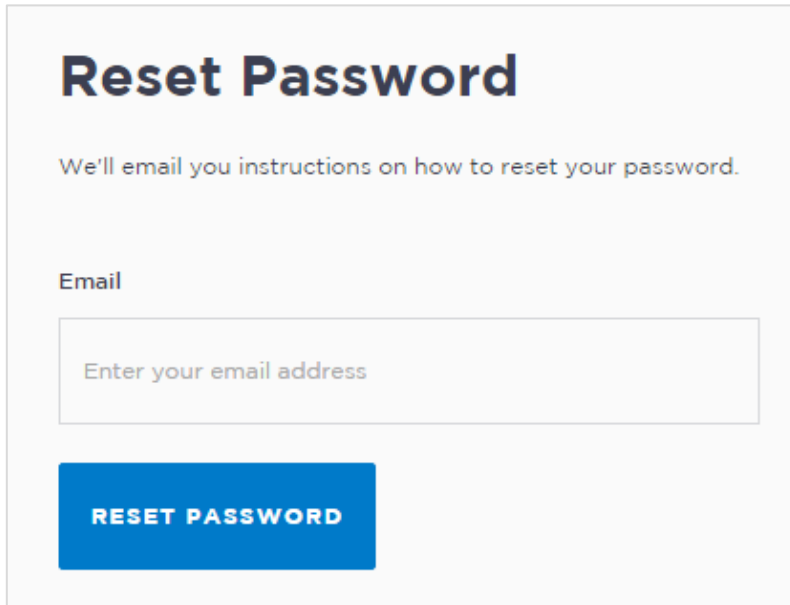
- Agency users and Legal Aid staff: will have a single login; i.e. when they log into their network, they will automatically be logged into JUST Connect. If a timeout or log out occurs, agency staff can use their work email address for their username and their normal network password

- Non-agency users: use their registered email address and the password provided (non-agency users must re-set this password on their first login).

- Non-agency users have three attempts to log into JUST Connect. If the user fails three times to login, they will be locked out for a period of 30 minutes, or until their account is unlocked by JUST Connect support. This will not change your password.

- When any user logs into JUST Connect (or opens JUST Connect for the first time), they will need to read, and then accept the Term & Conditions for using the JUST Connect system

Re-set passwords

- Agency Users – as the password is the same as their network password, they will need to contact the normal IT support within their agency.

- Non-agency Users – can reset their own password by clicking 'Forgotten your password' from the login screen. This will redirect the user to the reset password screen. The information on how to re-set their password is sent to their registered email address; they will need to follow the instructions in the email to re-set their password.

Reset Password

We'll email you instructions on how to reset your password.

Email

Enter your email address

RESET PASSWORD

JUST Connect page overview

Home page

When a user has logged into JUST Connect, they will first land on the home page (dashboard) as per the image at the bottom of this page.

From this screen, a user can:

- View upcoming appointments (today and tomorrow)
- View appointments needing attention
- Create an appointment (via Create Appointment button)
- View Schedule (via View Schedule button)

In addition, users can:

- Return to the home screen at any stage by clicking 'Home'
- Access their schedules at the top of the screen
- View contact details for relevant locations, including location addresses and map
- Sign out of JUST Connect

Note that different user types may view all or some of the options listed above.
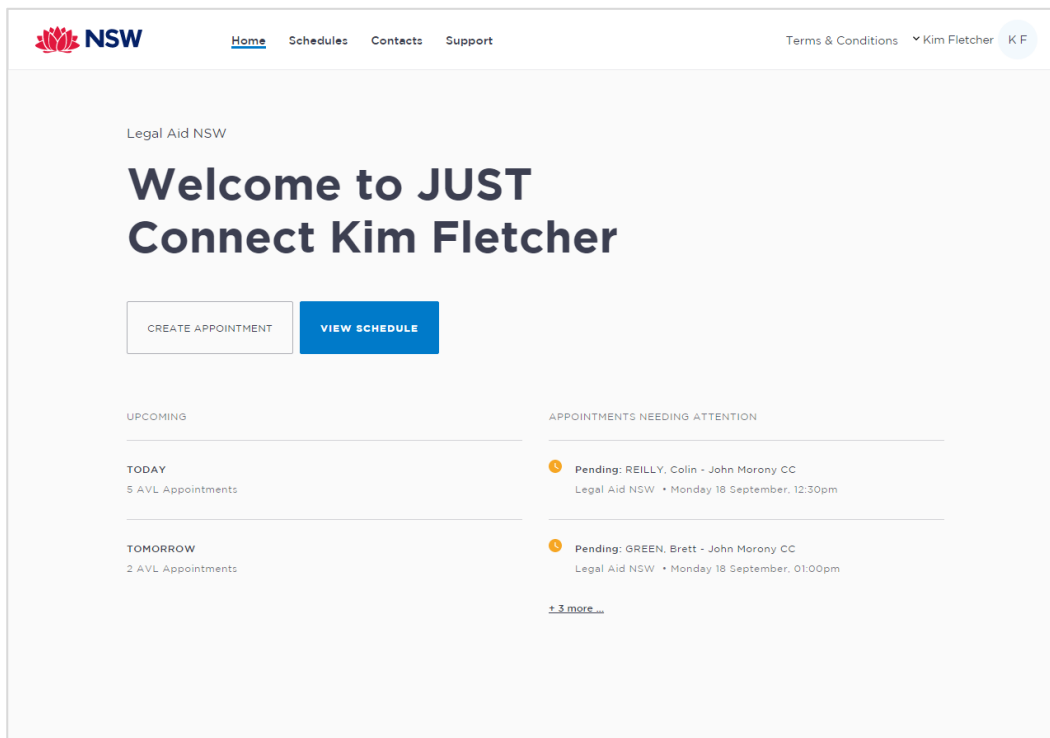
View Schedule

Users can view both their future and past appointments from their Schedule. Schedules can be viewed in three ways:

1. Appointment List
2. Day
3. Week

Appointment List

The Appointment List view is the most detailed view. From this page a user can view:

- Scheduled appointments
- Cancelled appointments
- Appointments that did not occur
- Appointments that were declined

This view will default to the current day; however a user can change the displayed date using the arrows at the top of the page, or by clicking a date in the calendar on the left of the screen.

Depending on the user, they may also have the option to select different locations where appointments are scheduled; this can be done by selecting the radio button beside the location on the left of the screen. By default, the first location in the list will display automatically.

Day view

The day view will display all appointments scheduled for the current day. The displayed date can be changed using the arrows at the top of the screen, or by selecting a date from the calendar. Depending on the user's profile, alternate locations may also be selected from the list below the calendar.

To view an appointment in more detail, select the appointment from the calendar.

Week view

The week view will display all appointments scheduled for the current week, with the week always starting on a Monday. The displayed week can be changed using the arrows at the top of the screen, or by selecting a date from the calendar.

To view an appointment in more detail, select the appointment from the calendar.

Depending on the user's profile:

- Alternate locations may be selected from the list below the month calendar (where applicable)

- The Week view will look different for different user types – see below for various user examples.

Legal Aid AVL Officer Schedule examples

Appointment List

Day View

Week view

You will be able to view all appointments at the locations attached to your profile, whether or not they've been made by yourself.

Corrective Services Officer Schedule examples

Correctives Appointment List

Please note the Print icon at the top of the screen, which allows you to print the Appointment list.

Day view

Week view

You can view all your own appointments at your nominated location. These appointments have been split into appointment types; Court, Family & Friends, and Professional appointments.

Legal Aid Lawyer Schedule examples

Appointment List

Day view

Week view

You can view all your own appointments at your nominated location.

Contacts

The Contacts page will display the contact information for each agency and Legal Aid location within NSW. Contact details include the Agency type, address and phone number.

Use the search bar at the top of the screen to find an agency or Legal Aid office, and once selected from the list, their address will then display in the map on the right of the screen.

Appointments Overview

A person in-custody is either an adult inmate (at Correctional Services) or a detainee (at Juvenile Justice). A 'Professional' includes for example, legal practitioners and medical practitioners.

Professional Appointments with a person in-custody

Professional Appointments in the JUST Connect system has several **Appointment types**:

- Correctional Meeting
- Correctional Assessment
- Family and Friend *(Corrective services only)*
- Peer to peer
- Mandatory Case Conference (ODPP and Legal Aid)
- Professional and Appearances *(ODPP only)*

Court Appointments

Appointments in the JUST Connect system use five **Appointment types**:

- Correctional Meeting
- Correctional Assessment
- Court
- Family and Friend
- Peer to peer

Peer to peer Appointments

Peer-to-peer appointments can be made within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames. These may be for the purpose of Meetings, Interviews or Training.

Appointments requested at short notice

All appointments created to connect with a person in-custody made before 3pm the day prior to the appointment will be automatically scheduled by the system.

Appointments made after 3pm the day prior to the appointment, or made on the same day as the appointment is to occur, will NOT be automatically scheduled and will have the status of 'Pending'. These require the appropriate staff at Corrective Services or Juvenile Justice to review and then accept or decline the appointment.

Person in-custody 'in transit'

If you are making an appointment and the person in-custody is in transit, you will not be able to save the appointment as the location of the person in-custody is not able to be retrieved. The location is not updated until the person in-custody reaches their final destination.

If a person in-custody goes into transit at a time an appointment is scheduled, that appointment will remain in place within JUST Connect until the new location is updated in OIMS. When OIMS has been updated, the information will automatically be transferred to JUST Connect, and the appointment will be cancelled (as the location for the appointment is no longer correct). This also

applies to court appointments where multiple in-custody people are attendees on the one appointment, and at least one of those in-custody people go into transit.

Appointment Status

All appointments in JUST Connect are assigned a Status.
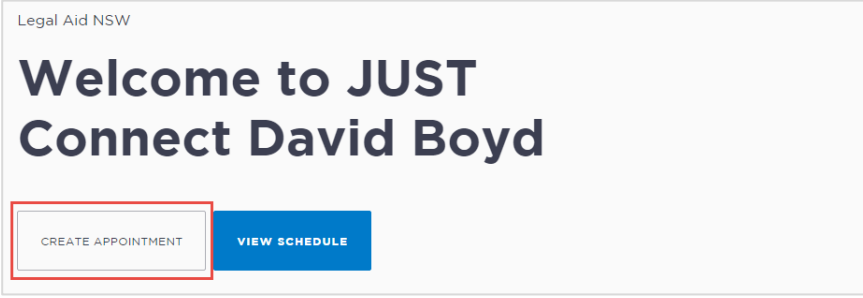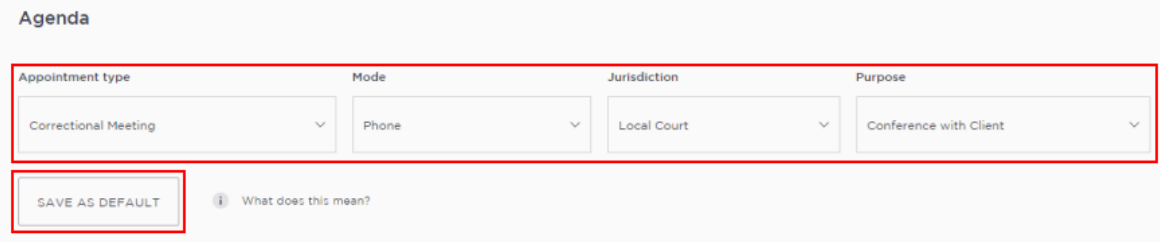
Appointment Status	Description
Pending	Appointments made with a person-in-custody at **short notice** (see below) will be given a status of Pending. These appointments must be accepted or declined by a AVL Correctional Services Officer or AVL Juvenile Justice Officer. <table><tr><td>**Created/made:**</td><td>**Booked to Occur:**</td><td>**Status**</td></tr><tr><td>Today</td><td>Today (same day)</td><td>Pending</td></tr><tr><td>Today **after 3pm**</td><td>Next day</td><td>Pending</td></tr></table> • Pending status **does not apply to court appointments** regardless of when the appointment is made, ie court appointments are always automatically given a status of **Scheduled**. • Appointments which are always **assigned a status of Pending** regardless of how far in advance the appointment is made include: - Appointments with a Juvenile detainee; appointments with a correctional inmate housed at **a high risk** location; all Family and Friends appointments.
Scheduled	• Appointments with a person-in-custody made **before 3pm** to occur the next day or greater are automatically given a status of Scheduled. • Court, Supreme Court, and NCAT are automatically given a status of Scheduled (includes appointments made at short notice). • Any appointments made which **do not** include a person in-custody are given a status of Scheduled regardless of when the appointment is made.
Cancelled	A scheduled or pending appointment has been cancelled. All attendees (excluding person in-custody) will receive notification via email and/or SMS (provided their email address and mobile number has been recorded in JUST Connect) which includes the reason for the cancellation.
Accepted	The Pending appointment (with a person-in-custody) has been **accepted** by the Correctional Services or Juvenile Justice Officer.
Declined	The Pending appointment (with a person-in-custody) has been **declined** by the Correctional Services or Juvenile Justice Officer.
Did not Occur	A scheduled appointment that **did not take place** can be marked by a Correctional Services officer as 'Did not occur'.

Appointment Status	Description		
Pending	Appointments made with a person-in-custody at short notice (see below) will be assigned a status of Pending. These appointments must be accepted or declined by a Correction Services or Juvenile Justice Officer.		
	Created/made:	**Booked to Occur:**	**Status**
	Today	Today (same day)	Pending
	Today after 3pm	Next day	Pending
	• Pending status **does not** apply to **court appointments** regardless of when the appointment is made, i.e. court appointments are automatically given a status of Scheduled. The only exception is when a court appointment is made with a person in custody from a high security facility. • Family and Friend appointments are automatically given a status of **Pending** regardless of how far in advance they are made. The appointment needs to be accepted or declined by Corrective Services or Juvenile Justice Officer.		
Scheduled	• Appointments with a person-in-custody made **before 3pm** to occur the next day or greater are automatically given a status of Scheduled. • Court, Supreme Court, NCAT and Peer appointments are automatically given a status of Scheduled (includes appointments made at short notice).		
Cancelled	The appointment has been cancelled. • All attendees (excluding inmates and family and friend attendees) will receive notification via email which includes the reason for the cancellation.		
Accepted	The Pending appointment (with a person-in-custody) has been **accepted** by the Correctional Services or Juvenile Justice Officer.		
Declined	The Pending appointment (with a person-in-custody) has been **declined** by the Correctional Services or Juvenile Justice Officer.		
Did not Occur	A scheduled appointment that did not take place can be marked by a Correctional Services officer as 'Did not occur'.		

Create Professional Appointments

Make an appointment as a Legal Aid Lawyer

To make an appointment for yourself with a person in-custody as the legal representative from Legal Aid, follow the steps outlined below:

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**. Legal Aid NSW **Welcome to JUST Connect David Boyd** CREATE APPOINTMENT VIEW SCHEDULE
3	The *New Appointment* screen displays. Complete the *Agenda* details by selecting the **Appointment Type**, **Mode** (either Video or Phone), the relevant **Jurisdiction**, and the **Purpose**. Agenda Appointment type: Correctional Meeting Mode: Phone Jurisdiction: Local Court Purpose: Conference with Client SAVE AS DEFAULT ⓘ What does this mean?
NOTE	• The *Jurisdiction* field only displays for certain *Appointment types* (i.e. Correctional Meeting). • **Save as Default** button: If your appointments have common agenda types, you can set those types as your default. ○ Select options from various agenda drop down menus, and then click the **Save as Default** button.

Step	Action
4	Complete the *Attendees & Time* details.
	The **Appointment owner** defaults to your name (the Legal Aid Lawyer) and you are automatically added as an attendee.
	Select the **Date** and complete the **From** and **To** time fields.
NOTE	The *Location* **is automatically** selected and the *Room* **is automatically** assigned based on eligibility and availability. Change these if required, by clicking on the fields and selecting the desired drop down option.
	You can select **Own device** from the *Location* drop down if you want to use your own device, or if for example, there is no availability at the location and you will use your own device.
5	The timeline shows availability of the attendees and the location (including rooms).
	The following can display:
	• Not available - timeline shows the time selected in red.
	• Available - timeline shows the time selected in green.
	The example below shows the selected time and locations (including the room) are available.
NOTE	To see the room rows in the timeline, click on the location row to expand and display the rooms displayed beneath it.
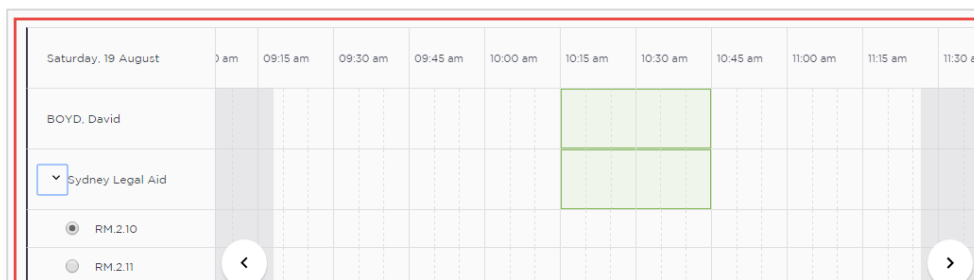
Step	Action
6	Add attendees to the appointment by clicking **Add Attendee**.

7	The *Add Attendee* pop-up displays.
	Select the type of attendee from the options available onscreen

8	If you selected a Corrections Inmate attendee, you will then need to enter the MIN
	If you selected a Juvenile Detainee you will then need to enter the CIMS.
	This example uses a Corrections Inmate attendee. Enter the **MIN** then click **Search**.

9	In the *Add Attendee* pop-up, the results from your search will display.
	Ensure that the results displayed matches the correct name for whom you want to make an appointment with. If the incorrect details display, click **<Search Again**.
	Click **Select**.

Step	Action
10	The attendee is added.
	Their details display in the *Attendees and Time* area on the screen, as well as at the top of the screen. In this example it is a Correctional Inmate located in John Morony CC. This also becomes the title of the appointment and is used to identify the appointemnt in the Legal Aid Lawyers schedule views.
	The system will automatically assign a room at the relevant end point location (e.g. Correctional Centre location) if it is available although the room listed will show as 'Any'.
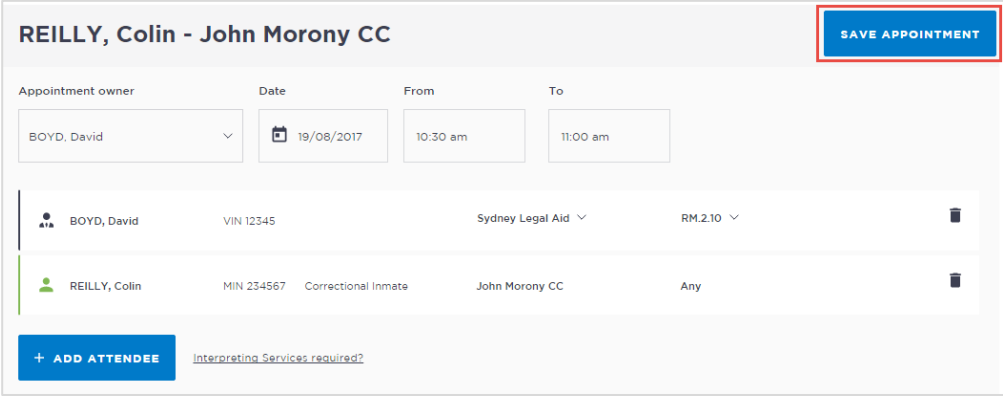
NOTE	If there is no room available for the location, time and date selected, it will display in red and you will need to select another time and/or date.
	The location is based off the attendees current location. If the attendee is 'in transit' or unavailable you will not be able to add them to the appointment. In this instance, a message will display on screen, notifying you to contact Sencence Administration.

Step	Action
11	If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications

Step	Action
12	Once you have added all attendees to the appointment, click **Save Appointment**. **REILLY, Colin - John Morony CC** SAVE APPOINTMENT Appointment owner · Date · From · To BOYD, David · 19/08/2017 · 10:30 am · 11:00 am BOYD, David · VIN 12345 · Sydney Legal Aid ∨ · RM.2.10 ∨ · 🗑 REILLY, Colin · MIN 234567 · Correctional Inmate · John Morony CC · Any · 🗑 + ADD ATTENDEE · Interpreting Services required?
13	The *Appointment scheduled* screen displays. Click **OK**.
14	Other attendees (excluding in-custody attendees) will receive a notification email, and the appointment will now display in the *Schedule.*

On behalf of a Barrister or Medical Practitioner
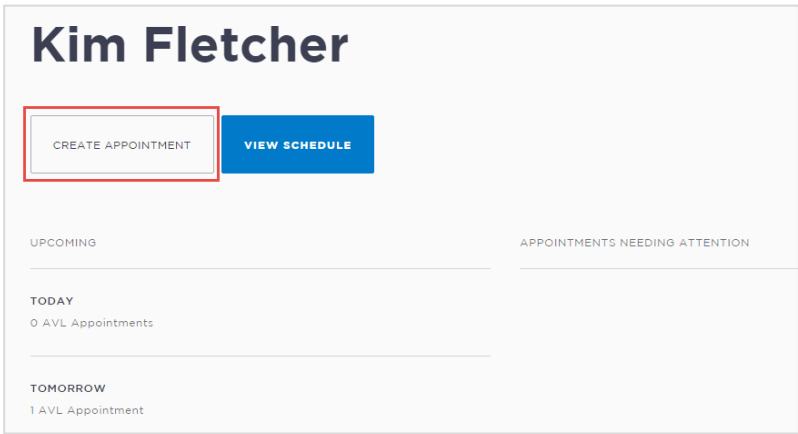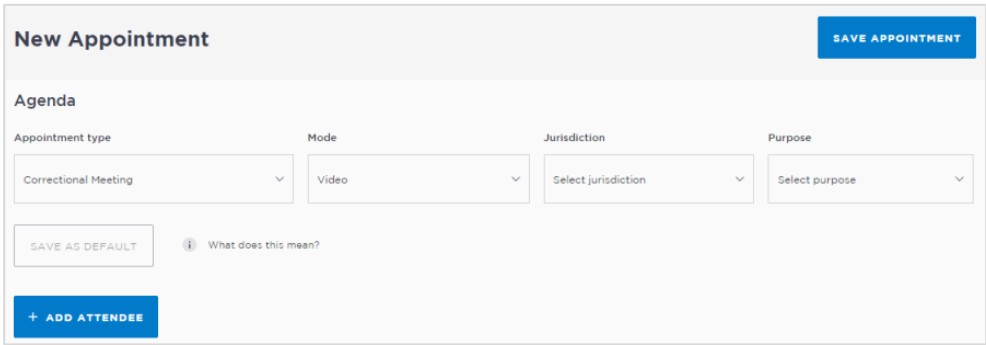
A Legal Aid lawyer can book an appointment on behalf of another professional such as a Barrister or Medical practitioner (e.g. psychologist or psychiatrist). This can be done by adding them as an attendee, or a guest attendee (when they're not already registered for JUST Connect). The Legal Aid lawyer will need to assign the barrister or medical practitioner as the appointment owner and then remove themselves from the appointment.

Refer to the section Add a 'Guest Attendee' to an appointment in this User Guide for more information.

Make an appointment as a Legal Aid AVL Officer

Legal Aid AVL Officers who manage AVL appointments make professional appointments for legal aid lawyers, private legal professionals or private health professionals to connect with a person in-custody.

For peer-to-peer appointment types, refer to the <u>Create a peer-to-peer appointment</u> section in this User Guide.

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**. **Kim Fletcher** CREATE APPOINTMENT VIEW SCHEDULE UPCOMING APPOINTMENTS NEEDING ATTENTION TODAY 0 AVL Appointments TOMORROW 1 AVL Appointment
3	The *New Appointment* screen displays. Complete the *Agenda* details by selecting the **Appointment Type**, **Mode** (either Video or Phone), the relevant **Jurisdiction**, and the **Purpose**. Click **Add Attendee**. New Appointment SAVE APPOINTMENT Agenda Appointment type Mode Jurisdiction Purpose Correctional Meeting Video Select jurisdiction Select purpose SAVE AS DEFAULT (i) What does this mean? + ADD ATTENDEE
NOTE	The *Jurisdiction* field only displays for certain *Appointment types* for a Legal Aid AVL Officer (i.e. Correctional Meeting). **Save as Default button:** If your appointments have common agenda types, you can set those types as your default. • Select options from various agenda drop down menus, and then click the **Save as Default** button.

Step	Action
4	The *Add Attendee* pop-up displays. Select the type of attendee from the options available onscreen. **Add Attendee** ✕ Select type [PROFESSIONAL] [CORRECTIONS INMATE] [JUVENILE DETAINEE]
5	If you selected a Corrections Inmate attendee, you will then need to enter the **MIN** If you selected a Juvenile Detainee you will then need to enter the **CIMS**. This example uses a Corrections Inmate attendee. Enter the **MIN** then click **Search**. **Add Attendee: Corrections Inmate** ✕ Enter MIN (6 digits minimum) [Please enter MIN] 🔍 SEARCH
6	In the *Add Attendee* pop-up, the results from your search will display. Ensure that the results displayed matches the correct name for whom you want to make an appointment with. If the incorrect details display, click **<Search Again**. Click **Select**. **Add Attendee: Corrections Inmate** ✕ Results 👤 REILLY, Colin MIN 234567 John Morony CC < SEARCH AGAIN [SELECT]
7	The attendee has been added. By default, the system will automatically assign a date, time and room number. Adjust these by clicking the **Date, From, To** and **location** fields as necessary. Note that correctional locations will always display the room as 'any'. **Attendees & Time** Appointment owner	Date	From	To [Select appointment owner ▾]	📅 23/08/2017	01:00 pm	01:30 pm 👤 REILLY, Colin MIN 234567 Correctional Inmate John Morony CC Any 🗑 [+ ADD ATTENDEE] Interpreting Services required?

Step	Action
NOTE	If the date and time for the appointment with a person in custody is at short notice, the appointment will need to be accepted or rejected by the correctional facility, and a warning message will display onscreen.
8	Add additional attendees as required. In this example, we'll add a professional attendee to this appointment. Click **Add attendee**.
NOTE	You cannot add more than one in custody attendee, so those options will now be greyed out if selected previously. If you need to change the person in custody in this appointment, you must first remove the existing one, then you will have the option to add a new one.
9	The *Add attendee* pop-up window displays. Click **Professional**

Step	Action
10	Enter the **Name, Email, VIN** or **CIMS** number.

If the attendee is already registered with the system, they should appear below the search field. Select the attendee from the list below the search bar.

Step	Action
11	The attendee has been added to the appointment.

The system will automatically assign a room at the relevant default location if it is available.

The timeline shows availability of the attendees and the location (including rooms).
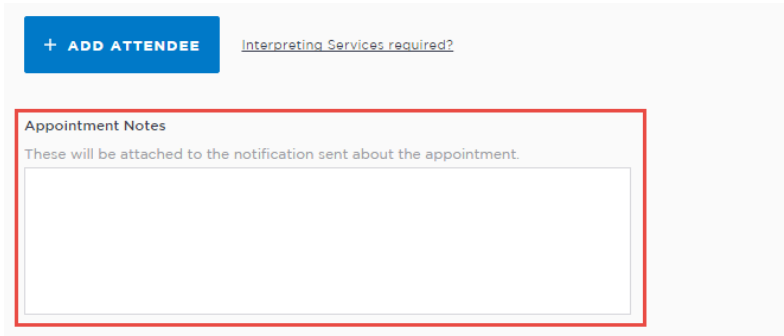
The following can display for the required time period:

- **Green** - indicates attendee and/or room are **available**.
- **Grey Diagonal lines** – indicates the rooms are **unavailable**.
- **Red** – indicates there is a **clash** and attendee and/or room is **not available**.

Step	Action
12	If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications.
13	Once you have added all attendees to the appointment, click **Save Appointment**.
14	The *Appointment scheduled* screen displays. Click **OK**.
NOTE	The appointment will now display in the Schedule. As an AVL Officer you will be able to see all appointments at your assigned locations, whether you have created them or not.

Make an appointment as a Private Professional

To make or manage an appointment yourself using JUST Connect with a person in-custody you will need to be a registered user for the JUST Connect system.

If a private professional is not a registered user of JUST Connect, they can still be added to appointments by another registered user as a 'guest attendee'. Guest attendees 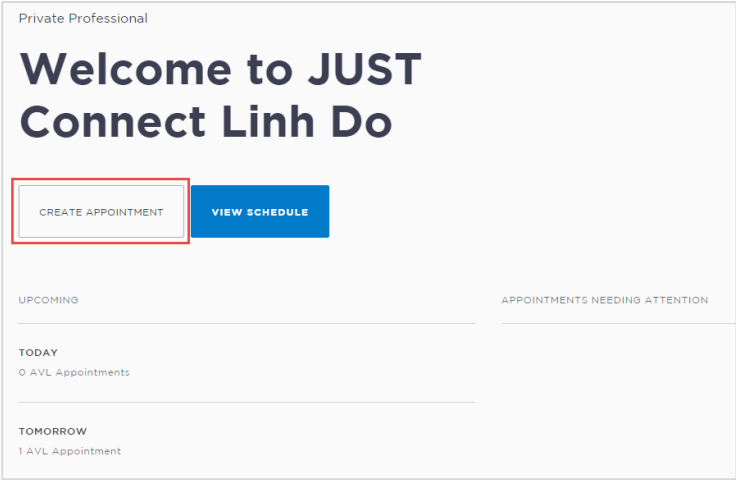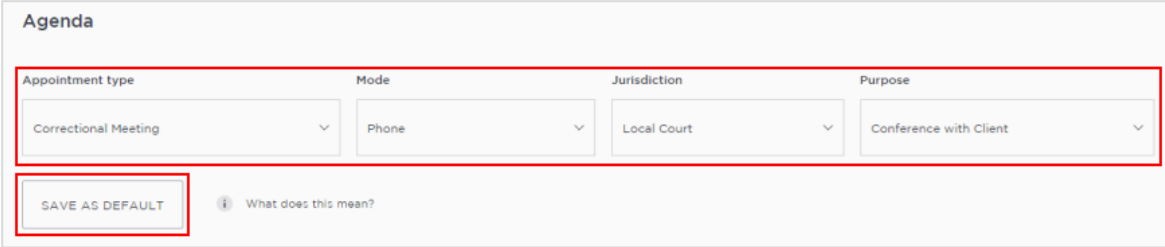will receive email notifications regarding appointments, however they will not be able to access JUST Connect themselves to manage or edit the appointment.

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**.
3	The *New Appointment* screen displays. Complete the *Agenda* details by selecting the **Appointment Type**, **Mode** (either Video or Phone) and the **Purpose**.

NOTE	**Save as Default button:** If your appointments have common agenda types, you can set those types as your default. • Select options from various agenda drop down menus and then click the **Save as Default** button.

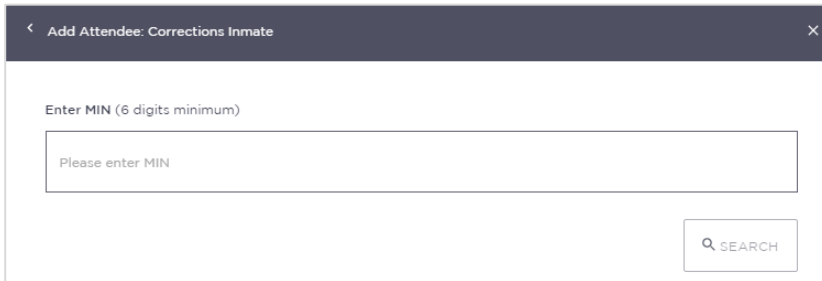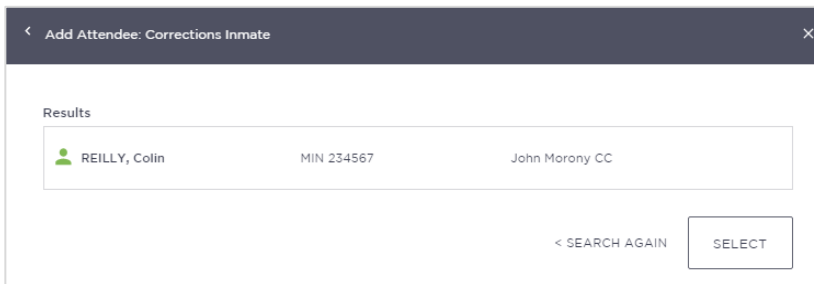| Step	Action
4	Complete the *Attendees & Time* details.
	The **Appointment owner** defaults to your name and you are automatically added as an attendee.
	Select the **Date** and complete the **From** and **To** time fields.
	The *Location* **is automatically** selected and the *Room* **is automatically** assigned based on eligibility and availability. Change these if required, by clicking on the fields and selecting the desired drop down option.
	You can select **Own device** from the *Location* drop down if you want to use your own device, or if for example, there is no availability at the location and you will use your own device.
	Click **Add Attendee**.
	Agenda
	Appointment type: Correctional Assessment Mode: Video Purpose: Assessment
	Attendees & Time
	Appointment owner: DO, Linh Date: 13/09/2017 From: 10:00 am To: 10:30 am
	DO, Linh VIN 345679 Liverpool Mental Health Cent... LMHC.1.01
	+ ADD ATTENDEE Interpreting Services required?
5	The *Add Attendee* pop-up displays.
	Select the type of attendee from the options available onscreen.
	‹ Add Attendee ✕
	Select type
	PROFESSIONAL CORRECTIONS INMATE JUVENILE DETAINEE

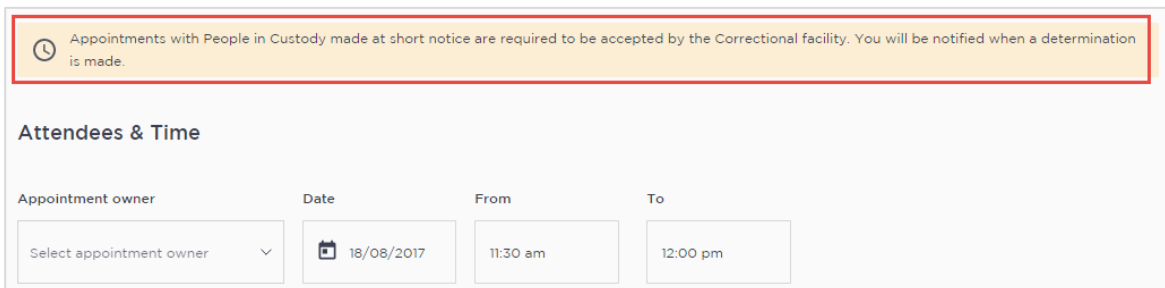| Step	Action
6	If you selected a Corrections Inmate attendee, you will then need to enter the **MIN** If you selected a Juvenile Detainee you will then need to enter the **CIMS**. This example uses a Corrections Inmate attendee. Enter the **MIN** then click **Search**. **‹ Add Attendee: Corrections Inmate** **✕** Enter MIN (6 digits minimum) Please enter MIN **🔍 SEARCH**
7	In the *Add Attendee* pop-up, the results from your search will display. Ensure that the results displayed matches the correct name for whom you want to make an appointment with. If the incorrect details display, click **Search Again**. Click **Select**. **‹ Add Attendee: Corrections Inmate** **✕** Results 👤 REILLY, Colin MIN 234567 John Morony CC **< SEARCH AGAIN SELECT**
NOTE	If the date and time for the appointment with a person in custody is at short notice, the appointment will need to be accepted or rejected by the correctional facility, and a warning message will display onscreen. 🕐 Appointments with People in Custody made at short notice are required to be accepted by the Correctional facility. You will be notified when a determination is made. **Attendees & Time** Appointment owner Date From To Select appointment owner ⌄ 📅 18/08/2017 11:30 am 12:00 pm

Step	Action
8	The attendee has been added to the appointment.

The system will automatically assign a room at the relevant default location if it is available.

Add additional attendees as required. Note that only one in-custody person can be added to an appointment.

The timeline shows availability of the attendees and the location (including rooms).

The following can display:

- Not available - timeline shows the time selected in red.
- Available - timeline shows the time selected in green.

To see the room rows in the timeline, click on the location row to expand and display the rooms displayed beneath it.

The location is based off the attendees current location. If the attendee is 'in transit' or unavailable you will not be able to add them to the appointment.
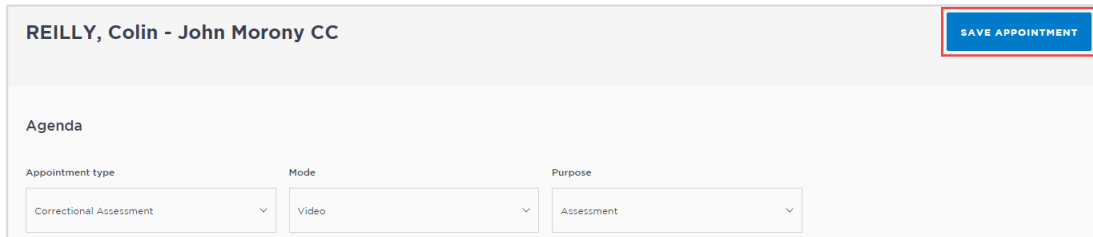

| **9** | If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications. |

Step	Action
10	Once you have added all attendees to the appointment, click **Save Appointment**.

REILLY, Colin - John Morony CC   SAVE APPOINTMENT

Agenda

Appointment type	Mode	Purpose
Correctional Assessment	Video	Assessment

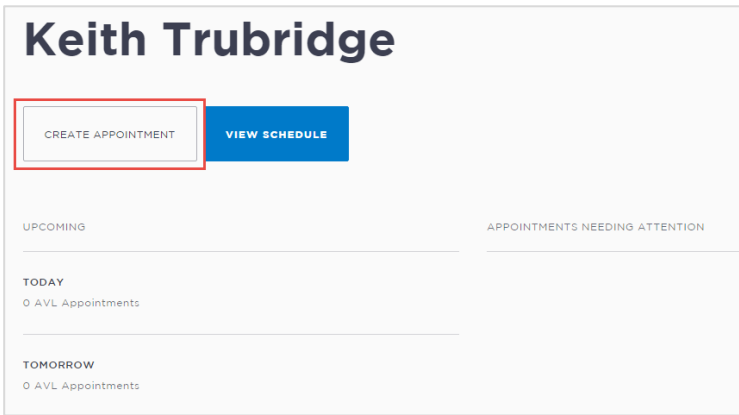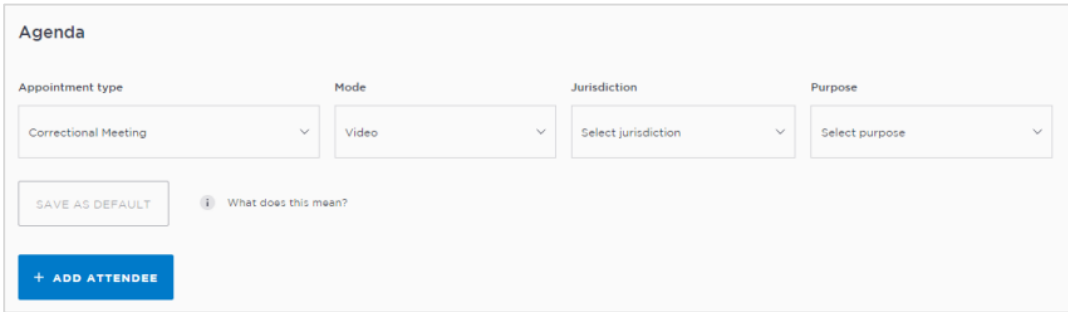| Step	Action
11	The *Appointment scheduled* screen displays. Click **OK**.

| NOTE | The appointment will now display in the Schedule. |

Make an appointment as a Correctional Services Officer

Corrective Service Officers who manage AVL appointments make professional appointments for legal aid lawyers, private legal professionals or private health professionals to connect with a person in-custody. The Correctional Services Officer making the appointment can only make appointments for in-custody people who are based at their registered location.
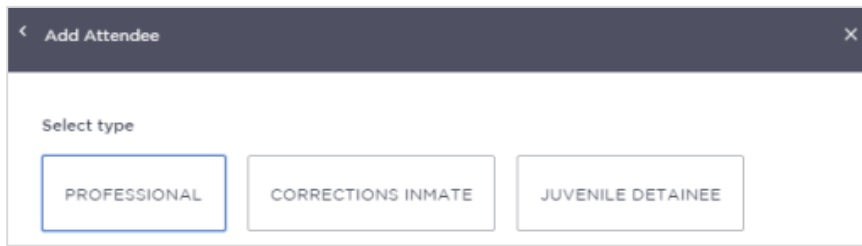
For peer-to-peer appointment types, refer to the [Create a peer-to-peer appointment](#) section in this User Guide.

Please note Correctional Services Officers may see an option to create appointments for Family & Friends. This option will not be available for use until future releases.
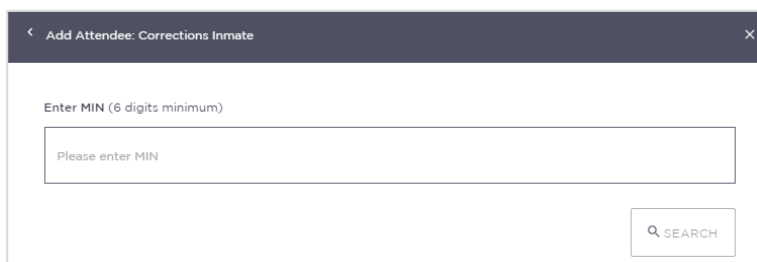
Step	Action
1	The *Home page* will display. Click **Create appointment**. **Keith Trubridge** CREATE APPOINTMENT VIEW SCHEDULE UPCOMING APPOINTMENTS NEEDING ATTENTION TODAY 0 AVL Appointments TOMORROW 0 AVL Appointments
2	The *New Appointment* screen displays. Complete the *Agenda* details by selecting the **Appointment Type**, **Mode** (either Video or Phone), and the **Purpose** (the Purpose will not display for Family and Friends appointments). Click **Add Attendee**. Agenda Appointment type: Correctional Meeting ∨ Mode: Video ∨ Jurisdiction: Select jurisdiction ∨ Purpose: Select purpose ∨ SAVE AS DEFAULT ⓘ What does this mean? + ADD ATTENDEE

NOTE **Save as Default button:** If your appointments have common agenda types, you can set those types as your default.

- Select options from the various agenda drop down menus, and then click the **Save as Default** button.

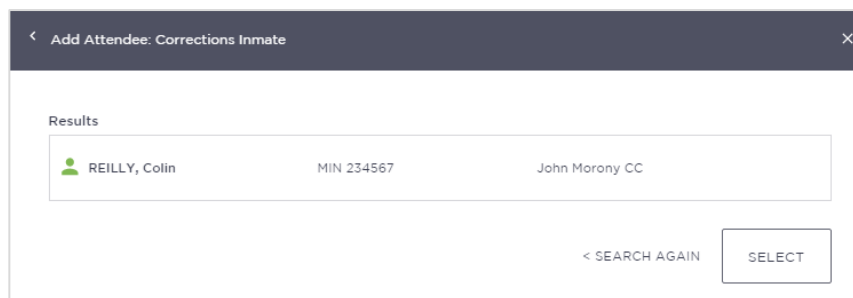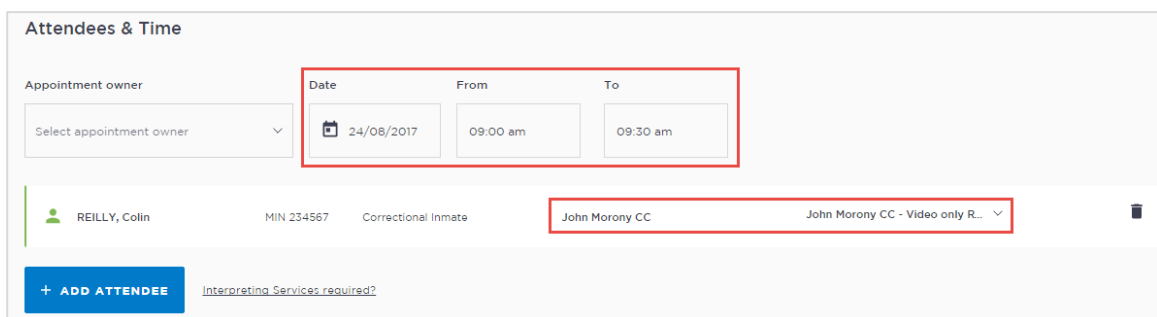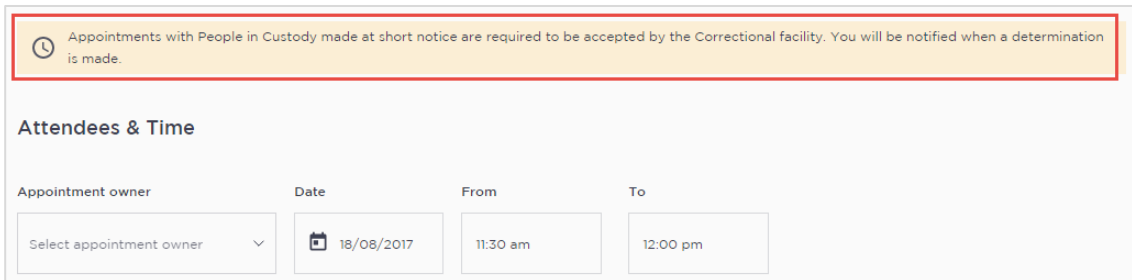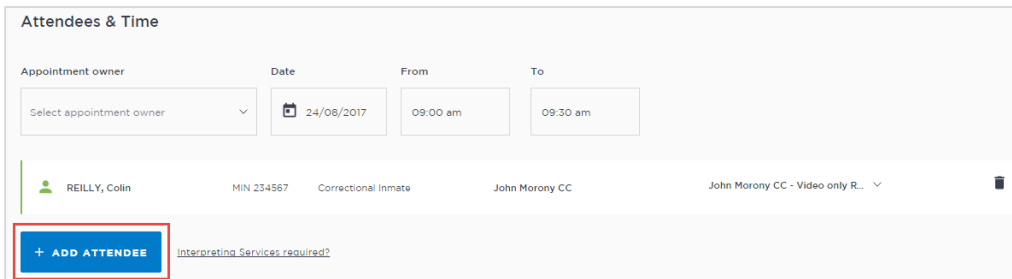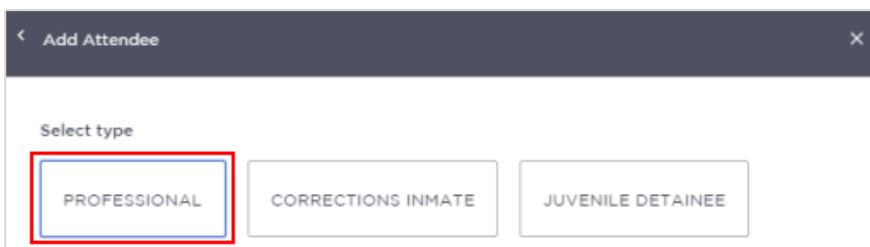| Step	Action
3	The *Add Attendee* pop-up displays. Select the type of attendee from the options available onscreen.
4	If you selected a Corrections Inmate attendee, you will then need to enter the MIN If you selected a Juvenile Detainee you will then need to enter the CIMS. This example uses a Corrections Inmate attendee. Enter the **MIN** then click **Search**.
5	In the *Add Attendee* pop-up, the results from your search will display. Ensure that the results displayed matches the correct name for whom you want to make an appointment with. If the incorrect details display, click **<Search Again**. Click **Select**.
6	The attendee has been added. By default, the system will automatically assign a date, time and room number. Adjust these by clicking the **Date, From, To** and **location** fields as necessary.

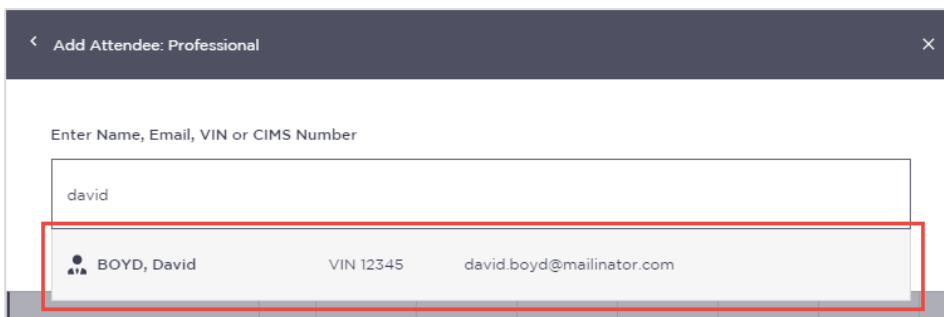| Step	Action
7	If the date and time for the appointment with a person in custody is at short notice, the appointment will need to be accepted or rejected by the correctional facility, and a warning message will display onscreen. Appointments with People in Custody made at short notice are required to be accepted by the Correctional facility. You will be notified when a determination is made. **Attendees & Time** Appointment owner: Select appointment owner Date: 18/08/2017 From: 11:30 am To: 12:00 pm
8	Add additional attendees as required. In this example, we'll add a professional attendee to this appointment. Click **Add attendee.** **Attendees & Time** Appointment owner: Select appointment owner Date: 24/08/2017 From: 09:00 am To: 09:30 am REILLY, Colin MIN 234567 Correctional Inmate John Morony CC John Morony CC - Video only R... + ADD ATTENDEE Interpreting Services required?
9	The *Add attendee* pop-up window displays. You cannot add more than one in custody attendee, so those options will now be greyed out if selected previously. Select the attendee type. Add Attendee Select type PROFESSIONAL CORRECTIONS INMATE JUVENILE DETAINEE
10	Enter the **Name, Email, VIN** or **CIMS** number. If the attendee is already registered with the system, they should appear below the search field. Select the attendee from the list below the search bar. Add Attendee: Professional Enter Name, Email, VIN or CIMS Number david BOYD, David VIN 12345 david.boyd@mailinator.com

Step	Action
11	The attendee has been added to the appointment.

The system will automatically assign a room at the relevant default location if it is available. This can be changed by selecting the location or room number on screen and selecting from the list.

Attendees & Time

Appointment owner	Date	From	To
BOYD, David	24/08/2017	09:00 am	09:30 am

REILLY, Colin	MIN 234567	Correctional Inmate	John Morony CC	John Morony CC - Video only R...	🗑
BOYD, David	VIN 12345		Sydney Legal Aid	RM.2.10	🗑

+ ADD ATTENDEE   Interpreting Services required?

Step	Action
12	The timeline shows availability of the attendees and the location (including rooms).

The following can display:

- Not available - timeline shows the time selected in red.
- Available - timeline shows the time selected in green.

If nothing is available, you could select another location or own device from the drop down location field for the professional. If you select 'own device' this would mean that they are not assigned a room but will use their own device to make the AVL connection.

Thursday, 24 August	am	07:45 am	08:00 am	08:15 am	08:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 a
› John Morony CC													
BOYD, David													
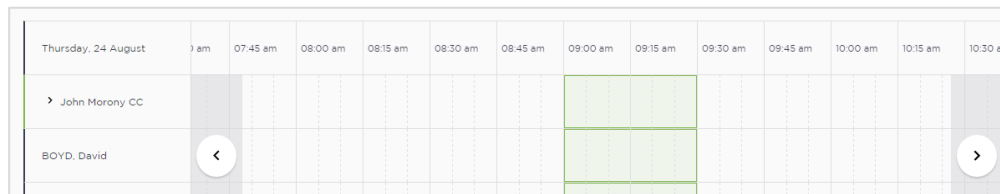
Step	Action
13	If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications.

+ ADD ATTENDEE   Interpreting Services required?

Appointment Notes
These will be attached to the notification sent about the appointment.

Step	Action
14	Once you have added all attendees to the appointment, click **Save Appointment**.

REILLY, Colin - John Morony CC　　　　　　　　　　　　　　　　**SAVE APPOINTMENT**

Attendees & Time

Appointment owner	Date	From	To
BOYD, David ⌄	📅 24/08/2017	09:00 am	09:30 am

👤 REILLY, Colin	MIN 234567	Correctional Inmate	John Morony CC	John Morony CC - Video only R... ⌄	🗑
👥 BOYD, David	VIN 12345		Sydney Legal Aid ⌄	RM.2.10 ⌄	🗑

Step	Action
15	The *Appointment scheduled* screen displays. Click **OK**.

NOTE	The appointment will now display in the Schedule. As an officer that organises AVL you will be able to see all appointments at your assigned locations, whether you have created them or not.

Create Court Appointments
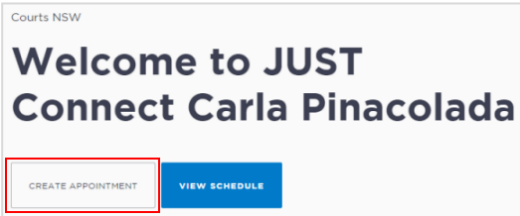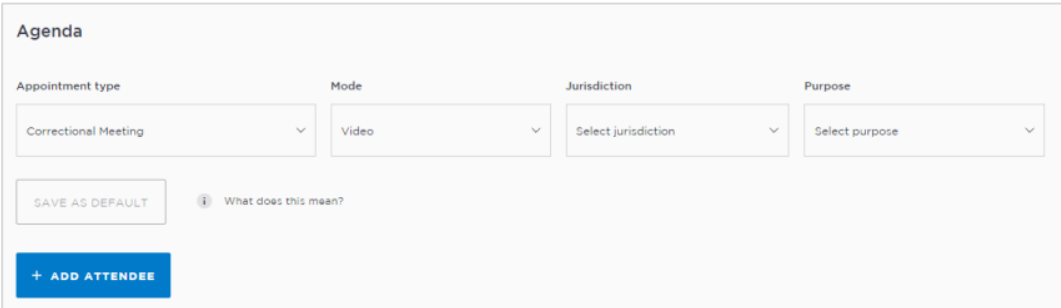
Note that Court rooms cannot be booked by non-court users.

All Court appointments are automatically approved, and will not go into a 'Pending' status. The only exception to this rule is when an attendee is from a high security facility. In all instances where a person in custody is from a high security facility, the court appointment will need to be approved by a Correctional Officer.

Make an appointment as a Court Registrar

Court Registrars would be making an appointment (at selected locations only) on behalf of a solicitor that wishes to use a court multipurpose suite.

To make an appointment as a Court Registrar, follow the steps outlines below.

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**. Courts NSW **Welcome to JUST Connect Carla Pinacolada** CREATE APPOINTMENT VIEW SCHEDULE
3	The *New Appointment* screen displays. Complete the *Agenda* details by selecting the **Appointment Type**, **Mode** (either Video or Phone), the relevant **Jurisdiction**, and the **Purpose**. Click **Add Attendee**. Agenda Appointment type: Correctional Meeting Mode: Video Jurisdiction: Select jurisdiction Purpose: Select purpose SAVE AS DEFAULT (i) What does this mean? + ADD ATTENDEE **Important:** When creating a court appointment that includes a person in-custody the Purpose drop down list includes the option **"Witness Appearance"** in the list. • Only select the **Witness Appearance** when adding a person in-custody that is attending the court appointment via AVL and not in-person.

Step	Action

The *Jurisdiction* field only displays for certain *Appointment types* (i.e. Court and Correctional Meeting).

Save as Default button: If your appointments have common agenda types, you can set those types as your default.

- Select options from the various agenda drop down menus, and then click the **Save as Default** button.

---

4   The *Add Attendee* pop up screen displays. Attendees can be added to an appointment in any order. In this example, we'll add a Professional attendee first.

---

5   Search for the Professional by entering their **Name, Email, VIN** or **CIMS** number. If the attendee is already registered with the system, they should appear below the search field.

Click on the **attendee** from the list below the search bar. The professional attendee has been added to the appointment.

If the professional attendee does not display on screen, click **Add New Attendee**, then enter the guest attendees details as required. Refer to the Guest Attendee section of this guide for more information.

Step	Action
6	The Professional attendee has been added. To add a person in-custody, click **Add Attendee**.
7	The *Add Attendee* pop up screen displays. Click **Corrections Inmate**.
8	When searching for a person in custody use the **MIN** number for a Corrections Inmate and the **CIMS** number for a Juvenile Detainee. This example uses a Corrections Inmate attendee. Enter the **MIN** number and then click **Search**.

Step	Action
9	The search results display onscreen. Ensure that the results displayed matches the correct name for whom you want to make an appointment with.

Click **Select** if correct. If the details displayed are **incorrect** click **Search Again** and re-enter the MIN number.

NOTE	You **cannot add more than one in custody attendee**, these options will now be greyed out. If you need to change the person in custody in this appointment, you must first remove the existing one, then you can proceed to add a new one.

The location is automatically selected, based on the person in custody's current location. As JUST Connect is integrated with Corrective Services Offender Integration Management System (OIMS) and checks the status of the person in custody, if the person in custody is marked in OIMS as 'in transit' or 'unavailable' you will not be able to add them to the appointment. A message will appear onscreen notifying you to call Sentence Administration.

Step	Action
10	Complete the *Attendees & Time* details.

The **Appointment owner** defaults to the first professional added to the appointment. You can change this by selecting an alternate professional from the Appointment owner drop down list.

Select the **Date** and complete the **From** and **To** time fields.

The following can display for the required time period:

- **Green** - indicates attendee and/or room are **available**.
- **Grey Diagonal lines** – indicates the rooms are **unavailable**.
- **Red** – indicates there is a **clash** and attendee and/or room is **not available**.

As you are making a booking to use a Court room at your suite, you will need to edit the Professional's location to your Court site and the *Room* **is automatically** assigned based on eligibility and availability. Change these if required, by clicking on the fields and selecting the desired drop down option.

The **Location** is automatically selected based on the location saved against the Professional's details in JUST Connect.

You can select **Own device** from the *Location* drop down if the professional will be using their own device for the appointment.

If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications.

Click **Save appointment**

Step	Action
NOTE	If the date and time for the appointment with a person in custody is at short notice, the appointment will need to be accepted or rejected by the correctional facility, and a warning message will display onscreen. 🕐 Appointments with People in Custody made at short notice are required to be accepted by the Correctional facility. You will be notified when a determination is made. **Attendees & Time** Appointment owner: Select appointment owner ⌄ Date: 📅 18/08/2017 From: 11:30 am To: 12:00 pm
11	The *Appointment scheduled* screen displays. Click **OK**.
12	The appointment will now display in the Schedule.

Make an appointment as an ACCSO for Family and Friends

The types of appointments you are able to create and manage are dependent on your role and permissions. ACCSOs can create appointments on behalf of family and friends for a person in custody. All appointments made by ACCSO will be in a pending status, until they have been accepted or rejected by a Correctional Service Officer.

The existing application and approval process for Family visits and requesting VINs remains the same and is completed prior to the JUST Connect appointment request process.

To make an appointment with a person in-custody on behalf of a family member or friend, follow the steps outlined below.

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**.
3	The *New Appointment* screen displays. All Family/Friends appointments must be reviewed by the appropriate staff at Corrective Services who will then accept or decline the appointment. Attendees will receive notifications advising if the appointment has been accepted or declined. The **Appointment type** will default to **Family and Friend**, and the **Mode** will default to **Video**.
4	Click **Add Attendee**.

 Save as Default button: If your appointments have common agenda types, you can set those types as your default.

- Select options from the various agenda drop down menus, and then click the **Save as Default** button.

Step	Action
5	The *Add Attendee* pop up window displays.
	Click **Family and Friend**.
6a	Search for the Family/Friend by entering their **Name, Email, VIN** or **CIMS** number. If the attendee is already registered within the system, they should appear below the search field.
	Click on the **attendee** from the list below the search bar.
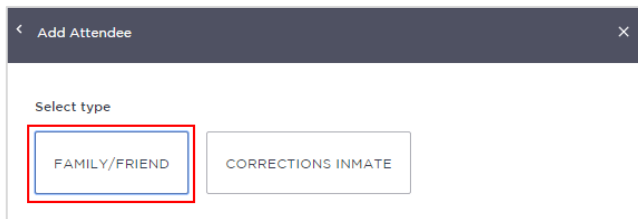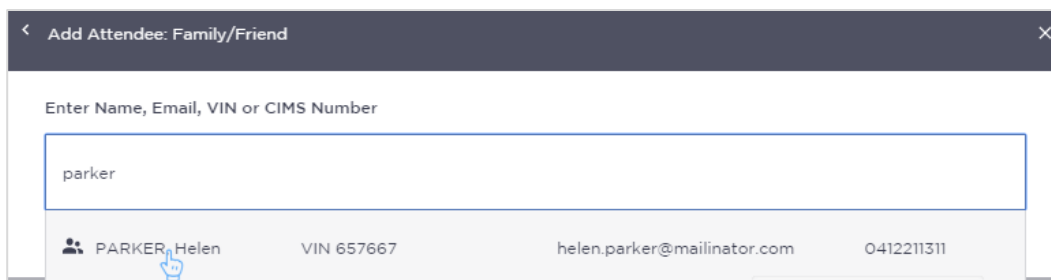
JUST Connect automatically assigns the **first Family/Friend (adult)** attendee added, as the **appointment owner**.

- The appointment creator (e.g. ACCSO) will always receive appointment notifications.
- The appointment owner (adult family/friend) will also receive appointment notifications, provided that their email address and/or mobile number have been entered.

Family/Friend Attendee has been added to appointment.

Step	Action
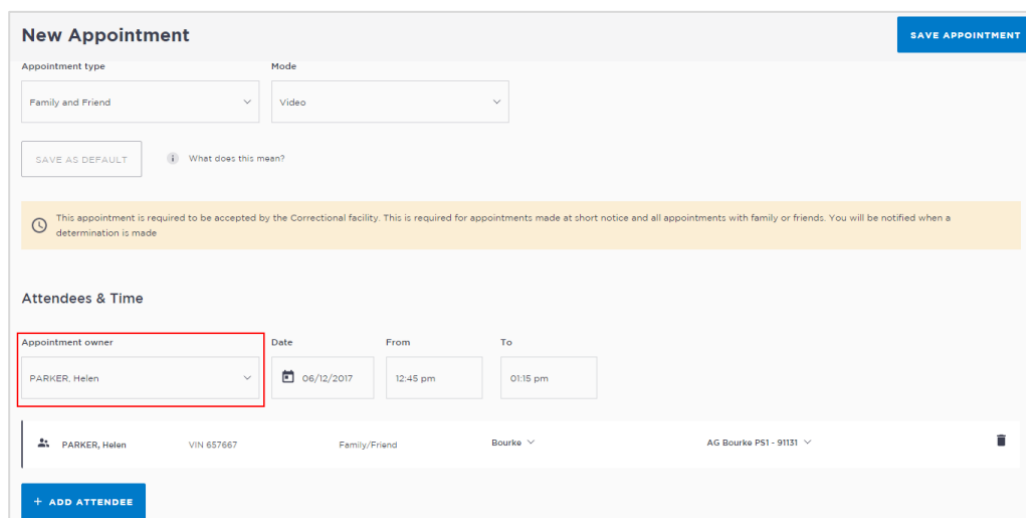
6b   **a. Add a Guest Attendee – Family/Friend**

If the attendee is **not** already listed within JUST Connect, they can be added as a guest attendee provided they have a valid VIN number.

Click **Add Attendee** button, enter their **Name, Email, VIN** or **CIMS** number, **displays no record found**.

Click **Add new Attendee** button.
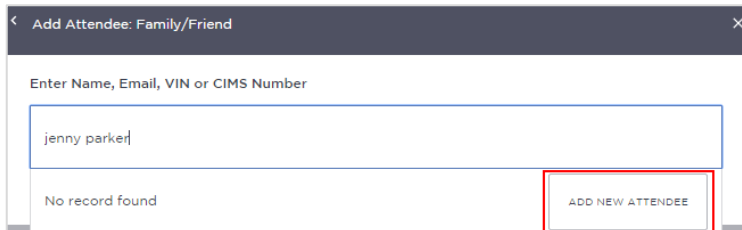
Displays Add Attendee: Family/Friend pop-up window, enter details into the required fields, then click **Finish** button.

Mandatory fields:

- First and Last Name
- Date of Birth – identifies if an attendee is a minor
- VIN number
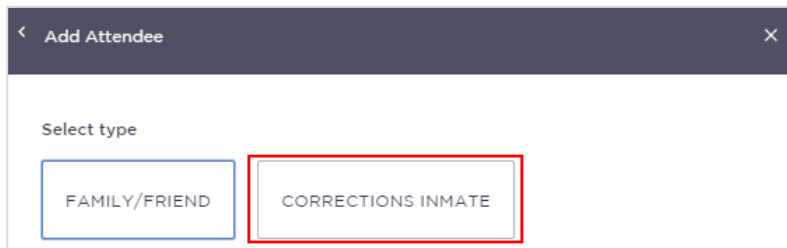
Optional fields:

- Email address and Mobile Number – although this is optional the attendee will only receive appointment notifications if their email address and/or mobile number have been entered.
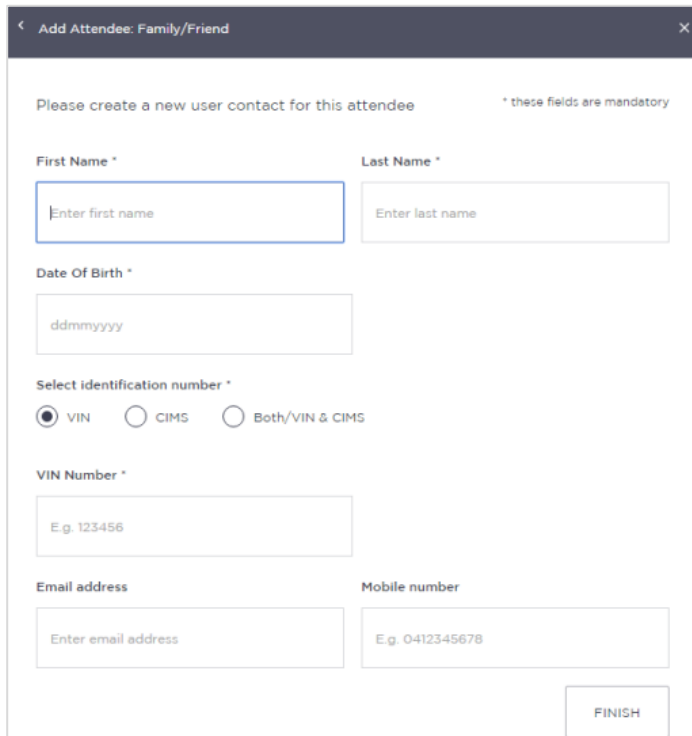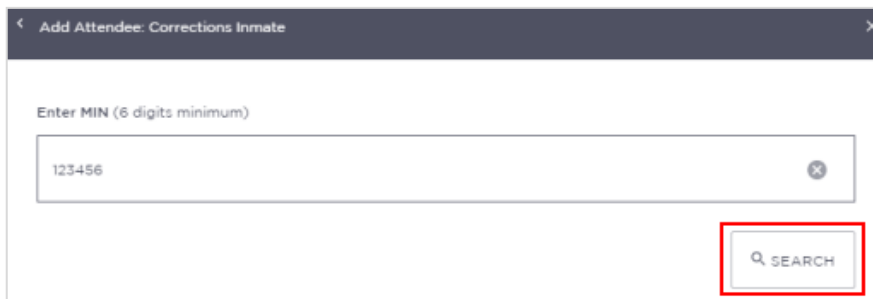
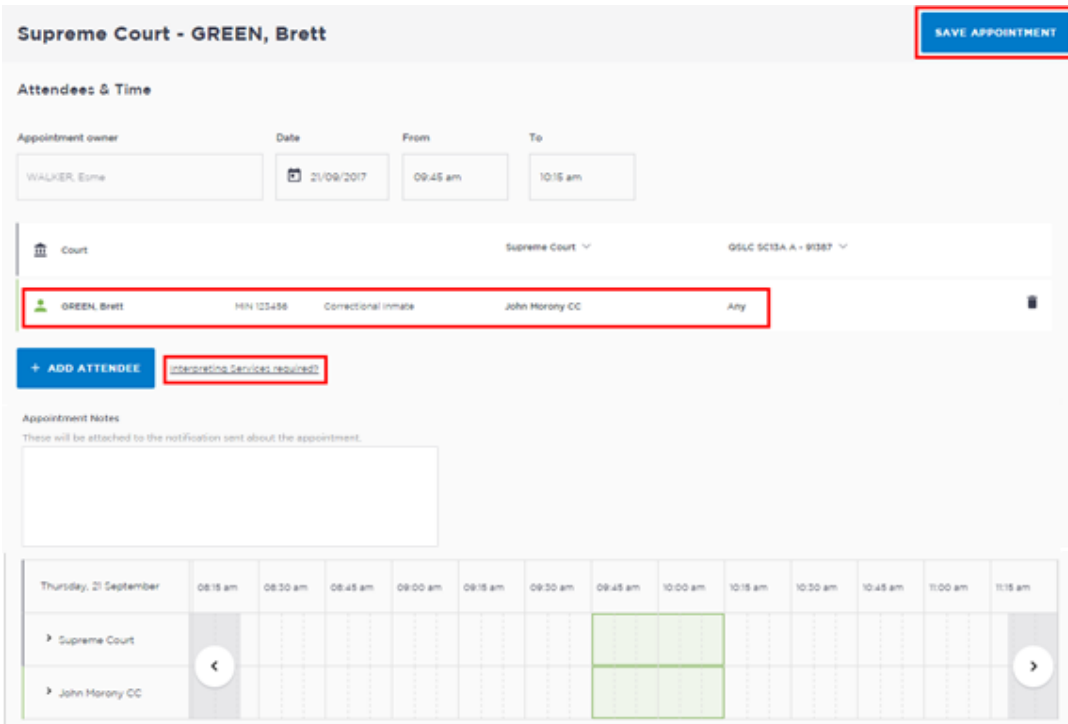| Step	Action
7	To add a **Correctional Inmate**, click **Add Attendee**. The *Add Attendee* pop up window displays, click **Corrections Inmate**.
8	When searching for Correctional Inmate you must have their MIN number. Enter the **MIN** number and then click **Search**.
9	The search results display onscreen. Ensure that the results displayed matches the correct name for whom you want to make an appointment with. Click **Select** if correct. If the details displayed are **incorrect** click **Search Again** and re-enter the MIN number.
📌 NOTE	**A Family/Friend appointment:** • Can only include **one** person in-custody. • Can Include **up to four** previously approved adults and four previously approved children. • Requires each attendee to be added as a Guest attendee (unless previously added as a guest attendee)

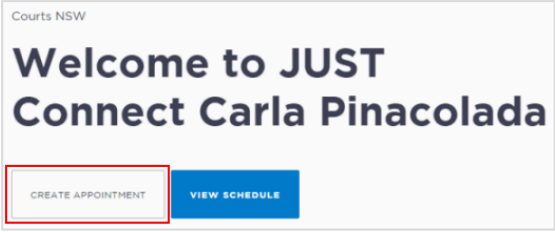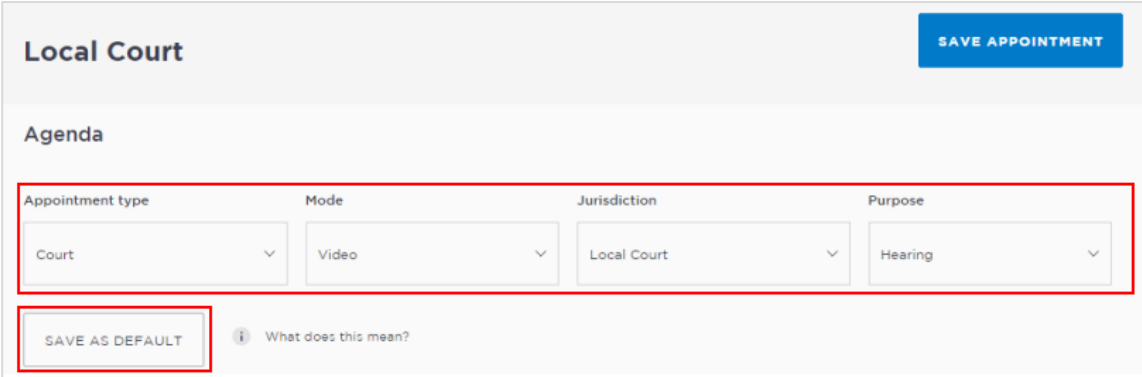| Step	Action
10	Complete the *Attendees & Time* details.
	Select the **Date** and complete the **From** and **To** time fields.
	The timeline shows availability of the attendees and the location (including rooms):
	• **Available** - timeline shows the time selected in **green**.
	• **Not available** - timeline shows the time selected in **red**.
	The *Location* **is automatically** selected based off the court location assigned to the ACCSO making the appointment, and the *Room* **is automatically** assigned based on eligibility and availability however you may need to verify if the room type is suitable for your appointment needs (for example you may need a remote witness room instead of a multipurpose suite). Change these if required, by clicking on the fields and selecting the desired drop down option.
	If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications.
	When all attendees have been added, click **Save Appointment** button.
11	The *Appointment scheduled* screen displays.
	Click **OK**.
12	The appointment will now display in the Schedule.
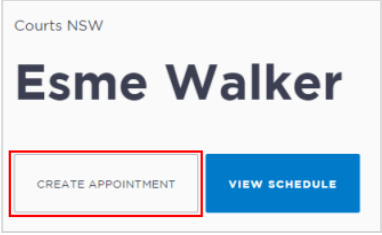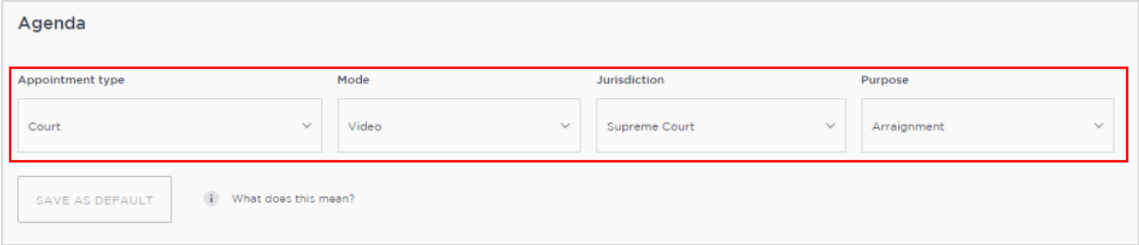
Make an appointment as a Supreme Court Officer

Supreme Court Officers will use JUST Connect to make AVL appointments for arraignments.

Appointments scheduled with the Supreme Court will automatically be scheduled in JUST Connect and **do not** go into a Pending status at short notice.

To make an appointment with a person in-custody for an arraignment, follow the steps outlined below.

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**. Courts NSW **Esme Walker** CREATE APPOINTMENT VIEW SCHEDULE
3	The *New Appointment* screen displays. To create an arraignment appointment, select: • The Appointment Type as **Court**, • The Mode as **Video**, • The Jurisdiction as **Supreme Court**, • The Purpose as **Arraignment**. The Attendees & Time section will then display below. Agenda Appointment type: Court Mode: Video Jurisdiction: Supreme Court Purpose: Arraignment SAVE AS DEFAULT ⓘ What does this mean?
NOTE	**Save as Default button:** If your appointments have common agenda types, you can set those types as your default. • Select options from the various agenda drop down menus, and then click the **Save as Default** button.

Step	Action
4	Complete the *Attendees & Time* details.

The **Appointment owner** defaults to your name (the Supreme Court Officer).

Select the **Date** and click the **From** and/or **To** field to adjust the time. The length of time defaults to 30 minutes. Click the **To** field and manually type the finish time. This allows you to create 5 minute time intervals for arraignment appointments.

You can also change the room by selecting an option form the room drop down list.

Click **Add Attendee**.

Supreme Court   SAVE APPOINTMENT

Agenda

Appointment type	Mode	Jurisdiction	Purpose
Court	Video	Supreme Court	Arraignment

Attendees & Time

Appointment owner	Date	From	To
WALKER, Esme	21/09/2017	09:30 am	10:00 am

🏛 Court   Supreme Court ⌄   QSLC SC13A A - 91387 ⌄

+ ADD ATTENDEE   Interpreting Services required?

| **5** | The *Add Attendee* pop up window displays. |

Click **Corrections Inmate**.

‹ Add Attendee   ✕

Select type

| PROFESSIONAL | CORRECTIONS INMATE | JUVENILE DETAINEE | REMOTE WITNESS |

| **6** | When searching for Correctional Inmate you must have their MIN number. |

Enter the **MIN** number and then click **Search**.

‹ Add Attendee: Corrections Inmate   ✕

Enter MIN (6 digits minimum)
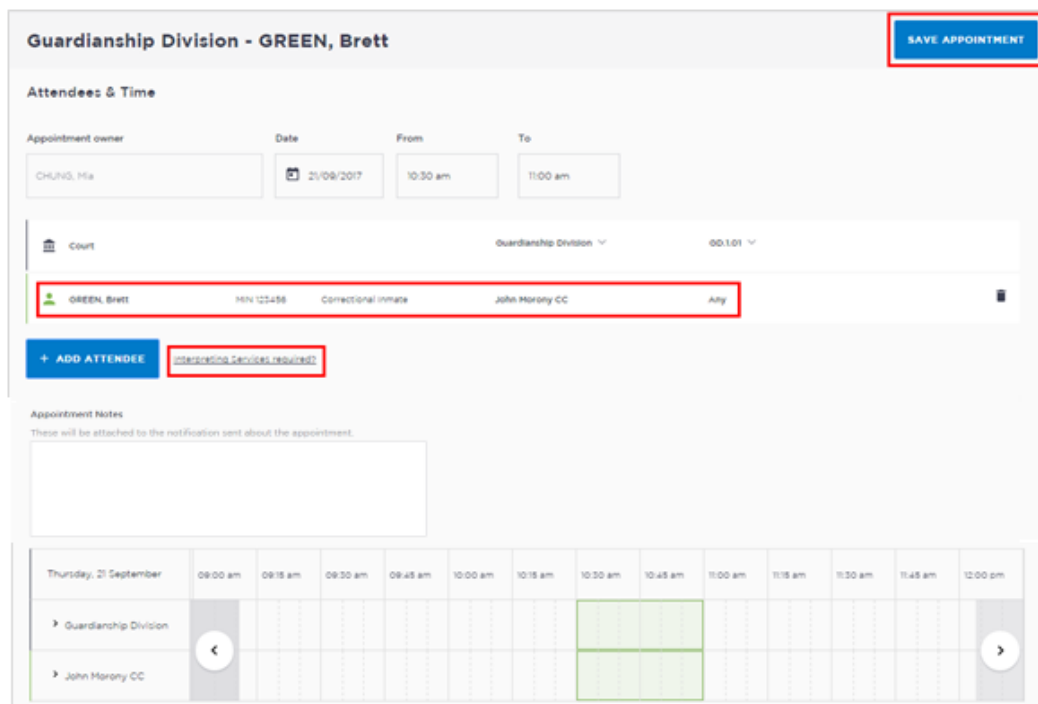
123456   ⊗

🔍 SEARCH

Step	Action
7	The search results display onscreen. Ensure that the results displayed matches the correct name for whom you want to make an appointment with.
	Click **Select** if correct. If the details displayed are **incorrect** click **Search Again** and re-enter the MIN number.
8	The Corrections Inmate has been added to the appointment.
	An arraignment appointment may include more than one person in custody; add additional attendees – repeat steps 4-7 as required for co-accused.
	If an interpreter service is required, click **Interpreting Service Required**. This does not book an interpreter for the appointment; you must follow your existing business process to book an interpreter. This action only adds a record to the attendee list denoting an interpreter will also be attending the arraignment appointment.
	If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications.
	When all attendees have been added, click **Save Appointment**.
9	The *Appointment scheduled* screen displays. Click **OK**.
10	The appointment will now display in the Schedule.

Make an appointment to book a Remote Witness room

A remote witness room is used for vulnerable persons, complainants and sexual offence witnesses in prescribed sexual offence proceedings who are entitled to give their evidence from a place other than the courtroom. The remote witness room is considered to be part of the court. For the safety of the witness their location is confidential.

JUST Connect enables you to book a Remote Witness room in conjunction with the court appointment. However, there is **no change** to the existing business guidelines and policy in requesting a remote witness room. You must follow your **existing operational guidelines** when using a remote witness room.

When creating an appointment to book a Remote Witness room it should not include any attendees, ie do not add any professionals or person in-custody to the appointment.

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**.
3	The *New Appointment* screen displays. To create an appointment to book a remote witness room, select options from the drop down list for: • **Appointment Type**: Court • **Mode**: Video • **Jurisdiction:** Select from options listed in drop-down menu • **Purpose**: Hearing

Step	Action
NOTE	If your appointments have common agenda types, you can save these options by clicking the **Save as Default** button. JUST Connect will then pre-select these options each time you create an appointment. The **Appointment owner** defaults to your name (the Supreme Court Officer), and you are automatically added as an attendee.
4	Complete the *Attendees & Time* details. The **Appointment owner** defaults to your name. Select the **Date** Adjust the **From** and/or **To** time fields to book the room for the **full or half day**. Click **Add Attendee**.
5	The *Add Attendee* pop up window displays. To add a remote witness, click **Remote Witness.**
NOTE	Selecting the **Remote Witness** button will create a Witness Information (free text) field which must be filled.
6	Remote witness rooms will be identifiable with '**RW**' in the name. If the system does not automatically assign a room containing letters **'RW'** click on the **drop down arrow** next to the allocated room and select a room that includes the letters '**RW'**.

Step	Action
7	The *Appointments Notes* free text field displays below.
	Enter **case information** into the **Appointment Notes** field.
	Note that the information required here may differ between court locations.
	Click **Save Appointment**.
8	The appointment has been created and the remote witness room has been booked.
	To view the details of this booking, including the witness information, select the **appointment** from the **schedule**.
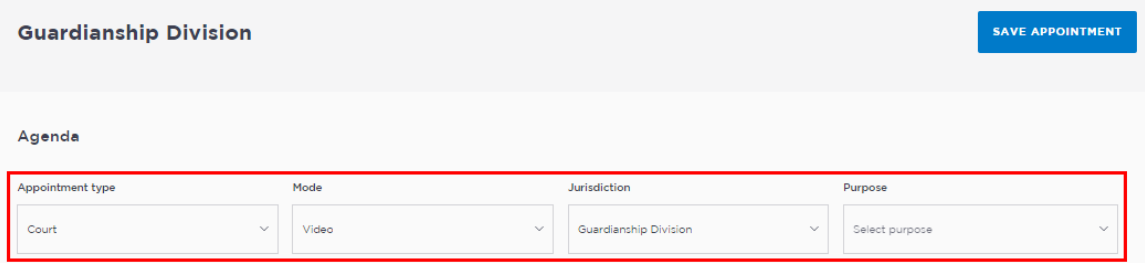
Make an appointment as an NCAT Officer

The types of appointments that you are able to create and manage are dependent on your user's role and permissions. NCAT Officers can create court appointments for professionals with a person in custody.

Appointments scheduled with NCAT will automatically be scheduled in JUST Connect and **do not** go into a Pending status at short notice.

To make a court appointment for a professional with a person in-custody, follow the steps outlined below

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**. NSW Civil and Administrative Tribunal **Welcome to JUST Connect Mia Chung** CREATE APPOINTMENT VIEW SCHEDULE
3	The *New Appointment* screen displays. To create an arraignment appointment, select: • The Appointment Type as **Court** • The Mode as **Video** • The Jurisdiction as **Guardianship Division** • And select the **Purpose** The Attendees & Time section will then display below. **Guardianship Division** SAVE APPOINTMENT Agenda Appointment type: Court Mode: Video Jurisdiction: Guardianship Division Purpose: Select purpose

NOTE	**Save as Default button:** If your appointments have common agenda types, you can set those types as your default. • Select options from the various agenda drop down menus, and then click the **Save as Default** button.

Step	Action
4	Complete the *Attendees & Time* details. The **Appointment owner** defaults to your name.

Select the **Date** and click the **From** and/or **To** field to adjust the time. The length of time defaults to 30 minutes. Click the **To** field and manually type the finish time if it's not available from the drop down list.

You can also change the **location** and **room** by selecting an option form the drop down lists.

Click **Add Attendee**.

Step	Action
5	The *Add Attendee* pop up window displays.

You can add attendees to an appointment in any order. In this example we'll add a Corrections Inmate first.

Click **Corrections Inmate**.

Step	Action
6	When searching for Correctional Inmate you must use their MIN number.

Enter the **MIN** number and then click **Search**.

Step	Action
7	The search results display onscreen. Ensure that the results displayed matches the correct name for whom you want to make an appointment with. Click **Select** if correct. If the details displayed are **incorrect** click **Search Again** and re-enter the MIN number.
8	The Corrections Inmate has been added to the appointment. Add additional attendees as required. If you need to add a guest attendee, refer to the Guest Attendee section of this guide for more information. If an interpreter service is required, click **Interpreting Service Required**. This does not book an interpreter for the appointment; you must follow your existing business process to book an interpreter. This action only adds a record to the attendee list denoting an interpreter will also be attending the arraignment appointment. If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications. When all attendees have been added, click **Save Appointment**.
9	The *Appointment scheduled* screen displays. Click **OK**.
10	The appointment will now display in the Schedule.

Add a 'Guest Attendee' to an appointment

Who are Guest Attendees?

There are two types of guest attendees in JUST Connect appointments:

1. Professionals – for example a Barrister, or medical professional such as a psychologist
2. Family & Friends – for example a family member appointment with a person in custody

A Guest Attendee is an attendee who is **not** a registered JUST Connect user and needs to be added to an appointment (eg medical practitioner or barrister). They must they have a **valid VIN** (Visiting Identification Number) number in order to be added as a Guest Attendee.

A Guest Attendee has **no access** to JUST Connect, however they will receive notifications in regards to the appointment, provided their email address and/or mobile phone number has been entered in JUST connect.

Adding a Guest Attendee with no VIN number:

Under certain circumstances a Guest Attendee that **does not** have a VIN number can be added to an appointment with an inmate.

This option is ONLY available to Corrective Services staff.

The **only time** this can be done is when you know that the attendee is **from a Government Agency**; e.g. NSW Police, NSW Government or Federal Government agency.

This action will be recorded in JUST Connect.

Using Own Device

The location for the Guest Attendee will default to '*Own device*' however the Guest Attendee inherits the location options of the appointment creator. For example, if a Legal Aid AVL Officer creates an appointment for a Guest Attendee or includes a Guest Attendee as a participant in an appointment that they have created, the locations and rooms that *can* be allocated to the Guest Attendee for the appointment are the same as the Legal Aid AVL Officer (appointment creator).

Add a Guest Attendee

To add a Guest Attendee, the JUST Connect system user must have the Guest Attendees details beforehand:
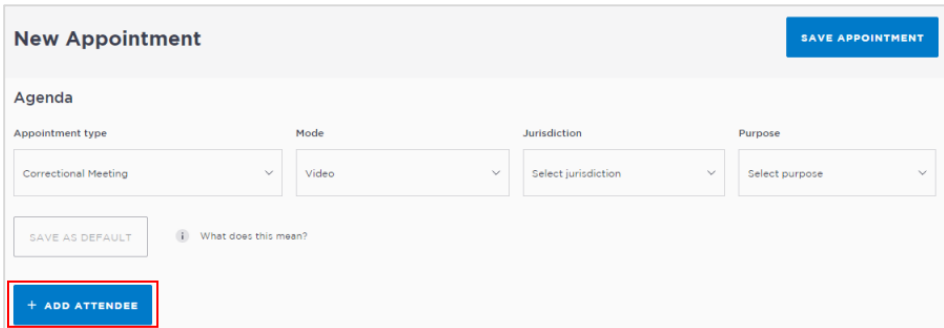
- Professional guest attendees require:

  o A VIN (Visitor Identification Number), if they are attending an appointment with an inmate or detainee (however the appointment can be made without a VIN in the instance where the guest attends a peer appointment).

    Note:

    Under certain circumstances a Guest Attendee that **does not** have a VIN number can be added to an appointment with an inmate:

    - The **only** time this can be done is when you know that the attendee is from a **Government agency;** e.g. NSW Police, NSW Government or Federal Government agency.

    - This option is **ONLY available** to Corrective Services staff.

  o Email address; must be unique for each guest attendee and cannot be used by another guest attendee.

  o Mobile phone number

  o Family and Friends guest attendees require: a VIN (Visitor Identification Number)

Note: If the Guest Attendee has participated in a previous appointment created in JUST Connect, the system will save the record for future use, i.e. you can add them to another appointment by searching for them by using their VIN, CIMS, Name or Email address, always check you have selected the correct person.

Step	Action
1	From the Home page, click **Create Appointment**.
2	The *New Appointment* screen displays. Complete the *Agenda* details as required.
3	Click **Add Attendee** to add an attendee.

Step	Action
4	The *Add Attendee* pop-up displays. You will now add the *Guest Attendee*. Click **Professional**.
5	Before you can add a guest attendee, you must first search the attendees details to ensure they are not already in the system. Enter the guest attendees **Name**, **Email** or **VIN**.
6	If the guest attendee cannot be found in the sytem you will need to enter their details to add them as an attendee. Click **Add New Attendee**.
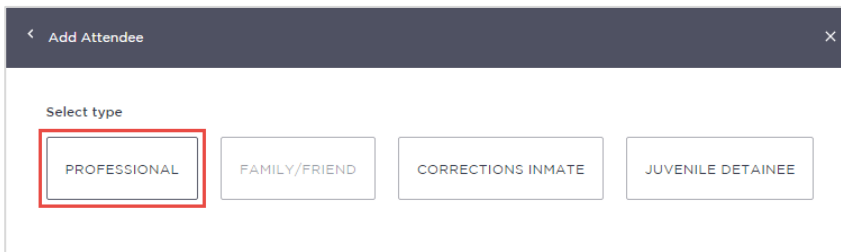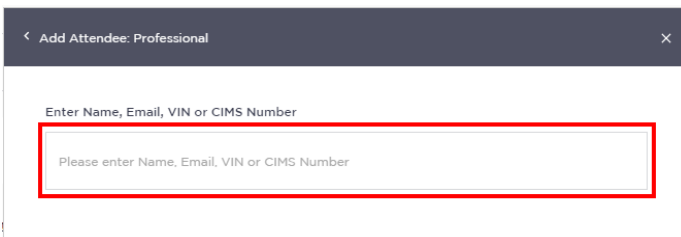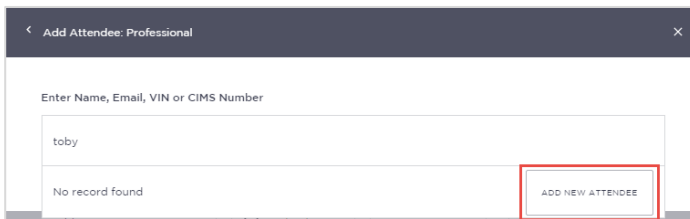
Step	Action
7	Enter the details to create a new user contact for this attendee. All fields with an * are mandatory. When complete, click **Finish**.

To add a Guest Attendee **without a VIN** number, select the **Not Required** option.

This option is ONLY available to Corrective Services staff.

The only time this can be done is when you know that the attendee is from a Government Agency; e.g. NSW Police, NSW Government or Federal Government agency.
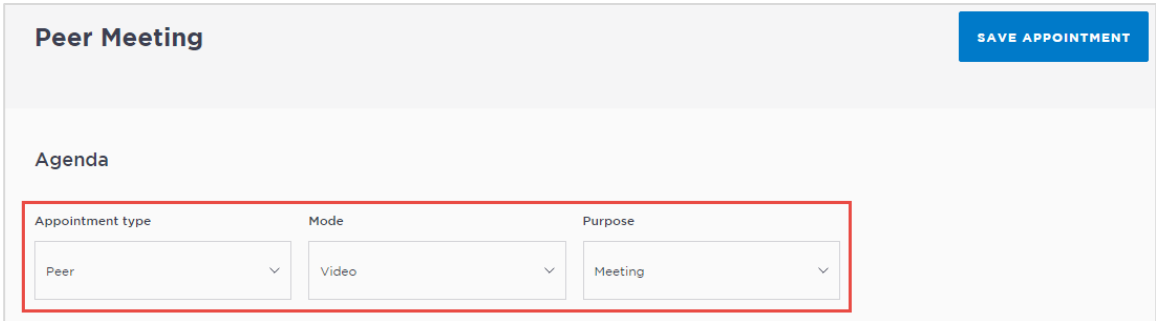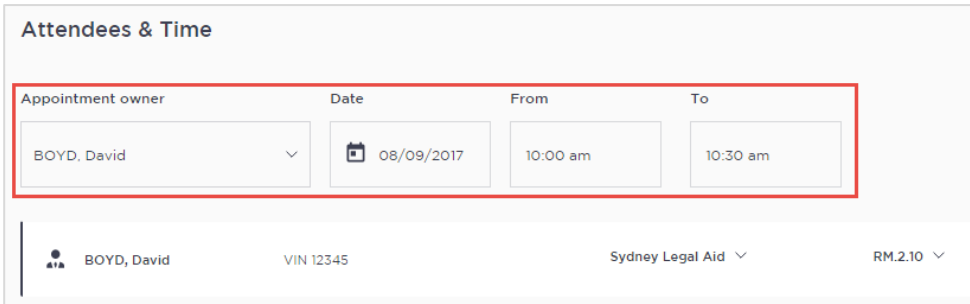
Step	Action
8	The Guest Attendee has been added.

Their details display in the *Attendees and Time* area on the screen.

The system will automatically assign the location as 'Own device', however the guest attendee's location can be changed to the locations assigned to the appointment creator.

Create a Peer-to-peer Appointment

Peer-to-peer appointments can be made with colleagues within an agency or with any other agency (at any time of the day within the agencies specified time frames). These may be for the purpose of Meetings, Interviews or Training.

Step	Action
1	Log on to the JUST Connect system.
2	From the Home page, click **Create Appointment**. **David Boyd** CREATE APPOINTMENT VIEW SCHEDULE
3	The *New Appointment* screen displays. Complete the *Agenda* details. Ensure you select the appointment type as **Peer**. Select the **Mode** (either Video or Phone), and the **Purpose** (Meeting, Training or Interview). **Peer Meeting** SAVE APPOINTMENT Agenda Appointment type: Peer — Mode: Video — Purpose: Meeting
4	Complete the *Attendees & Time* details. In this example, a Legal Aid Lawyer is creating the appointment. Select the **Date** and complete the **From** and **To** time fields. **Attendees & Time** Appointment owner: BOYD, David — Date: 08/09/2017 — From: 10:00 am — To: 10:30 am BOYD, David VIN 12345 Sydney Legal Aid RM.2.10

Step	Action
(NOTE)	By default, the system will automatically assign a date, time and room number. Adjust these by clicking the **Date**, **From**, **To** and **location** fields as necessary. The **Appointment owner** defaults to the Legal Aid Lawyers name (the person creating the appointment) and they are automatically added as an attendee. The appointment owner can be changed once the guest attendee has been added, and the original appointment owner can be removed from the appointment by clicking the delete/discard icon (if required). Select **Own device** from the *Location* drop down if you want to use your own device, or if for example, there is no availability at the location and you will use your own device.
5	If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications. The timeline shows availability of the attendees and the location (including rooms). The following can display: • Not available - timeline shows the time selected in red. • Available - timeline shows the time selected in green. The example below shows both the selected time and locations are available.

Step	Action
NOTE	To see the individual room availability in the timeline, select the arrow beside the location. The rooms will display below.
6	Now you need add the professional 'peer' attendee(s) to the appointment. Click **Add Attendee**. **Attendees & Time** Appointment owner — BOYD, David Date — 08/09/2017 From — 10:00 am To — 10:30 am BOYD, David VIN 12345 Sydney Legal Aid ∨ RM.2.10 ∨ **+ ADD ATTENDEE** Interpreting Services required?
7	The *Add Attendee* pop-up displays. Click on **Professional**. ‹ Add Attendee ✕ Select type PROFESSIONAL FAMILY/FRIEND CORRECTIONS INMATE JUVENILE DETAINEE
8	Enter the **Name, Email, VIN** or **CIMS** number. ‹ Add Attendee: Professional ✕ Enter Name, Email, VIN or CIMS Number Please enter Name, Email, VIN or CIMS Number
NOTE	For a *Peer* appointment type the attendees do not require a VIN or CIMS number to be added as a participant, although they may have one.

Step	Action
9	In the *Add Attendee* pop-up, the results from your search will display.

Select the correct **attendee** from the list of results displayed. In this example, another legal aid lawyer is added.

A professional 'guest attendee' can be added if they are not already a registered user in JUST Connect. When the search returns no results, the 'Add new attendee' button will display. Click this button to add a guest attendee.

Step	Action
10	The professional 'peer' attendee is added.
	Their details display in the *Attendees and Time* area.
	The system will automatically assign a room at the relevant default location if it is available. You could select another location or own device from the drop down location field for the professional. If you select 'own device' the professional will no longer be assigned a room and will use their own device to make the AVL connection.

The timeline shows availability of the attendees and the location (including rooms).

The following can display:

- Not available - timeline shows the time selected in red.
- Available - timeline shows the time selected in green.

If required, the appointment owner can be changed by selecting from the Appointment Owner drop down list.

Step	Action
11	Once you have added all attendees to the appointment, click **Save Appointment**.

Step	Action
12	The *Appointment scheduled* screen displays.
	Click **OK**.
	The appointment will now display in the Schedule.
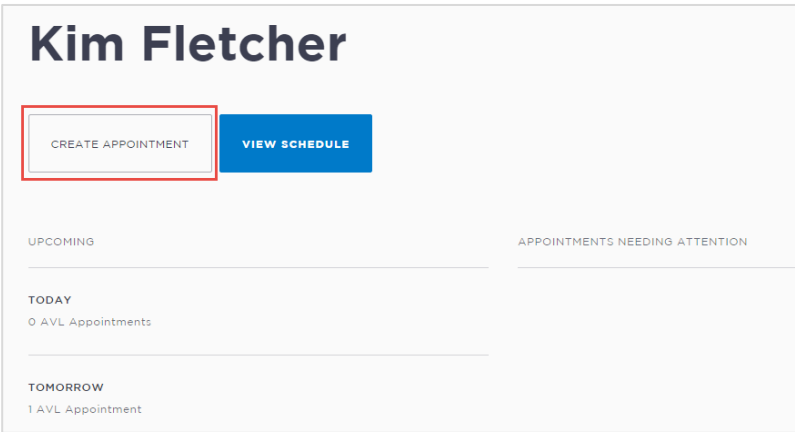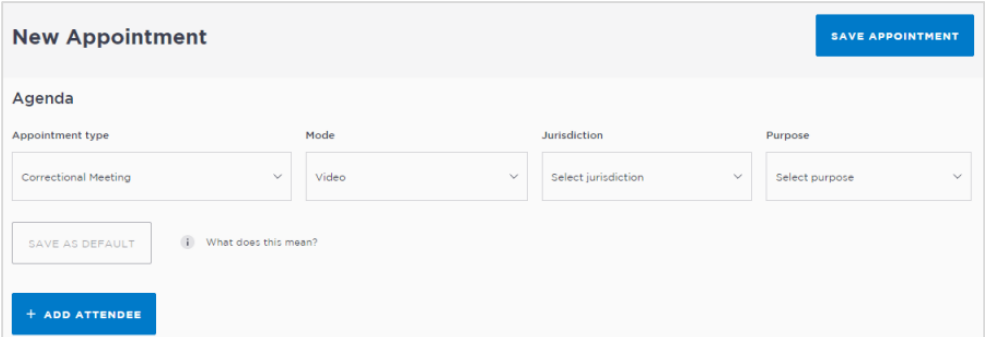
Create Appointments - ODDP or CDPP

ODDP and/or CDPP staff can create the following types of appointments:

- Mandatory Case conference
- Professional and Appearance
- Correctional Meeting appointments
- Correctional Assessment appointment
- Peer appointments

Make a Correctional Meeting and/or Assessment appointment

A correctional meeting can be used for conducting meetings with an inmate or detainee. A Correctional Assessment can be used for a medical practitioner to conduct a medical assessment of inmate or detainee.

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**.
3	The *New Appointment* screen displays. Complete the *Agenda* details by selecting the **Appointment Type**, **Mode** (either Video or Phone), the relevant **Jurisdiction**, and the **Purpose**. Click **Add Attendee**.

Step	Action
NOTE	The *Jurisdiction* field only displays for certain *Appointment types* for a Legal Aid AVL Officer (i.e. Correctional Meeting). **Save as Default button:** If your appointments have common agenda types, you can set those types as your default. • Select options from various agenda drop down menus, and then click the **Save as Default** button.
4	The *Add Attendee* pop-up displays. Select the type of attendee from the options available onscreen.
5	If you selected a Corrections Inmate attendee, you will then need to enter the **MIN** If you selected a Juvenile Detainee you will then need to enter the **CIMS**. This example uses a Corrections Inmate attendee. Enter the **MIN** then click **Search**.
6	In the *Add Attendee* pop-up, the results from your search will display. Ensure that the results displayed matches the correct name for whom you want to make an appointment with. If the incorrect details display, click **<Search Again**. Click **Select**.
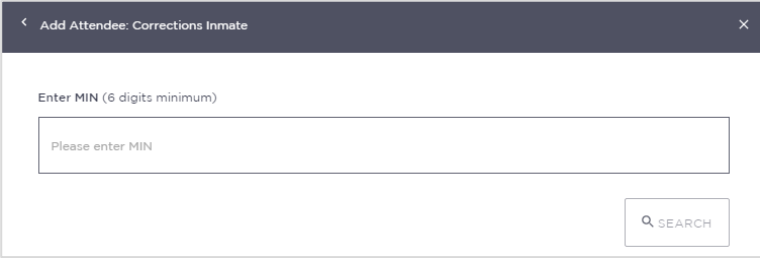
Step	Action
7	The attendee has been added.
	By default, the system will automatically assign a date, time and room number. Adjust these by clicking the **Date, From, To** and **location** fields as necessary. Note that correctional locations will always display the room as 'any'.

Attendees & Time

Appointment owner

Select appointment owner

Date: 23/08/2017
From: 01:00 pm
To: 01:30 pm

REILLY, Colin   MIN 234567   Correctional Inmate   John Morony CC   Any

+ ADD ATTENDEE   Interpreting Services required?

NOTE If the date and time for the appointment with a person in custody is at short notice, the appointment will need to be accepted or rejected by the correctional facility, and a warning message will display onscreen.

Appointments with People in Custody made at short notice are required to be accepted by the Correctional facility. You will be notified when a determination is made.

Attendees & Time

Appointment owner

Select appointment owner

Date: 18/08/2017
From: 11:30 am
To: 12:00 pm

Step	Action
8	Add additional attendees as required.
	In this example, we'll add a professional attendee to this appointment.
	Click **Add attendee**.

Attendees & Time

Appointment owner

Select appointment owner

Date: 23/08/2017
From: 01:00 pm
To: 01:30 pm

REILLY, Colin   MIN 234567   Correctional Inmate   John Morony CC   Any

+ ADD ATTENDEE   Interpreting Services required?

NOTE You cannot add more than one in custody attendee, so those options will now be greyed out if selected previously. If you need to change the person in custody in this appointment, you must first remove the existing one, then you will have the option to add a new one.

Step	Action
9	The *Add attendee* pop-up window displays. Click **Professional**
10	Enter the **Name, Email, VIN** or **CIMS** number. If the attendee is already registered with the system, they should appear below the search field. Select the attendee from the list below the search bar.
11	The attendee has been added to the appointment. The system will automatically assign a room at the relevant default location if it is available.
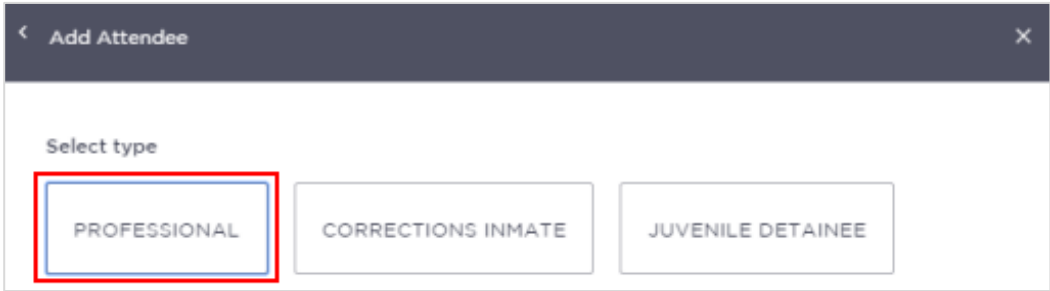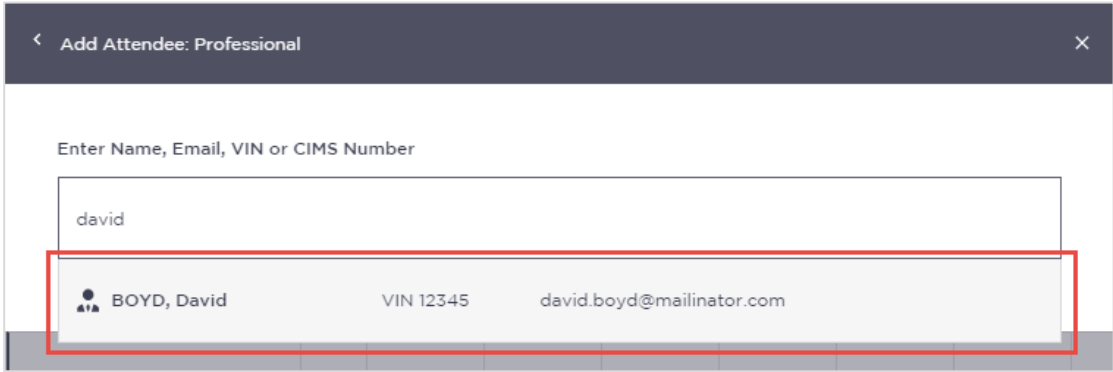
Step	Action
NOTE	The timeline shows availability of the attendees and the location (including rooms). The following can display for the required time period: • **Green** - indicates attendee and/or room are **available**. • **Grey Diagonal lines** – indicates the rooms are **unavailable**. • **Red** – indicates there is a **clash** and attendee and/or room is **not available**.
12	If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications.
13	Once you have added all attendees to the appointment, click **Save Appointment**.
14	The *Appointment scheduled* screen displays. Click **OK**.
NOTE	The appointment will now display in the Schedule. As an AVL Officer you will be able to see all appointments at your assigned locations, whether you have created them or not.

Make a Mandatory Case Conference appointment

The Mandatory Case Conference appointment type must only be used for committal proceedings in the Local Court, or for a Serious Children's Indictable Offence in the Children's Court, where the Magistrate has made an order that a case conference certificate be filed.

Mandatory Case Conference appointments can be created by:

- Legal Aid Administration staff;
- Legal Aid Location Managers;
- Legal Aid lawyers;
- Aboriginal Legal Services (ALS);
- Office of the Director of Public Prosecutions (ODPP) staff;
- Commonwealth Department of Public Prosecutions (CDPP) staff
- Private defence lawyers who have access to JUST Connect

When booking this type of appointment, only the appointment owner, creator, or associated Location Manager, will be able to view the name or contact details of the ODPP or CDPP attendee listed in the appointment. The ODPP or CDPP details will be masked and will appear as 'ODPP' or 'CDPP', i.e. their name and contact information will not be displayed.
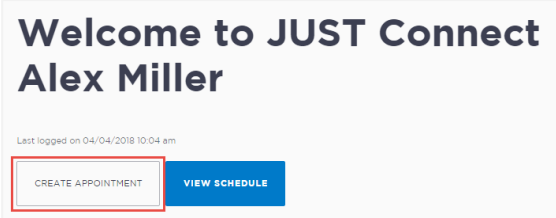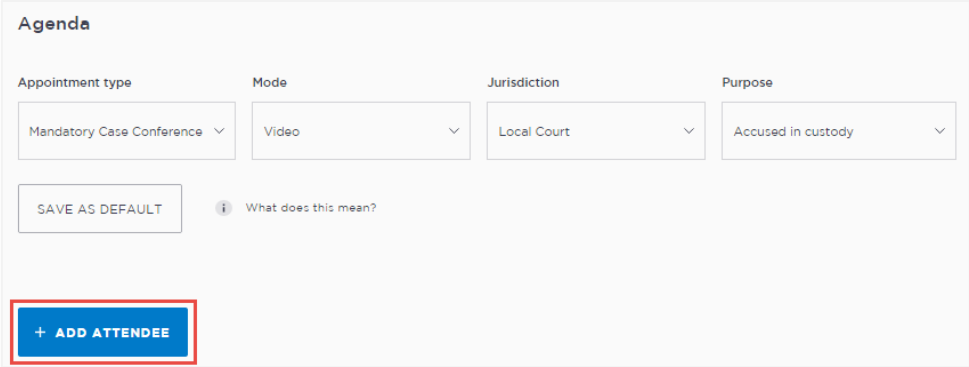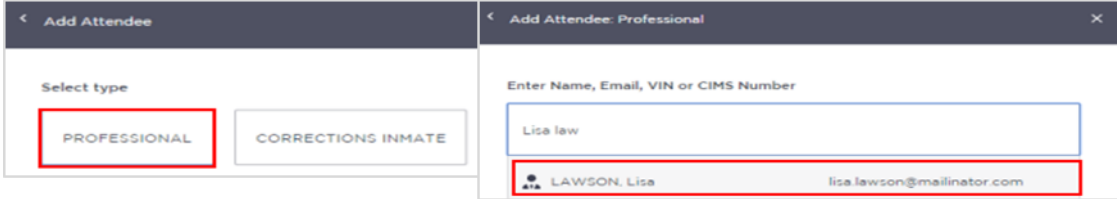
If a Legal Aid Location Manager creates an appointment on behalf of a Legal Aid or Private Lawyer, the Location Manager will only see the appointment in their schedule if the Legal Aid or Private Lawyer is booked at the same location as the Location Manager, or is using their "own device". ODPP Location Managers will only be able to see an appointment, if the ODPP Lawyer is booked at the same location as the Location Manager.

Book a Mandatory Case Conference (MCC) at a Court Location:

- Email the relevant Court Register requesting they book a court room (in JUST Connect) at their location to be used for Mandatory Case Conference. No attendees are to be added to the court room appointment. In the JUST Connect appointment, the Court Register can use the Appointment Notes field to enter text advising that the Court room is being used for a MCC appointment.

- Create a Mandatory Case Conference (MCC) appointment.

  For attendees appearing from the Court location, ensure you select "Own Device" in the location field (refer to following steps to create the MCC). Advise attendees of the Court location, this information can be entered into the Appointment Notes field.

To create an appointment for a Mandatory Case Conference, follow the steps below:

Step	Action
1	Log on to the JUST Connect system.
2	The *Home page* will display. Click **Create appointment**. **Welcome to JUST Connect Alex Miller** Last logged on 04/04/2018 10:04 am [CREATE APPOINTMENT] [VIEW SCHEDULE]
3	Complete the **Agenda** details by clicking the **drop-down** arrow and selecting the required option for: • Appointment Type: Mandatory Case Conference • Mode: Video • Jurisdiction: Local Court; or Children's Court • Purpose: Accused in Custody (Accused Not Present; Accused on Bail) **Note:** If the person in-custody is **not** required to attend this appointment, then in the **Purpose** field select **Accused Not Present or Accused on Bail**. Agenda Appointment type: Mandatory Case Conference Mode: Video Jurisdiction: Local Court Purpose: Accused in custody [SAVE AS DEFAULT] (i) What does this mean? [+ ADD ATTENDEE]
4	**Add a Professional** Click **Add Attendee** button Click **Professional** button Enter their Name, Email VIN or CIMS number in the search field Add Attendee — Select type: [PROFESSIONAL] [CORRECTIONS INMATE] Add Attendee: Professional — Enter Name, Email, VIN or CIMS Number Lisa law LAWSON, Lisa lisa.lawson@mailinator.com Displays drop-down list (if the attendee is already registered with the system, they should appear below the search field). **Click on name** required.

Step	Action
NOTE	If you are **unable** to find the professional within JUST Connect, then you can add them as a **Guest Attendee**. **Repeat this step to add** additional professionals.
5	**Adding a Person in-custody:** **Note:** If you selected either **Accused Not Present or Accused on Bail** in the **Purpose** field then the Corrections Inmate and Juvenile Detainee buttons will not be available, as their attendance is not required. Click **Add Attendee** button, then click **Corrections Inmate** or **Juvenile Detainee** button. In search field enter their **MIN** (inmate) or **CIMS** (Detainee), displays drop-down list with inmate's name, click **Select** button. You cannot add more than one in custody attendee, so those options will now be greyed out if selected previously.
6	The attendee(s) has been added to the appointment. By default, the system will automatically assign a date, time and room number. Adjust these by clicking the **Date, From, To** and **location** fields as necessary. The timeline shows **availability** of the attendees and the location (including rooms). • **Available** – displays the time in **green**. • **Not available** - displays the time in **grey diagonal lines**. • **Clash** – displays the time in **red**. If nothing is available, you could select another location or own device from the drop down location field for the professional. If you select 'own device' this would mean that they are not assigned a room but will use their own device to make the AVL connection.

Step	Action
7	The system will automatically assign a **room at the relevant default location** if it is available. This can be changed by selecting the location or room number on screen and selecting from the list.
	If an interpreter is required, click **Interpreting Service required**. This will **not book** the interpreter, rather it will flag that an interpreter will be present in the appointment. You must follow your existing business process to book an interpreter.
	If required, enter **Appointment Notes**. These notes will be visible to all attendees, and will also display on appointment reminders.
	Check you have selected and/or entered all the required appointment details, when complete click **Save Appointment**

8	The *Appointment scheduled* screen displays.
	Click **OK**.

Step	Action
NOTE	The appointment will now display in the Schedule. Note that the Legal Aid Lawyer or any other non ODPP or CDPP attendees that are not the owner or creator of the appointment will not be able to see the name or contat details of the ODPP attendee.

Home   Schedules   Account   Contacts   Support   ∨ David Boyd   D B

GREEN, Brett - John Morony Correctional Centre

EDIT APPOINTMENT

When
Wednesday, April 11, 2018
09:30 am - 11:30 am

Agenda
| **Mandatory Case Conference**
(Video)
Local Court
Accused in custody

Status
| **Scheduled**

Attendees

	ODPP		Own device		Owner
	GREEN, Brett	MIN 123456	Correctional Inmate	John Morony Correctional Centre	John Morony CC - Phone and Vid...
	BOYD, David	VIN 888885		Parramatta Legal Aid	Phillip St (Dial: 39270@Legalaid....

Appointment Notes
2018/00034985
R vs Green

Show history   ∧

Make a Professional and Appearances appointment

The Office of the Director of Public Prosecutions (ODPP) staff are able to create Professional and Appearances appointments:

- for when a Prosecutor appearance is required in court; or

- to book a professional conference with witnesses, or

- for conducting professional conferences and/or Interstate Jurisdiction

- for booking a remote witness appearance

Remote Witness:

A remote witness can appear from an ODPP location, or a Court location, or use their 'Own Device' to give their evidence.

- **Court Location:** if the witness is appearing from a Remote Witness room at a Court location, the booking for the Remote Witness room is made by the Court Registrar. ODPP staff **must notify** (via email) the Court Registrar (at the relevant local court) that you require a remote witness room to be booked, including required details.

  There is **no change** to the existing business guidelines and policy in requesting a remote witness room at a Court location. You must follow your **existing operational guidelines** when booking and using a remote witness room.

- **Own Device:** if the witness will be using their "own device" during the appointment then it is the responsibility of the ODPP prosecutor (or staff) to arrange (outside of JUST Connect) the dial in details for the witness.

- **ODDP Location:** if the witness is appearing from an ODPP location, you must select the **Remote Witness** and **Court** options when making the appointment (refer to following steps). When the appointment is saved an email is sent to the relevant Court registrar.
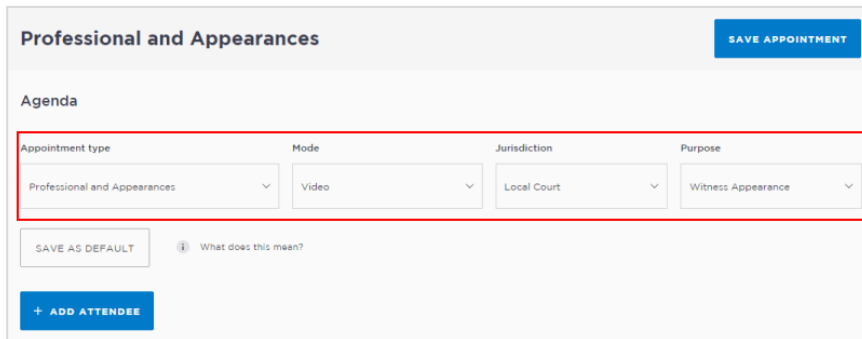
Step	Action
1	From the **Home page** or Schedule page; click on the **Create Appointment** button Office of the Director of Public Prosecutions **Welcome to JUST Connect Alex Miller** Last logged on 11/04/2018 03:12 pm CREATE APPOINTMENT **VIEW SCHEDULE**

Step	Action
2	New appointment screen displays
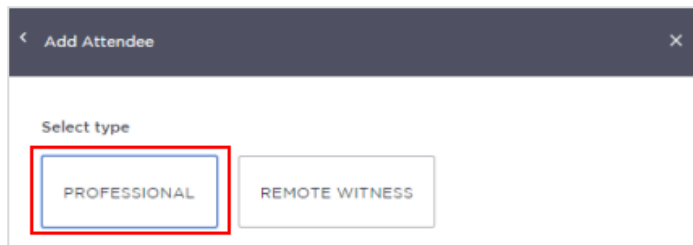
Complete the **Agenda details** by clicking the **drop-down** arrow and select the following option for:

- Appointment Type: select Professional and Appearances
- Mode: select Video / Phone
- Jurisdiction: select required option e.g. Local Court
- Purpose: select required option, e.g. Witness Appearance
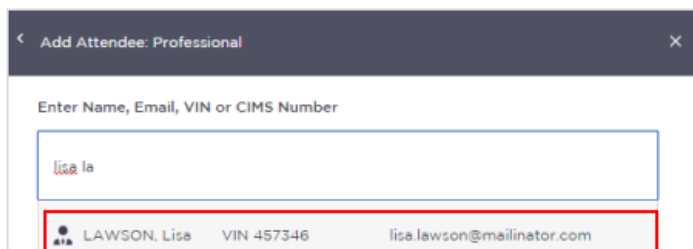
Step	Action
3	**Add Professional**

Click **Add Attendee** button, then click **Professional** button.

Click in field and start entering the professional's name or enter their VIN number or email address.

Displays drop down list, click on **name** required.

Repeat this step to add remaining professionals required for this appointment.

Step	Action
4	**Add Remote Witness**

a) Remote Witness appearing from ODPP Location for a court hearing:

- Click **Add Attendee** button, displays **Add Attendee** pop up window.
- Click **Remote Witness** button, adds the Remote Witness selection to the appointment.
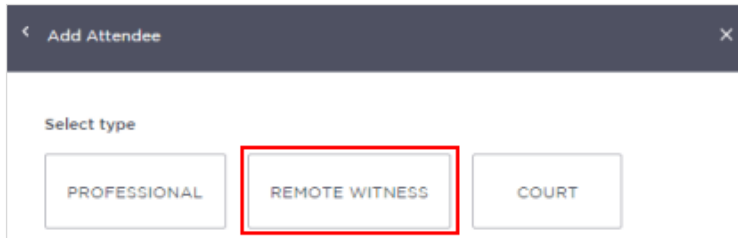
- Select an **ODPP** location
- Click **Add Attendee** button, then click **Court** button.
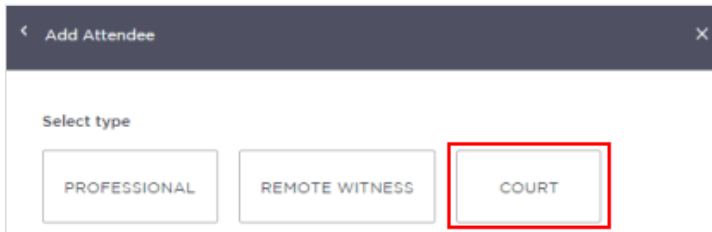
- Displays, **Add Attendee Court** prompt, enter name of **Court** then select from drop-down list.
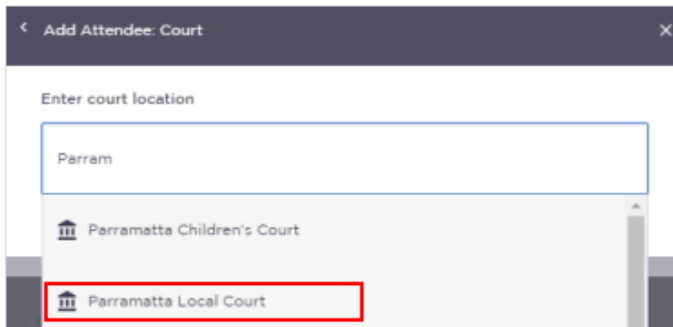
Note: When the appointment is saved an email is sent to the Court Registrar.

Step	Action

b) Remote Witness appearing from a Court Location

If the witness is appearing from a Remote Witness room at a Court location, the booking for the Remote Witness room is made by the Court Registrar.

ODPP staff must notify (via email) **the Court Registrar** (at the relevant local court) that you require a remote witness room to be booked, including required details.

c) Remote Witness is appearing via their "Own Device"

If the witness will be using their "Own Device" during the appointment then it is the responsibility of the ODPP prosecutor (or staff) to arrange (outside of JUST Connect) the dial in details for the witness.

- Click **Add Attendee** button, displays **Add Attendee** pop up window.
- Click **Remote Witness** button, select "**Own Device**" from **Location drop-down** menu.

Note: If the Remote Witness is a professional and/or an expert in their field, you will need to also add them as a Professional attendee. If the professional attendee is not already listed within JUST Connect they can be added as a Guest Attendee.

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5 **Date and Time:** defaults to today's date and current time.

Select required **Date**, then adjust the **From and To** time fields to book the room for the **full day**.

---
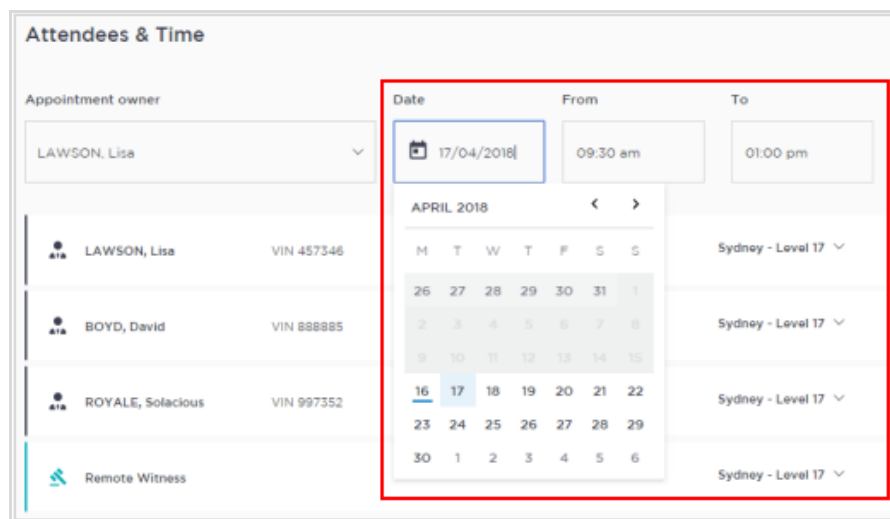
6 **Location and Rooms**
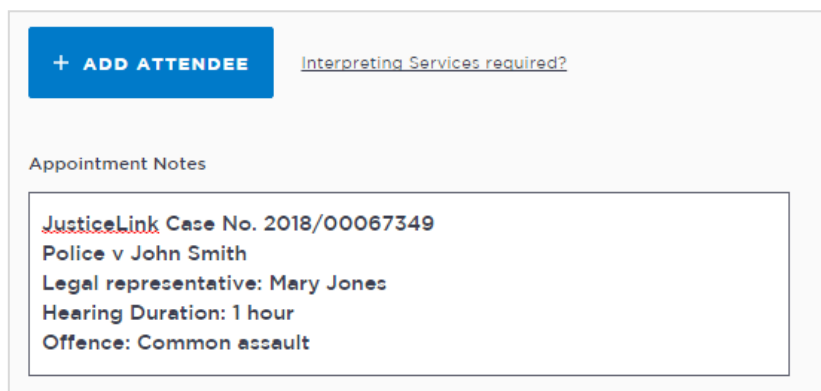
If required you can allocate other rooms at your location depending on availability, or change to own device.

Step	Action
7	**Appointment Notes**
	This is a free text field and it is important that the relevant case information is entered. For example: enter **case information** into the **Appointment notes** field.
	Please **do not** enter any confidential information into the appointment notes, as these notes will be visible to all attendees, and will also display in the appointment reminder notifications.
8	**Save appointment**
	Check you have selected and/or entered all the required appointment details, when complete.
	Click the **Save Appointment** button.
	Displays prompt advising Appointment has been **scheduled**.
	Click **OK** button.

Manage Appointments

Appointments can be managed in JUST Connect by the appointment owner or in some instances, by the attendee. Users can manage their appointments by:

- Accepting or Declining an appointment
- Cancelling an appointment
- Editing appointment (for example; add attendees, change locations, rooms, date or time)
- Marking the appointment as 'Did Not Occur'.
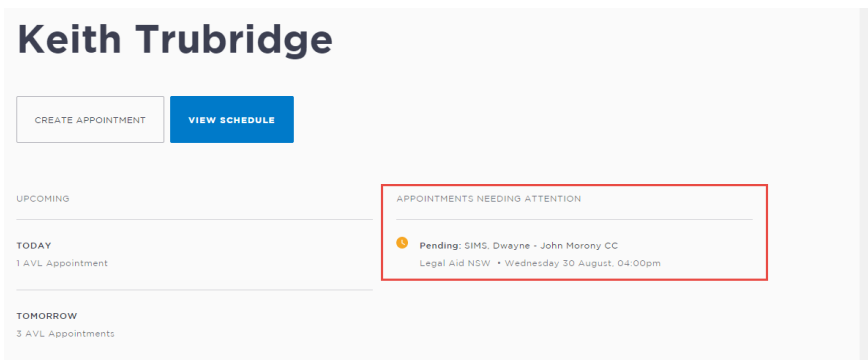
Not all options listed above are available to all users. Permissions and user types will dictate which areas of an appointment can be managed.

Accept or Decline an appointment

Appointments made with a person in-custody for the same day, or made after 3pm for an appointment the following day are scheduled in JUST Connect with a status of 'Pending'. These appointments must be accepted or declined by a Correctional Services Officer or Juvenile Justice Officer. Appointments in the status of 'Pending' and require attention will display on the home page under 'Appointments needing attention'; However only the two appointments closest in time are shown.

The *Appointment List* view in the Schedule is a simple way to see the appointments requiring attention, day by day. Note that the 'Pending' icon is located on the right of the screen, and may not be visible if your browser is not expanded to full screen.

Accept an appointment

Step	Action
1	From the Home page, select the pending appointment from the list.

Step	Action
NOTE	If the pending appointment does not display on the Home page, open the Schedule, select the Appointments List, then select the pending appointment.
2	The appointment details will display. Check the details for the appointment. Click **Accept Appointment**.
NOTE	Once the appointment is accepted, the appointment will change from a 'pending' status to scheduled. The appointment owner and other attendees (however not the person in-custody) will receive a confirmation notification.
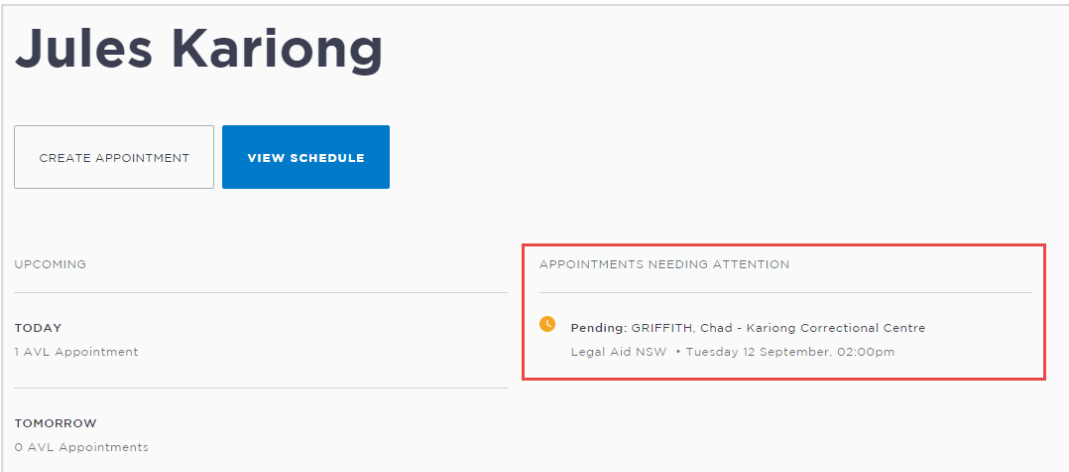
Decline an appointment

When Correctional Services or Juvenile Justice Officer declines an appointment, this appointment is removed from the schedule (although it will still display in the Appointment List view under the heading 'Declined').

Declining an appointment requires a reason to be provided, either:

- Person in Custody Refusal to Attend
- Emergency Lockdown
- Person in Custody Medically Unfit
- Public Holiday
- Equipment Failure
- Industrial Action
- Suite no Longer Available
- Other (if other is selected, the user needs to add a description)

Step	Action
1	From the **Home** page, select the pending appointment from the list.

Step	Action
NOTE	If the pending appointment does not display on the Home page, open the Schedule, select the Appointments List, then select the pending appointment.
2	To decline the appointment, click **Decline Appointment**.
3	The *Decline appointment* pop-up box displays. Select a **reason for declining** the appointment from the drop down list. Click **Yes**.
4	A message displays on screen confirming the appointment has been declined Click **OK**.
NOTE	Once the appointment is declined, the appointment will display in the appointment creator and/or owners *Appointment List* view under Declined appointments. Attendees and the appointment creator will receive an email notification.

Cancel an appointment

Once an appointment has commenced it cannot be cancelled or edited.

Appointments can only be cancelled by:
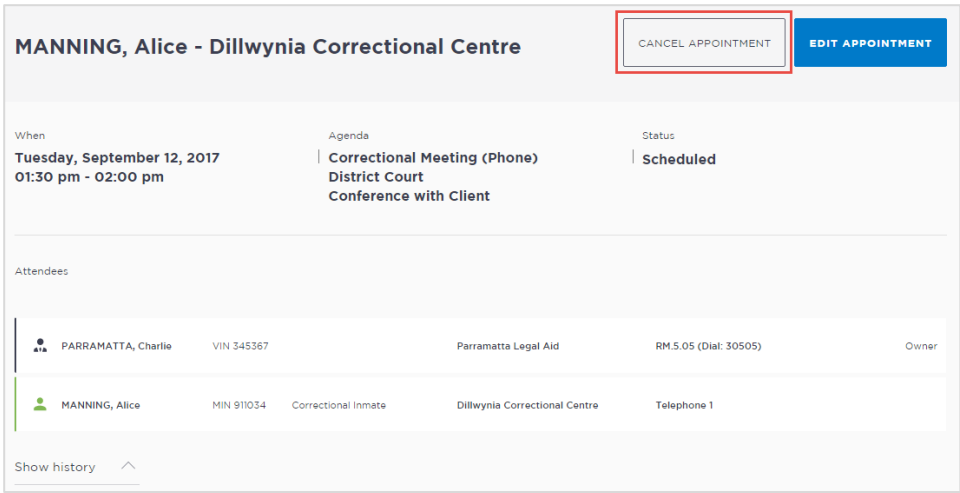
- The person who created the appointment; or
- Appointment owner; or
- AVL Officer at a Correctional facility - where there is a person in custody on the appointment
- Location Manager – can cancel any appointment in their assigned locations.

The appointment's status will be changed to **cancelled** and **removed** from the appointment owner's and attendee's calendar (day and week) views. However, they can still be viewed in the **Appointment list** (under the heading "Cancelled").

A notification email is sent to the appointment creator, appointment owner and attendees (excluding person-in-custody) advising **reason** for the cancellation.
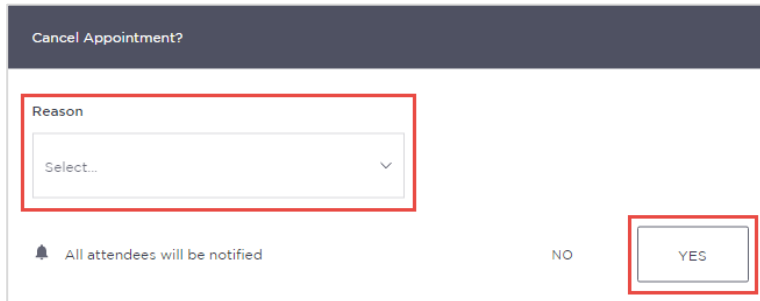
If an appointment is cancelled, a number of pre-defined reasons for the cancellation will display.

Once an appointment has commenced it cannot be cancelled or edited.

Step	Action
1	Go to the **Schedule**. Select either the **Appointment List** or **Day** or **Week** view. Click on the **appointment** that you want to cancel.
2	The *Appointment details* screen displays. Click **Cancel Appointment**.

Step	Action
3	The *Cancel Appointment* pop-up box displays.
	Select a **Reason** for cancellation from the drop down list.
	Click **Yes**.
NOTE	If *Other* is selected, you must **enter the details** in the free text field and then click **Yes**.
4	A message displays on screen confirming the appointment has been cancelled. Click **OK**.
NOTE	Once the appointment is cancelled, the appointment will display in the appointment creator and/or owners *Appointment List* view under Cancelled appointments.
	Attendees will receive an email notification.
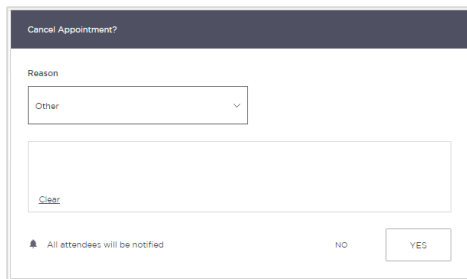
Edit an appointment

Appointments can be edited by the appointment creator, appointment owner and an attendee (excluding person-in-custody) of the appointment. They will also receive an email notification when any changes are made to the appointment.

Location managers can view and edit any appointment at their designated location(s).
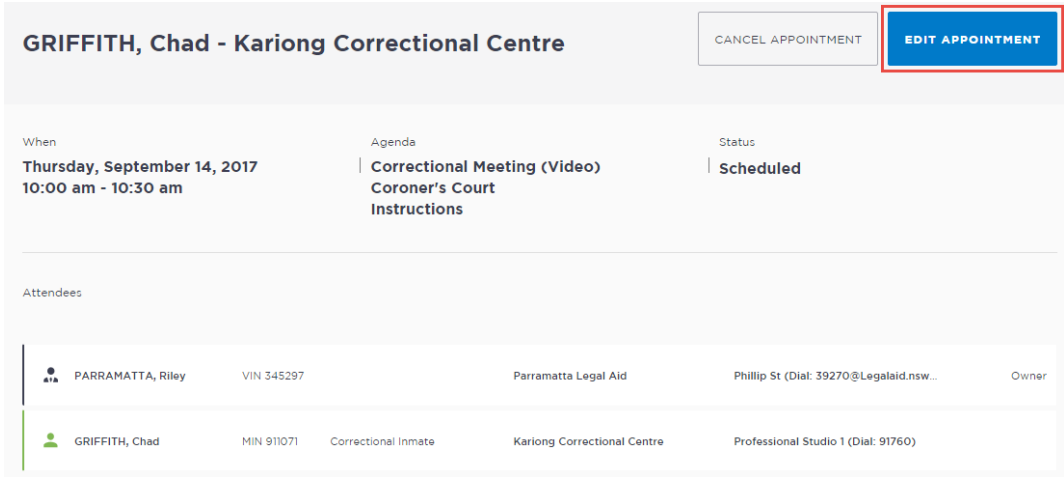
An appointment **cannot** be edited once it has commenced.

If an in-custody appointment is edited after 3pm the day prior, the appointment will need to be re-accepted to be confirmed (note that this applies only when changes have been made that impact the in-custody person, such as the date or time).

Editing an appointment can include:

- Change of date and/or time
- Change of location or room
- Adding attendees (i.e. additional attendees to the existing appointment)

You can navigate to the Edit Appointment page from various points, including the Appointment List, Day or Week view. Open the appointment details to access the Edit Appointment button.

Step	Action
1	Go to the **Schedule**. Select either the **Appointment List** (or the *Day* or *Week* view). Click on the **appointment** that you want to edit.
2	The *Appointment details* screen displays. Click **Edit Appointment**.

Step	Action
NOTE	The *Edit* button displays slightly differently depending on which view you select the appointment in, for example: - In the *Day* view, you click the appointment and the appointment details pop-up displays, then click **Edit**, then click **Edit Appointment**. - In the *Appointments List*, or the *Week* view, you can click on the appointment to open the appointment details screen and click the **Edit Appointment** button. - Or in the *Appointments List* you can click on the **More** (**…**) at the end of the appointment row and select **Edit**.
3	The *Edit Appointment* screen displays. Make any changes required. Click **Save Appointment**.
4	The *Appointment updated* screen displays. Click **OK**.
5	The *Appointment details* screen displays again showing the new details.

History log

When an appointment has been edited, it will create a history log. This log can be viewed from the appointment details screen, by clicking the arrow beside Show history.

From the History section, you can view:

- A detailed change log showing the original appointment data
- Details of any changes made to that appointment, for example when appointments are edited, accepted, rejected or cancelled
- The exact change (if any) that was made to an appointment, including details about when the appointment was edited, and who made the change

Contact Cards – Attendee contact details

Contact details, including the phone number and email address for guest attendees, can be viewed on a Contact Card.

To access the contact card, open any appointment from your schedule or home page:

- Click the attendee's name. This will open the contact card and display the applicable contact details for that attendee (noting that different users will display different sets of information).

Custody List

Viewing the Custody List

Courts – View the Custody List

The Custody List page is used by Court Officers during court sessions to manage inmates and detainees appearing in court, either in person (cells/docs) or via AVL (phone / video). Data for the Custody List page is retrieved from Correctional Services (OIMS), and Juvenile Justice (CIMS) once each morning, at approximately 5am.

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

Step	Action
1	Log into JUST Connect, and then select the **Custody List** page at the top of the screen W Home Schedules Custody List Account Contacts Support Court Services **Welcome to JUST Connect Renee Hammond** Last logged on 21/03/2018 11:57 am CREATE APPOINTMENT VIEW SCHEDULE UPCOMING APPOINTMENTS NEEDING ATTENTION IN THE NEXT 7 DAYS TODAY 0 AVL Appointments
2	The *Custody List* page displays Select your **location**, **room** and Jurisdiction from the **drop down list.** Note that if you have only one location assigned to your profile, this will display by default. **NSW** Home Schedules Custody List Account Contacts Support **Friday,** June 28 My location Burwood Court ∨ in Select ∨ for All ∨

Step	Action
3	Once the location, room and jurisdiction have been entered, the View Custody List button will become active. Click **View Custody List.**
	Once you have clicked 'View Custody 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 Custody List for the current day, at your chosen location, will display below.
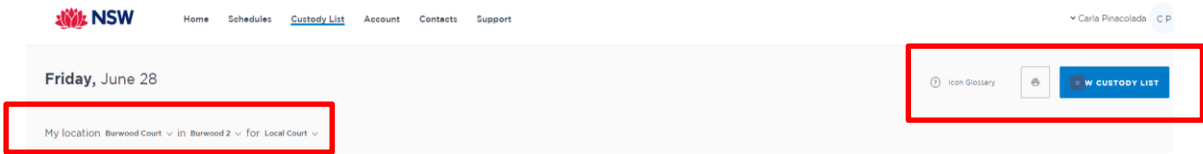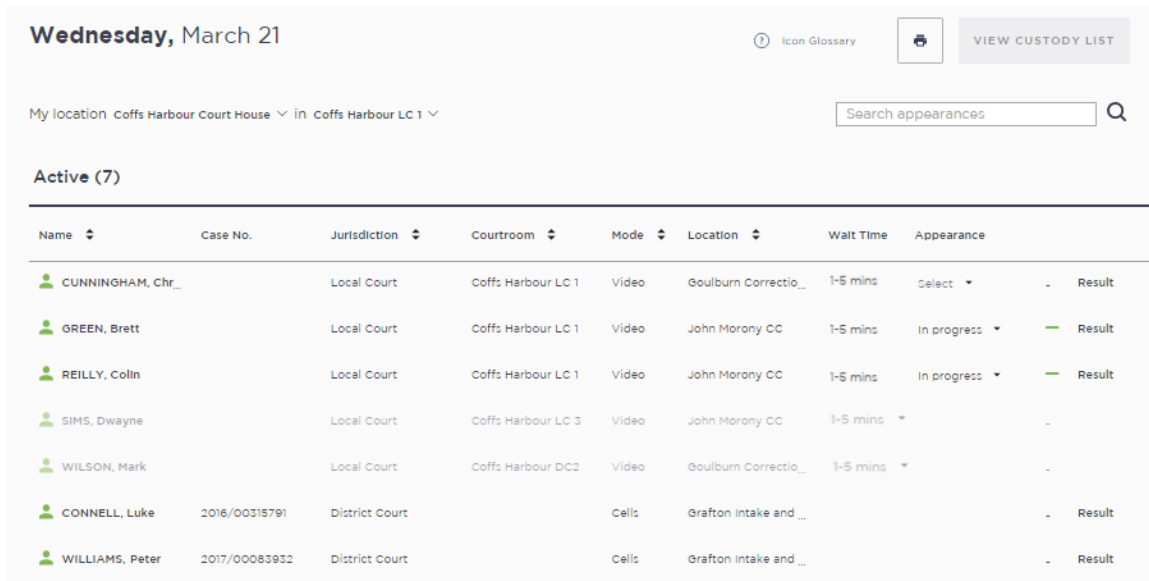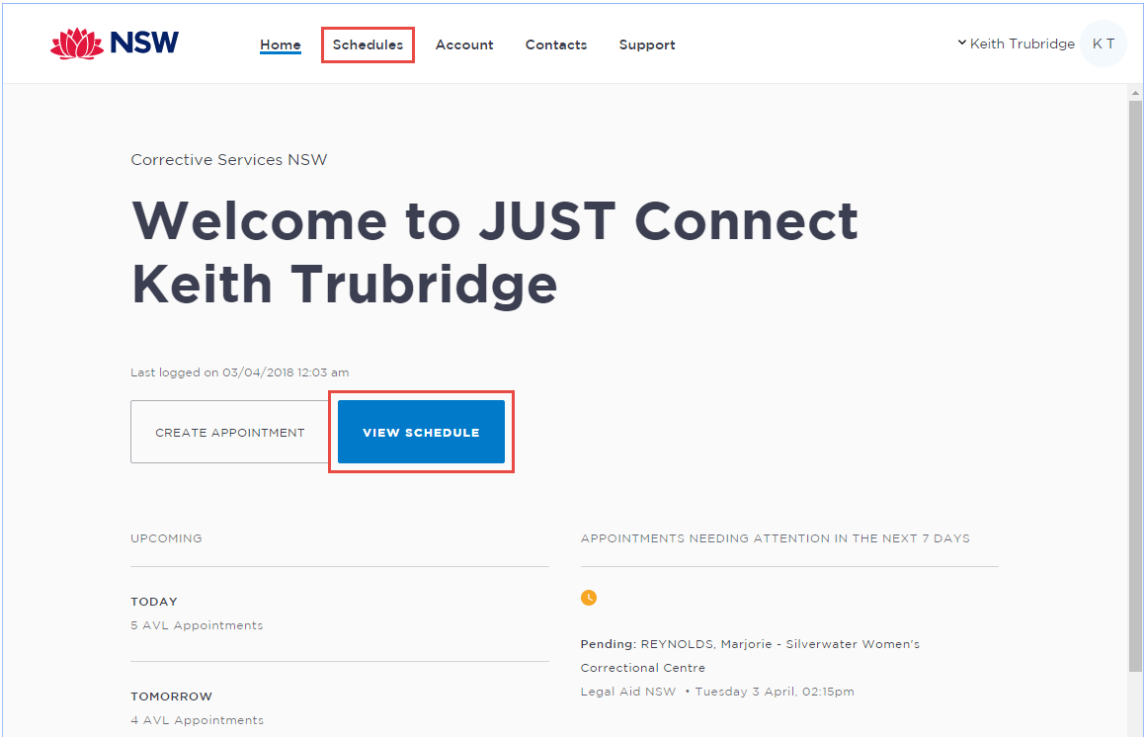
Correctives and Juvenile Justice – View the Appointment List

The Appointment List page is used by Correctional Officers or Juvenile Justice Staff to manage people in custody appearing via AVL. The Appointment List details all Court appointments and Professional appointments, as well as any appointments that have been cancelled. Data for the Appointment List page is retrieved from OIMS once each morning at approximately 5am.
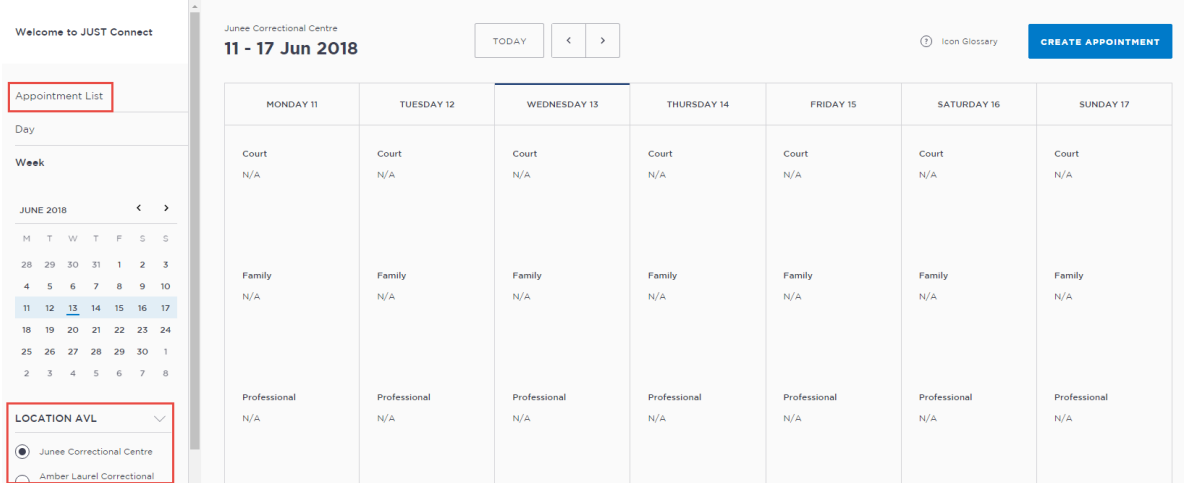
To view the Appointment List page in JUST Connect, Correctional Officers and Juvenile Justice Staff will need to:

Step	Action
1	Log into JUST Connect, and then select **View Schedule**
2	Check the **correct location** is displaying from the bottom of the screen Click **Appointment List**

Step	Action
3	The Court appointments will display at the top of the screen

Wednesday, June 13   TODAY   <   >   (?) Icon Glossary   🖨   **CREATE APPOINTMENT**

Court (25)

Search appearances   🔍

Time ⇅	Name ⇅	MIN/CIMS	Court Name ⇅	Courtroom	Wait Time	Appearance	
	👤 FORBES, Warren	MIN 223204	Goulburn Court	-	1-5 mins ▾	Select ▾	⋯
	👤 SERDIUK, Trevor	MIN 292552	Central Court	-	1-5 mins ▾	Select ▾	⋯
	👤 CONGDON, Steven	MIN 607710	Griffith Court	-	1-5 mins ▾	Select ▾	⋯
	👤 LAWLER, Shaun	MIN 368040	Albury Court	-	1-5 mins ▾	Select ▾	⋯
	👤 GRUBE, Shannon	MIN 266763	State Parole Authority	-	1-5 mins ▾	Select ▾	⋯
	👤 FIREBRACE, Scott	MIN 227707	Griffith Court	-	1-5 mins ▾	Select ▾	⋯
	👤 BAKER, Richard	MIN 585633	State Parole Authority	-	1-5 mins ▾	Select ▾	⋯

Custody List page Overview

Courts Overview

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

The data in each column is outlined below.

Column:	Description :
Name	This is the name of the person in-custody who has a court appearance at your nominated location.
Case number	This is the case number being dealt with during the day's court session. If a person in-custody is appearing for several cases within the same jurisdiction, only one case number will display alongside their name, and only one entry for that person in custody will display in the custody list.
Jurisdiction	Lists the court jurisdiction the matter is being heard in, for example Local Court or District Court.
Courtroom	When a person in-custody 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 person in-custody. If a Court Officer from a different court room has requested the inmate / detainee, then this will display with their assigned courtroom number, and will appear in light grey text.
Mode	Identifies whether the session will take place by video, cells (docs) or by phone (see further breakdown of mode options following this table)
Location	Lists the physical location of the person in-custody, for example, MRRC.

Column:	Description :
Wait time	This refers to the amount of time it will take a Correctives Officer or Juvenile Justice Staff to place the person in-custody into the AVL suite after receiving the JUST Connect request from the Court Officer. This only applies to AVL appearances.

Appearance	Contains a drop down list beside each person in-custody with appearance options. For Court Officers, these appearance options include
	
	• Request
	    o Once selected, a Correctional Officer or Juvenile Justice Staff will place the person in-custody into the AVL suite, and then change the appearance to 'Placed in suite'
	• Not required
	    o If the person in-custody is no longer required in court, the court officer can set the appearance status to 'Not required'. This will notify the Correctional Officer or Juvenile Justice Staff, who can then remove the person in-custody from the holding cell
	
	Note: these options are outlined in the following table

Result	When a person in-custody has completed their court session, the court officer is required to enter their court results into JUST Connect. The Court Officer has three options to select from: 1. Adjourned 2. Complete 3. Still required Once the selection is saved, the results will be sent to Correctives or Juvenile Justice via JUST Connect, who will then remove the inmate / detainee from the holding cell. Court Officers will then follow standard procedures and enter the outcomes into JusticeLink.

Mode types

Appearance type	Mode	Meaning
VIDEO	"Video"	By AVL
DOCS	"Cells"	In person in custody
NOT	"Not"	Not required to attend
NPOL	"NPol"	In NSW Police Custody
UNES	"Unes"	Unescorted - bringing themselves to Court
Any other value	"-"	If the appearanceType is any other value then set it to Dash

Correctives and Juvenile Justice Overview

The Court Appointment List has several columns, which are outlined in the table below

Column:	Description :
Time	People in custody who have been booked for a court appearance via a JUST Connect Appointment (that is, Supreme Court Arraignment, State Parole Authority / NCAT) will display at the top of the list and have a time allocated to their appearance. This is the time the person in custody should be placed in the suite
	People in custody who are appearing in Court as a result of a Remand Warrant or Section 77 provided by the Courts will display below
	When a "request" is made by a Court Officer, the time the request was made will display in this column.
Name	This is the name of the person in-custody who has a court appearance via AVL
MIN/CIMS	This is the MIN or CIMS number of the person in custody with the court appearance
Location	This is the location of the court where their matter is being dealt with during this appearance
Courtroom	If the court appearance was made via a JUST Connect appointment, their courtroom will display in this column (excluding interstate courts)
	For people in custody appearing as a result of a Remand Warrant or Section 77, the courtroom number will only display after a Court Officer has requested that person in custody appear in court. Once requested, the courtroom assigned to that Court Officer will display in this column

Column:	Description :
Wait Time	Refers to the amount of time it will take a Correctional Officer to place the person in custody into the AVL suite after receiving the JUST Connect request from the Court Officer
	It is the responsibility of the Correctional Officer to update this field for each person in custody, so the Court Officer can manage lead times accurately. It is strongly recommended that this list is first updated in the morning before Court sittings begin, and then maintained throughout the day
Appearance	Displays the status of each person in custody and should be closely monitored by Correctional Officers and Juvenile Justice Staff
	This column is updated in real time, and is the key communication area between Court Officers, Correctional Officers and Juvenile Justice Staff. For example, a Court Officer may request an appearance by changing their appearance status to 'Request', and the Correctional Officer may update this status to 'In Progress' once they've seen the request, and are about to place the person in custody into the AVL suite
	These options are outlined in the following section; Appearance Options
View/Edit	Displays three dots '…' By clicking on these dots, you will get an option to 'View' the appearance or appointment, or 'Edit' the appointment (only available to court appearances from JUST Connect Appointments that have not already started)
	When viewing completed appearances, you will also see the brief result notes

Appearance Options

The Appearance column on the Custody List page contains a drop down list with appearance options. Court Officers, Correctional Officers or Juvenile Justice Staff can select from a range of options, which will then notify the other agencies about the appearance of the person in-custody.

The table below outlines the appearance options for each agency:

Appearance Status:	Actioned by:	Description :
Request	Court Officers	Used by **Court Officers** to request the inmate / detainee be placed in the AVL suite. This request should be made in line with the lead time required for each inmate / detainee as listed on screen.
Not required	Court Officers	Used by **Court Officers** to inform Corrective or Juvenile Justice staff that the inmate / detainee are no longer required to attend the AVL session.
In Progress	Correctives or Juvenile Justice	Used by **Correctives** or **Juvenile Justice** to notify Court Officers that they have seen the request, and will now be actioning it by placing the inmate / detainee in the AVL suite.
Unavailable	Correctives or Juvenile Justice	Used by **Correctives** or **Juvenile Justice** to notify Court Officers that the person in custody is temporarily available and will be placed in the suite when they become available. No further details are provided about the availability of the person in custody.
Available	Correctives or Juvenile Justice	Used by **Correctives** or **Juvenile Justice** to notify Court Officers that the person in custody who was temporarily unavailable, is now available.
Result required	Correctives or Juvenile Justice	Used by **Correctives** or **Juvenile Justice** to request that Court Officers add the court result into JUST Connect.

Appearance Status:	Actioned by:	Description :
Complete	JUST Connect	Assigned by **JUST Connect** when a result has been recorded following a court appearance.
Reset	Court Officers	Used by **Court Officers** when they need to reset the appearance status back to "select"

Note: You will only be able to see the appearance status options in the list that are available to your user profile type

Manage the Custody List - Courts
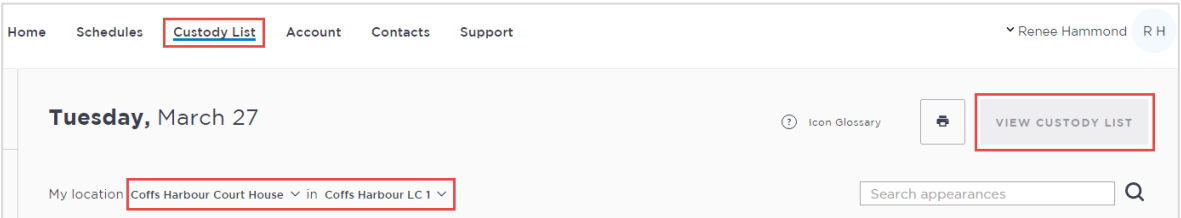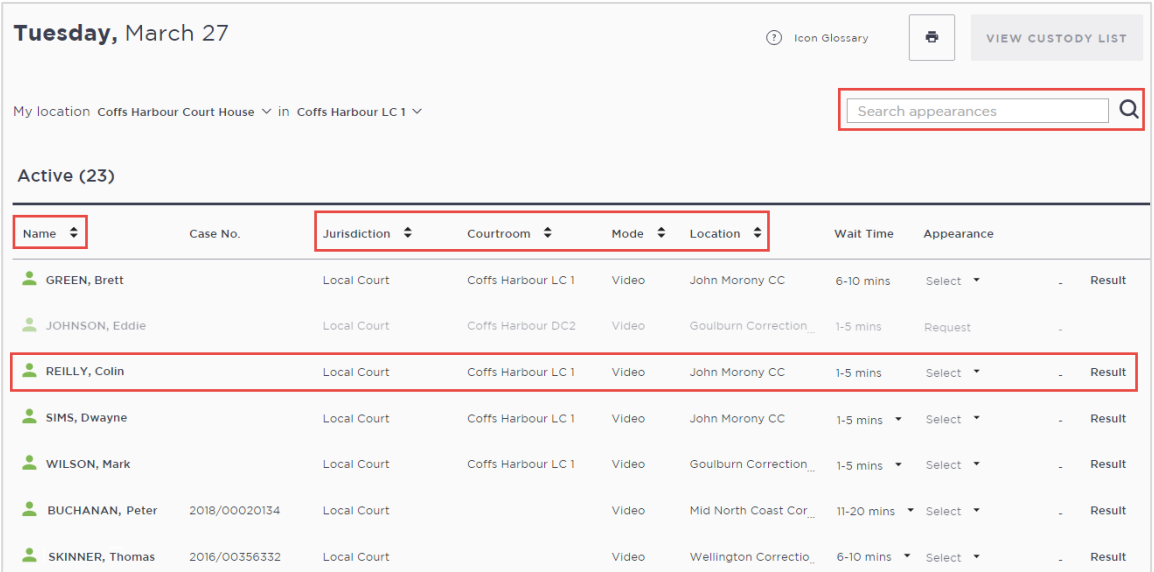
Make requests

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

- Make requests for an inmate or detainee to appear in court
- Provide the court results

These processes are outlined below.

Please note the steps below only refer to a person in custody who is appearing by video. If the person in custody is appearing by 'Cells' (docs), or by phone (shown onscreen with a '-' symbol in the Mode column), you will need to call the Corrective Services cells or Police cells depending on your court location

Step	Action
1	Go to the **Custody List** page, and then select your **location, room and Jurisdiction** (you only do this when you log in, or if you change courtrooms). Click **View Custody List** to display the custody list for your location below.
2	Locate the person in custody 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 person in custody quickly.

Step	Action
3	Select the **drop down arrow** in the **Appearance column** for the person in custody. Then click **Request**.

NOTE	A Correctional Officer or Juvenile Justice Staff member will view this request, and then place the person in custody into the AVL suite within the wait time noted onscreen.

Court Officers may need to manually note down the time each request is made. If the Correctional Officer or Juvenile Justice Staff member does not place the person in custody into the suite within the specified wait time, you may need to manually call them. |

Step	Action
4	When the Correctional Officer sees a Request in JUST Connect, they must update the **Appearance column** to read '**in Progress**'. This notifies the Court Officer that the Correctional Officer has seen the request, and is now actioning it. The Court Officer will know to expect the inmate or detainee to be available in the AVL suite within the nominated wait time.

Send Results
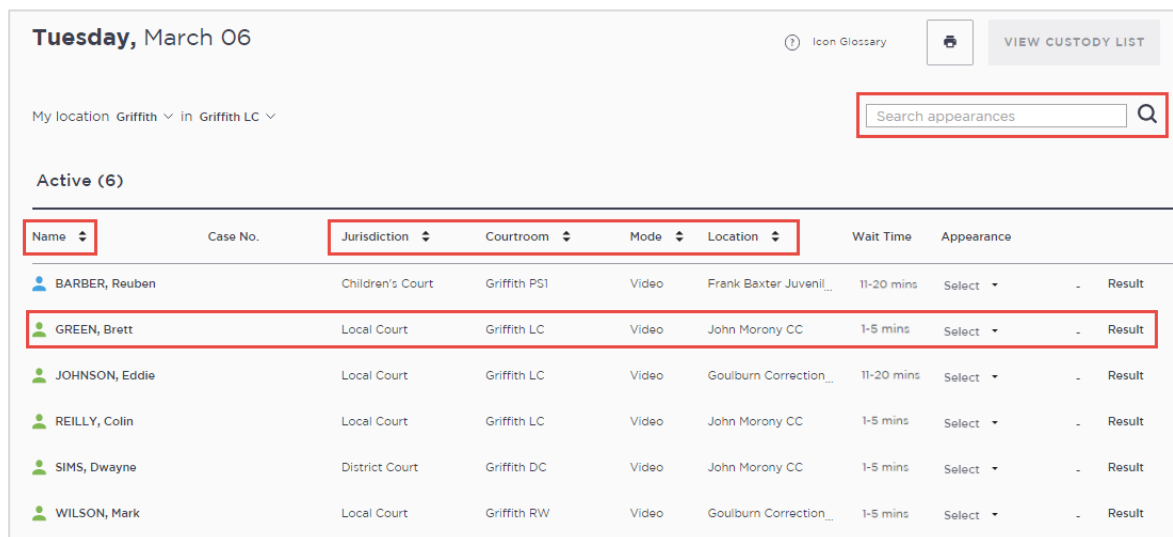
When a person in custody has completed their appearance, you are required to send a result via JUST Connect. This result notifies the Correctional or Detention facility of the basic result for that case, they can then move the person in custody from the AVL holding area back to their cells or room.

Please note this does not replace outcoming in JusticeLink. As per current procedures, outcomes will still be entered for all cases into JusticeLink and Corrective Officers, Juvenile Justice or Court staff should still check OIMS, CIMS or JusticeLink, for the official final court outcomes for all cases and proceedings.

Step	Action
1	Locate the person in custody 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 person in custody quickly. Click **Result**.
2	A pop up window will display. Select the result from the options on screen: **Adjourned, Complete, Still required**. Click **Save**.
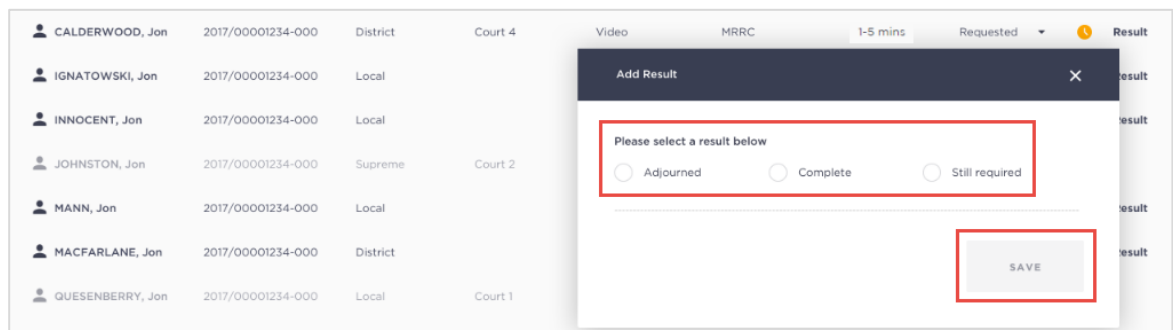
Step	Action
3	The results have been saved to JUST Connect. Correctional Officers or Juvenile Justice Staff can then move the person in custody from the AVL holding area back to their cells or room. Please note this does not replace outcoming in JusticeLink. As per current procedures, outcomes will still be entered for all cases into JusticeLink and Corrective Officers, Juvenile Justice or Court staff should still check OIMS, CIMS or JusticeLink, for the official final court outcomes for all cases and proceedings.

| NOTE | If you did not obtain the result from the court papers then select completed > other result.

In some instances, you may need to make a person in custody active after entering a result. You can only edit your own result, in which case, you'd need to edit the completed appearance and set the result to 'Still required' |

Result options

Result:	Additional options:	Notes:
Adjourned	Bail refused Bail granted Non bail matter	Then select the adjournment date from the calendar on screen
Complete	Sentenced Other result	
Still required	(No further options)	

Manage the Custody List – Correctives and Juvenile Justice

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

- Update the wait time for each person in custody as required
- Action any requests by updating the Appearance status to 'In Progress' (or the relevant status), and then placing the inmate or detainee into the AVL suite
- Review results and return the person in custody to their cell or room

These processes are outlined below.
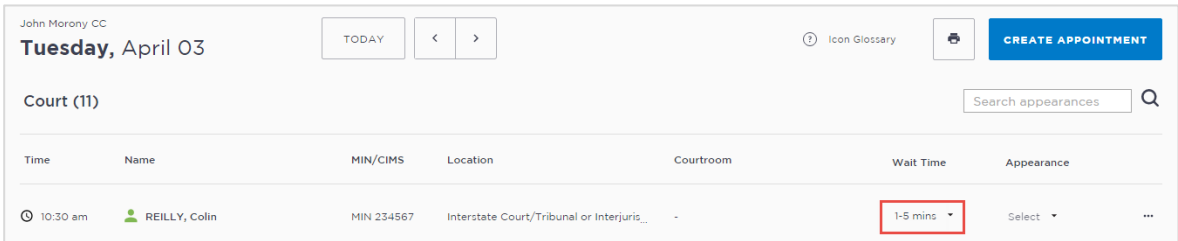
Update the Wait time

By default, all wait times will be listed as 1-5 minutes until updated by a Correctional Officer.

If you are a Correctional Officer or Juvenile Justice Staff based at a location where there is only one officer or staff member monitoring the JUST Connect system, you may need to manage the wait times by increasing your wait time to allow for multiple requests at the same time, or if a person in custody is likely to take longer to reach the AVL suite (for example they are in a block on the other side of the facility).

If you are unable to have someone monitor the JUST Connect screen at all, please update the wait times to say 'Please call' and revert to manual processes for the day. This can be updated in the morning so that Court Officers know to call your facility when required. Please note this ONLY applies to limited Juvenile Justice and Corrective locations. The expectation is that in the first instance, Correctives and Juvenile Justice locations use JUST Connect to manage their Custody List.

Follow the process below to update the wait time for any person in custody that requires longer.

Step	Action
1	Go to the **Appointment List** page, and review the court appearance list
	Locate the person in custody and click the **drop down list** in the **Wait time column** beside that person's name

Step	Action
2	Select the time that best reflects how long it may take to place that person in custody into the AVL suite; the options include 1-5 minute, 6-10 minutes, 11-20 minutes and 'please call'
3	The wait time will be update in real time in the Court Officers JUST Connect Custody List
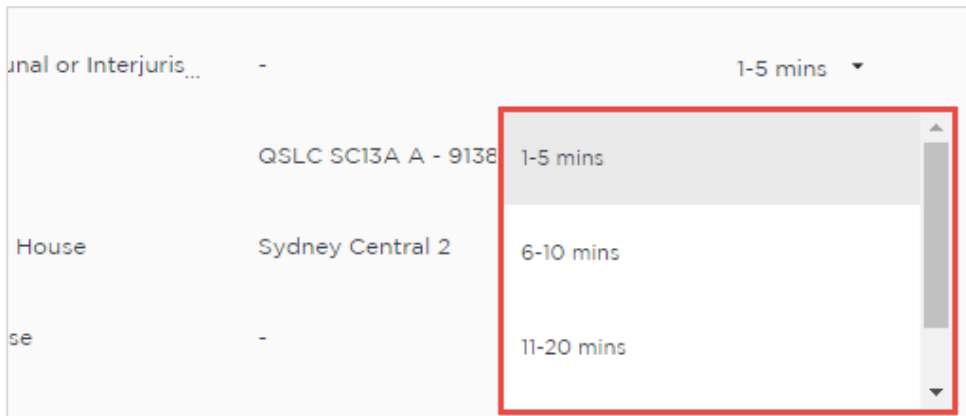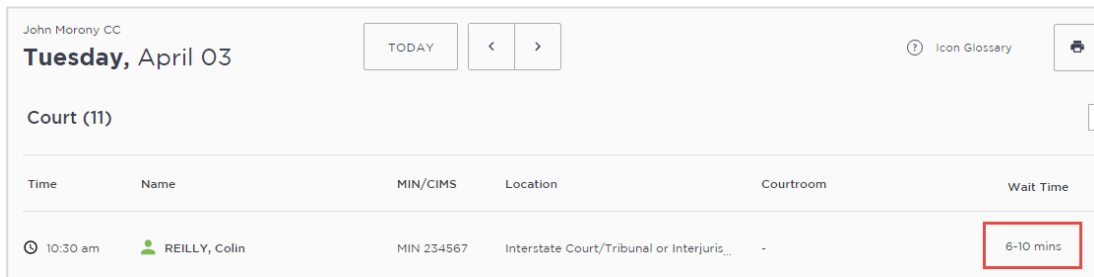
Update the Appearance Status

Please note that updating the appearance status to 'In Progress' does not replace the requirement for you to dial into the courtroom using the AVL equipment. This process only removes the phone calls to/from the Court Officer requesting the appearance and updating them that the person in custody is now ready to appear.

Step	Action
1	From the Appointment List page, locate all persons in custody with an Appearance status of 'Request'. Note that when a request is made by a Court Officer, that inmate will move to the bottom of the list (this will be changed to the top of the list in coming releases), so all 'requested' inmates will display in a blue box, and an noise alert will play through your computer. Click the drop down list and select the option that applies to your situation Following standard business processes, move all requested persons in custody from the AV holding area and place them into the AVL suite
2	The Court Officers JUST Connect Custody List will now show the appearance status for this person in custody to reflect the option selected in step 1 above
NOTE	Please note you may need to scroll to the bottom of your list to view any new requests from Court Officers
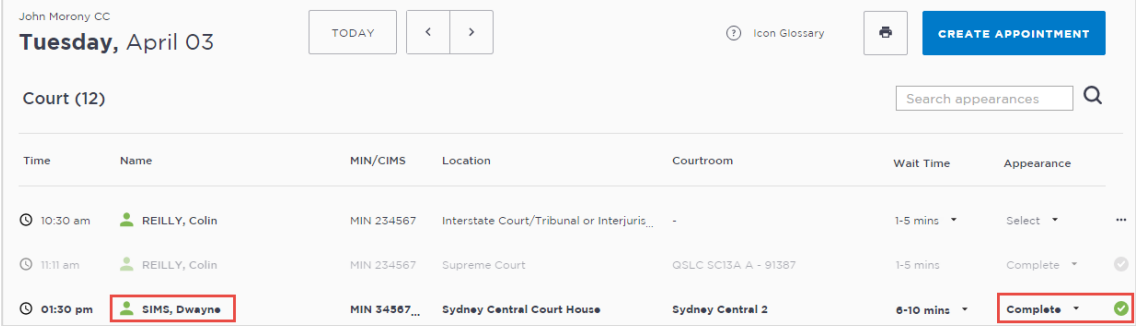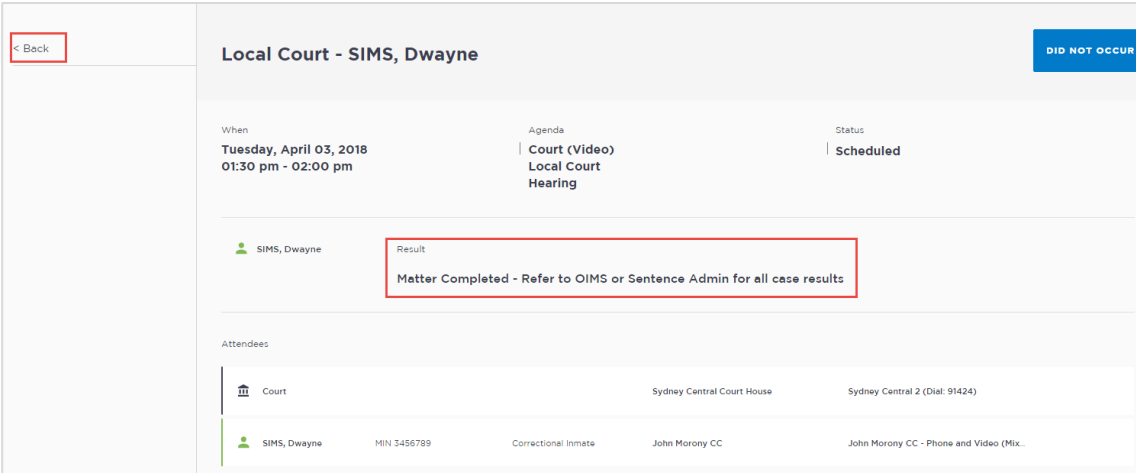
View Results

When a person in custody has completed their appearance, the Court Officer will send a brief result via JUST Connect. This result notifies the Correctional facility of the basic result for that case, so they can move the person in custody from the AVL holding area back to their cells or room.

Please note this does not replace the official final court outcomes from OIMS. This should only be used as an indication that the person in custody is no longer required for court proceedings that day.

Step	Action
NOTE	All completed court appearances that have a result entered by a Court Officer will display in **bold** text on the Court Appointment List page
1	Review the Court Appointment List page and locate any **complete court appearances** Click the **name** of the person in custody
2	The appearance details will display onscreen View the brief result notes. If the results indicate the person in custody is no longer required. Follow standard business procedures and return that person in custody to their cell or room Click **Back** to return to the Appointment List page

Step	Action
3	Completed appointments that have been viewed by any Correctional Officer at your location will display as greyed out text. You can still click the person in custody's name to view the results again if required

	In some instances, the result may be changed by a Court Officer from a '**Complete**' status, to '**Still required**'. In this instance the person in custody will display as standard black text, and will have the appearance status listed as 'Still required'. The Correctional Officer will need to ensure the person in custody remains in the AV holding area until the status is updated again.

Result options entered by Court Officers

Result:	Additional options:	Notes:
Adjourned	Bail refused Bail granted Non bail matter	Then select the adjournment date from the calendar on screen
Complete	Sentenced Other result	
Still required	(No further options)	

Manage Account Settings

Manage Personal Account Settings

You can manage your personal account settings via the Account page, accessed at the top of the screen.

From this page you can update your:

- Phone number
- Mobile number
- Notification preferences (both SMS and email)
- Email notification address
- Password; Passwords must contain at least:
  - One lowercase character
  - One uppercase character
  - One number
  - A special character

To make changes to your details: click **Account** link in menu bar, make your changes, and then click **Update Settings** to save the changes.

Notifications and reminders

The system generates notifications which are sent via email or SMS for the following reasons.

Email notifications are sent:

- When a new appointment is created (scheduled or pending), to all attendees **not** including the person making the appointment (i.e. the creator)

- When a pending appointment is approved or declined, to all attendees and the creator.

- When any change is made to the appointment including time, location, attendees added or removed etc.

- When an appointment is cancelled, to all attendees and the creator and a reason will be given (note: a reason will not be given for family and friend appointments)

- At 8am to remind attendees of appointments, if users have requested email in their Account Settings or if they are a guest attendee and have an email address recorded in JUST Connect.

SMS Notifications

SMSs are only sent on the day of the appointment to appointment attendees. They are only sent to:

- Attendees who have a mobile number recorded and have requested SMS notification in their Account Settings; and

- Guest professionals/family (who do not set notification options) where a mobile number has been recorded.

An SMS is sent to the above attendees:

- At 8am to remind attendees of scheduled appointments

- At 8am to notify attendees of pending appointments that day that have not been confirmed (in a separate SMS to the above)

- Where the status of an appointment changes on the day of the appointment – i.e. the appointment is accepted, declined or cancelled on the day of the appointment.

- 5 minutes before the start time of family and friend appointments as a reminder.

Notification preferences can be managed by each user from their **Account** screen.

Examples:

Appointment is Created	Pending Appointment Accepted

Appointment has been edited	Cancelled Appointment
J-C # APPOINTMENT UPDATED **Updated by** Kim FLETCHER, Legal Aid NSW kim.fletcher@mailinator.com **WITH** Norman DESILVA (MIN 911093) David BOYD **WHEN** Tuesday, 29/05/2018 - 10:00am to 11:00am **TYPE** Correctional Meeting (Video) **PURPOSE** Conference with Client **WHERE** Alison Location, AF room 2 ~~BJ-1-23~~ **Please come to** Alison Location Level 7, 220 Pacific Hwy, Crows Nest, NSW, 2065 Contact: 123456789 Click here to view map **APPOINTMENT NOTES** To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b0b53c69b88f8000f96b5ae For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx	**(!)** # APPOINTMENT CANCELLED **Cancelled by** Kim FLETCHER, Legal Aid NSW kim.fletcher@mailinator.com **Cancellation Reason** Suite no longer available **WITH** Norman DESILVA (MIN 911093) David BOYD **WHEN** Tuesday, 29/05/2018 - 10:00am to 11:00am **TYPE** Correctional Meeting (Video) **PURPOSE** Conference with Client **WHERE** Alison Location, AF room 2 **APPOINTMENT NOTES** **Question?** Legal Aid NSW david.boyd@mailinator.com

Reports

Daily report

In the *Appointments List*, there is an option to print the list. This becomes the daily job sheet or daily report.

For Court users, the printed list will also contain all appointment attendees, so court staff can see who is present on the Court List.

Step	Action
1	Click **View Schedule**.
2	Click **Appointment List**. Click the **Print icon** in the top right corner of the screen.
3	The *PDF document* downloads. Click on the **downloaded document** at the bottom left of the screen to open the document.

Step	Action
4	The *Appointments List* document displays.

This list displays:

- All appointments for the selected day (top of PDF document)
- Shows all attendee's for each appointment and their location.
- The person in-custody housing location with appointment room
- Type of Appointment (eg Video, Phone)
- Location of court and family/friend appointments

APPOINTMENT LIST			GRIFFITH			04/04/2018
Scheduled (2)						
3:00 pm			Griffith	Court (Video)	PINACOLADA, Carla	Griffith LC
	SIMS, Dwayne	MIN 3456789	John Morony CC			JM.1.01
4:30 pm			Griffith	Court (Video)	PINACOLADA, Carla	Griffith DC
	BARBER, Reuben	CIM 1234567	Frank Baxter JJC			FB.1.01
Cancelled (5)						
9:30 am	REILLY, Colin	MIN 234567	Court (Video)	PINACOLADA, Carla +1 Griffith	Suite no longer available	
10:00 am	REILLY, Colin	MIN 234567	Family and Friend (Video)	REID, Jackie Griffith	Suite no longer available	
12:30 pm	GREEN, Brett	MIN 123456	Court (Video)	PINACOLADA, Carla +1 Griffith	Suite no longer available	
12:45 pm	GREEN, Brett	MIN 123456	Court (Video)	PINACOLADA, Carla +1 Griffith	Suite no longer available	
4:15 pm	GREEN, Brett	MIN 123456	Court (Video)	PINACOLADA, Carla Griffith	Suite no longer available	

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Step	Action
5	Print the PDF document as you would normally print.

Glossary

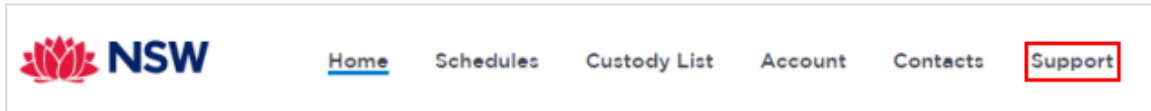| Term	Description
ALS	Aboriginal Legal Services
AVL	Audio Visual Link
CIMS	Client Information Management System The computer system which JJNSW use to manage information on detainees and permitted visitors
CaTS	Courts and Tribunal Services
CSNSW	Corrective Services NSW
JJNSW	Juvenile Justice NSW
MIN	Master Index Number. A 6-digit number given to each adult inmate.
ODPP	Office of the Director of Public Prosecutions NSW
OIMS	Offender Integrated Management System The computer system which Corrective Services NSW use to manage information on inmates and permitted visitors or restrictions
Professionals	Professionals' include Legal Aid Lawyers, Aboriginal Community Client Service Officers, private legal practitioners, and private health practitioners etc.
SOP	Standard Operational Procedure
SPA	State Parole Authority
VCSS	Video Conferencing Scheduling System (system JUST Connect is replacing)
VIN	Visitor Identification Number
VMR	Virtual Meeting Room (phone number to connect into a virtual meeting room)

Icons Glossary

| Icon Glossary | ✕ |

Location

📍 Location
🖨 Print
🕐 Time
📅 Date
✏ Edit
➕ Add
🗑 Delete/Discard
ⓘ Information
🔍 Search
⋯ More

Appointment type

👥 Mandatory Case Conference
👥 Peer Meeting
👥 Family and Friend
🔑 Correctional
🏛 Court

Appointment attendee types

👤 Inmate
👤 Juvenile
👥 Professional
👥 Family/Friend
👥 Family/Friend (Minor)
⚖ Remote Witness
💬 Interpreter

Appointment status

🕐 Pending
❗ Cancelled/Declined
↔ Requested
❌ Unavailable
📵 Not required
— In-Progress
✅ Result complete
✔ Read result
⊕ Result Required
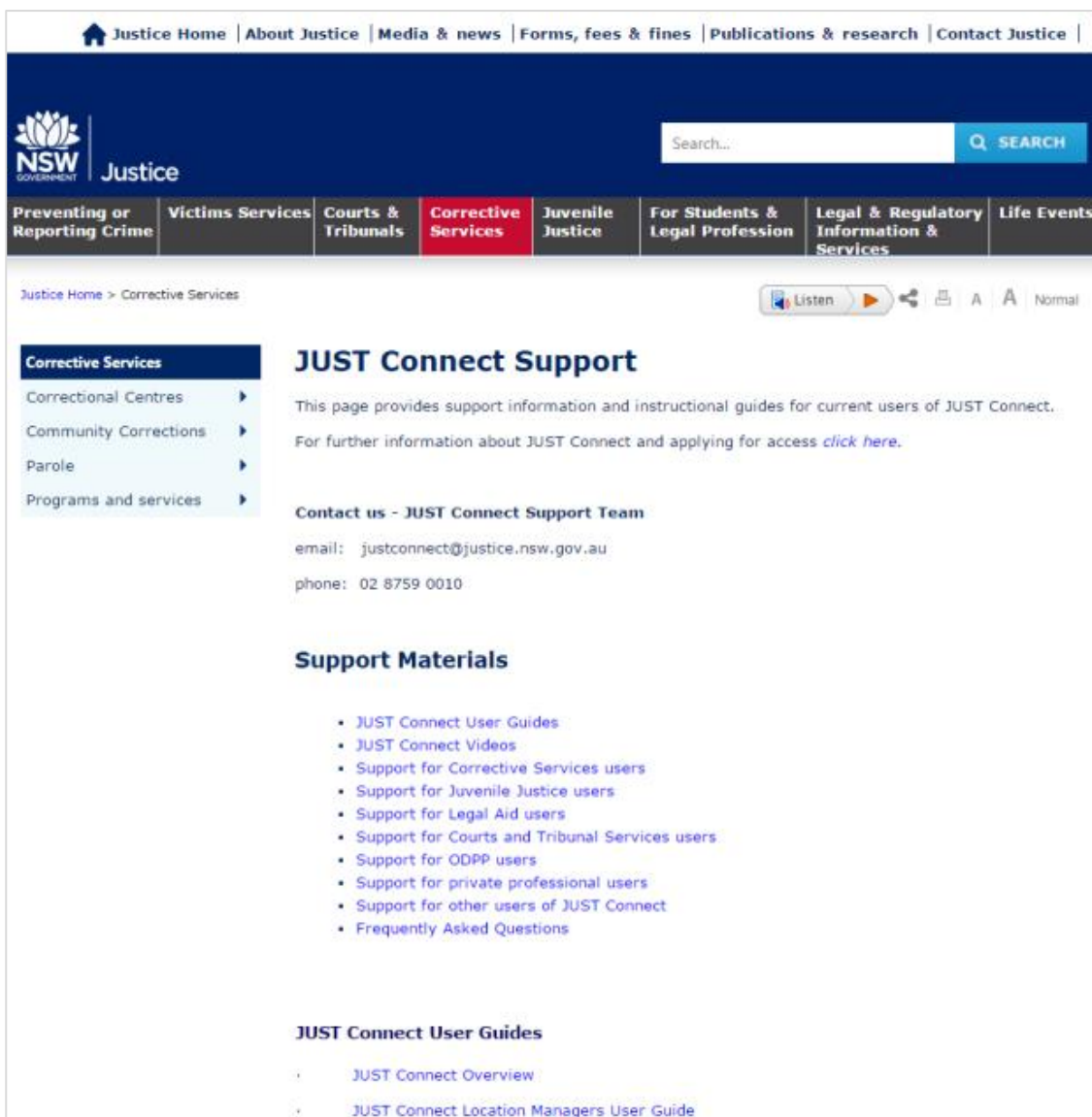
Support

The Support page provides support information and instructional guides for current users of JUST Connect.

- Click on the **Support** link in the Menu bar at the top of your screen.

- Displays the **JUST Connect Support** page.

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