

Participants Workbook

Correctional Officers - Custody List Management

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JUST Connect Version 4.3

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Introduction

Aim

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

Objectives

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

- Understand what the AVL project is (at a high level)
- Log in and navigate JUST Connect
- Operate and manage the digital custody list (Court Appointment List)
- Explain the end to end work flow between, correctional services and court officers in JUST Connect
- Know where to find support material and contacts

JUST Connect

What is JUST Connect?

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

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

Who uses JUST Connect?

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

How will JUST Connect impact my role?

Correctional Officers will now be able to electronically manage court appointments through the use of real time electronic notifications. This will reduce the need for phone calls between court officers in the court room, and correctional officers.

Correctional Officers can use JUST Connect to:

- View digital requests for a person in-custody to appear in court via AVL
- Electronically notify Court Officers when an inmate has been placed in the AVL suite, or, for example, is 'unavailable'
- View basic court results in real time so Correctional Officers know when an inmate is no longer required and can be placed back into their cell or room

Please note that this is a staged roll out across NSW courts and various court locations will continue to call Correctional facilities over the coming months (please refer to the release schedule in this workbook for more information).

System requirements

JUST Connect is only supported by the following web browsers:

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

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



Login and view the Custody List

Logging into JUST Connect

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

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

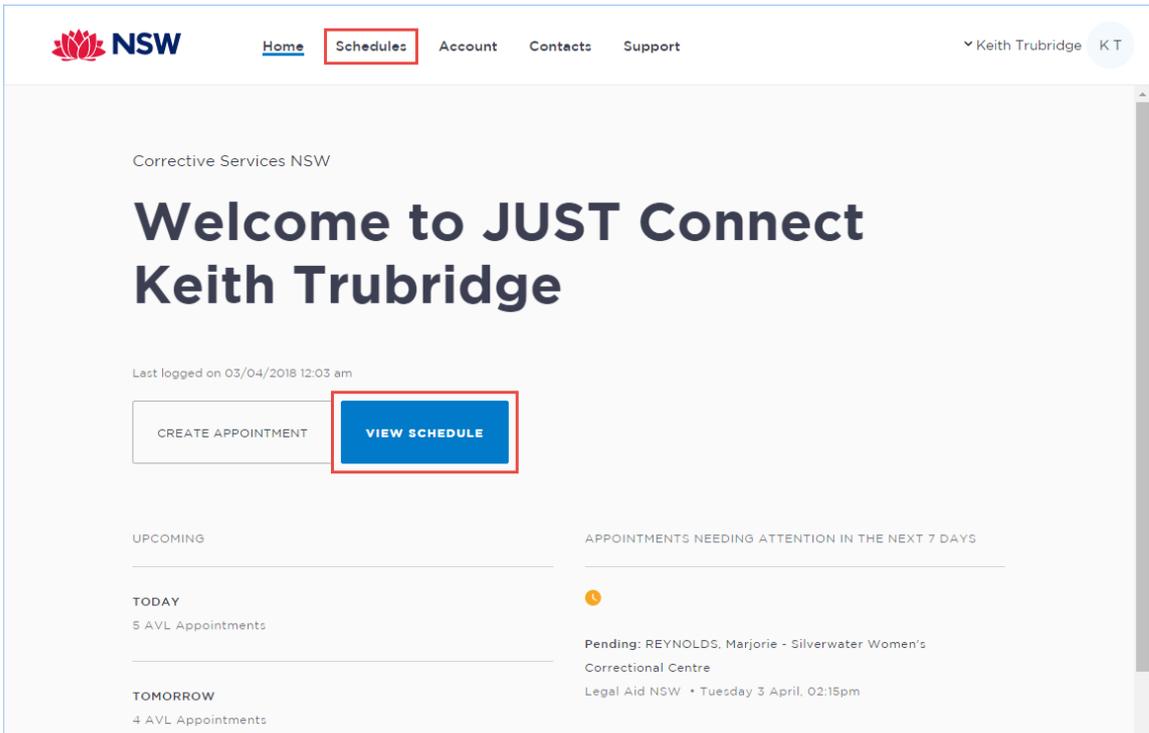
If a password needs to be reset, you should contact DTS service desk on (02) 8688 1111 (or 81111) – then choose option 3.

Viewing your Court Appointment List

The Appointment List page is used by Correctional Officers to manage inmates 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 will need to:

Step	Action
1	Log into JUST Connect, and then select View Schedule



The screenshot shows the JUST Connect user interface for Keith Trubridge. The navigation menu includes Home, Schedules, Account, Contacts, and Support. The 'Schedules' menu item is highlighted with a red box. Below the navigation, the user is greeted with 'Welcome to JUST Connect Keith Trubridge' and 'Last logged on 03/04/2018 12:03 am'. There are two buttons: 'CREATE APPOINTMENT' and 'VIEW SCHEDULE'. The 'VIEW SCHEDULE' button is highlighted with a red box. Below the buttons, there are sections for 'UPCOMING' appointments (Today: 5 AVL Appointments, Tomorrow: 4 AVL Appointments) and 'APPOINTMENTS NEEDING ATTENTION IN THE NEXT 7 DAYS' (Pending: REYNOLDS, Marjorie - Silverwater Women's Correctional Centre, Legal Aid NSW • Tuesday 3 April, 02:15pm).

Step Action

- Check the **correct location** is displaying from the bottom of the screen
Click **Appointment List**

Welcome to JUST Connect

Junee Correctional Centre
11 - 17 Jun 2018

TODAY < >

Icon Glossary CREATE APPOINTMENT

Day	MONDAY 11	TUESDAY 12	WEDNESDAY 13	THURSDAY 14	FRIDAY 15	SATURDAY 16	SUNDAY 17
Court	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Family	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Professional	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Appointment List

Day

Week

JUNE 2018 < >

M T W T F S S

28 29 30 31 1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30 1

2 3 4 5 6 7 8

LOCATION AVL

- Junee Correctional Centre
- Amber Laurel Correctional

- The Court appointments will display at the top of the screen

Wednesday, June 13

TODAY < >

Icon Glossary CREATE APPOINTMENT

Court (25) Search appearances Q

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

Managing Court Appointments

Court Appointment List overview

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

The screenshot shows the 'Court Appointment List' interface for Wednesday, June 13. At the top, there are navigation buttons for 'TODAY', '<', and '>', along with an 'Icon Glossary' link and a 'CREATE APPOINTMENT' button. Below the date, it says 'Court (25)' and has a search bar for 'Search appearances'. The main table has the following columns: Time, Name, MIN/CIMS, Court Name, Courtroom, Wait Time, and Appearance. The table lists six appointments for individuals like REILLY, COLIN, BINION, CRAIG, FENTON, JAMIE, GOUGH, DAVID, and GROVES, KEITH, each with their respective court location and wait time.

Time	Name	MIN/CIMS	Court Name	Courtroom	Wait Time	Appearance
	REILLY, Colin	MIN 223204	Goulburn Court	-	1-5 mins	Select
	REILLY, Colin	MIN 292552	Central Court	-	1-5 mins	Select
	BINION, Craig	MIN 607710	Griffith Court	-	1-5 mins	Select
	FENTON, Jamie	MIN 368040	Albury Court	-	1-5 mins	Select
	GOUGH, David	MIN 266763	State Parole Authority	-	1-5 mins	Select
	GROVES, Keith	MIN 227707	Griffith Court	-	1-5 mins	Select

Column:	Description :
Time	<p>Inmates 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 inmate should be placed in the suite</p> <p>Inmates who are appearing in Court as a result of a Remand Warrant or Section 77 provided by the Courts will display below</p> <p>When a “request” is made by a Court Officer, the time the request was made will display in this column.</p>
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 inmate with the court appearance
Location	This is the location of the court where their matter is being dealt with during this appearance
Courtroom	<p>If the inmates court appearance was made via a JUST Connect appointment, their courtroom will display in this column (excluding interstate courts)</p> <p>For inmates appearing as a result of a Remand Warrant or Section 77, the courtroom number will only display after a Court Officer has requested that inmate appear in court. Once requested, the courtroom assigned to that Court Officer will display in this column</p>

Appearance Options

The Appearance column on the Court Appointment List 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.

Please note that updating the appearance status does not replace the requirement for Correctional Officers or Juvenile Justice Staff 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.

103		TODAY	<	>	Icon Glossary	CREATE APPOINTMENT	Search appearances
MIN/CIMS	Location	Courtroom	Wait Time	Appearance			
LLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	1 min	Select	...	
LLY, Colin	MIN 234567	Supreme Court	OSLC SC13A A - 91387	1 min	Result required	⊕ ...	
ION, Jamie	MIN 244960	Sydney Central Court House	Sydney Central 2	1 min	Request	↔ ...	
ITON, Shane	MIN 578823	Blacktown Court House	-	1 min	Select	...	
JGH, Ryan	MIN 517442	Waverley Court House	-	1 min	Select	...	
DVES, Mark	MIN 520355	Fairfield Court House	-	1 min	In progress	— ...	
RETT, Matthew	MIN 526228	Taree Court House	-	1 min	In progress	- ...	
AZNADAR, David	MIN 335737	Campbelltown Court House	-	1 min	Select	...	
L, Gennaro	MIN 598985	Sydney Central Court House	Sydney Central 2	1 min	Complete	✓ ...	
DNER, Ryan	MIN 285611	Gosford Court House	-	1 min	Select	...	
SON, Keith	MIN 539450	Sydney Central Court House	-	1 min	Unavailable	✗ ...	

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.
Complete	JUST Connect	Assigned by JUST Connect when a result has been recorded following a court appearance. Completed appearances will display in bold font

Notes:

Appearance Status symbols

The symbols below may appear onscreen alongside the person in-custody when the appearance has been actioned by an agency

	MIN/CIMS	Location	Courtroom	Wait Time	Appearance
LLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	1 min	Request
LLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1 min	Result required
ION, Jamie	MIN 244960	Sydney Central Court House	Sydney Central 2	1 min	Request
TON, Shane	MIN 578823	Blacktown Court House	-	1 min	Request
JGH, Ryan	MIN 517442	Waverley Court House	-	1 min	Select
DVES, Mark	MIN 520355	Fairfield Court House	-	1 min	In progress
RETT, Matthew	MIN 526228	Taree Court House	-	1 min	In progress
AZNADAR, David	MIN 335737	Campbelltown Court House	-	1 min	Select
L, Gennaro	MIN 598985	Sydney Central Court House	Sydney Central 2	1 min	Complete
DNER, Ryan	MIN 285611	Gosford Court House	-	1 min	Select
SON, Keith	MIN 539450	Sydney Central Court House	-	1 min	Unavailable

- Pending
- Not required on screen
- Still required (blank)
- Cancelled
- In progress (placed in suite)
- Result has come through (complete)
- Requested
- Waiting on result (blank)
- Read result
- Unavailable
- Request required (blank)
- Appointment finished

You can also click on the icon glossary link to see the more symbol options

Notes:

Actioning the Court Appointment List

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

- Update the wait time for each inmate 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 inmate 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 the indicated wait time on JUST Connect to allow for multiple simultaneous requests, 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).

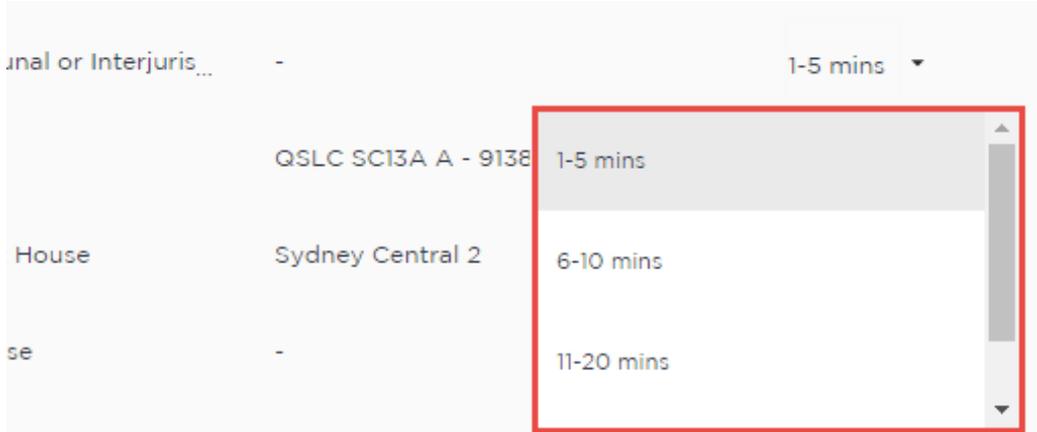
If you are unable to have someone monitor the JUST Connect screen at all, please update the wait times to 'Please call' and revert to manual processes for the day. This can be updated in the morning so that Court Officers know to call your facility when required.

Follow the process below to update the wait time for any inmates that require longer.

Step	Action
1	<p>Go to the Appointment List page, and review the court appearance list</p> <p>Locate the inmate and click the drop down list in the Wait time column beside that inmates name</p> 

Step	Action
------	--------

2 Select the time that best reflects how long it may take to place that inmate 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



If an inmate has been moved from your centre, and OIMS would not reflect this change after the data was sent to JUST Connect at 5am, you should update the status appearance to 'Unavailable' and set the wait time to 'Please call'

Smaller Correctional Facilities

Small Correctional Facilities who do not have someone available to monitor the JUST Connect system at all times, or who may only have a few court appearances on the day, may need to update all wait times to "Please call". This will notify the Court Officer that they should call that facility, and reduce the need for constant monitoring of the JUST Connect system.

Please note this ONLY applies to limited Correctional facilities. The expectation is that in the first instance, correctives locations use JUST Connect to manage their Custody List.

Update the Appearance Status

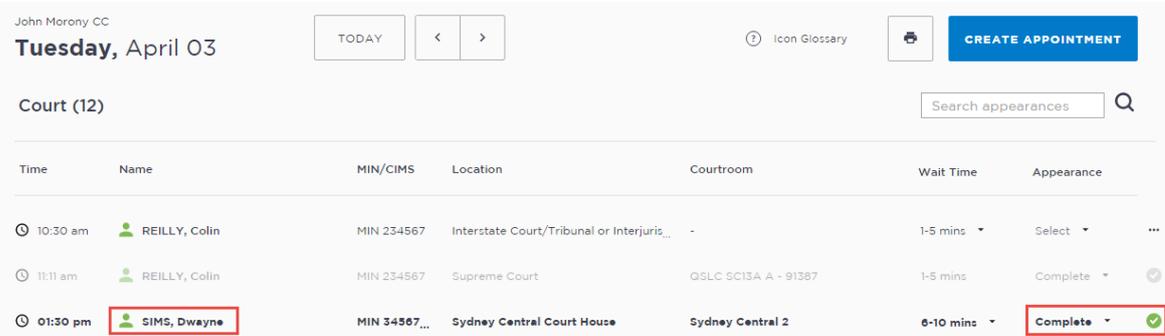
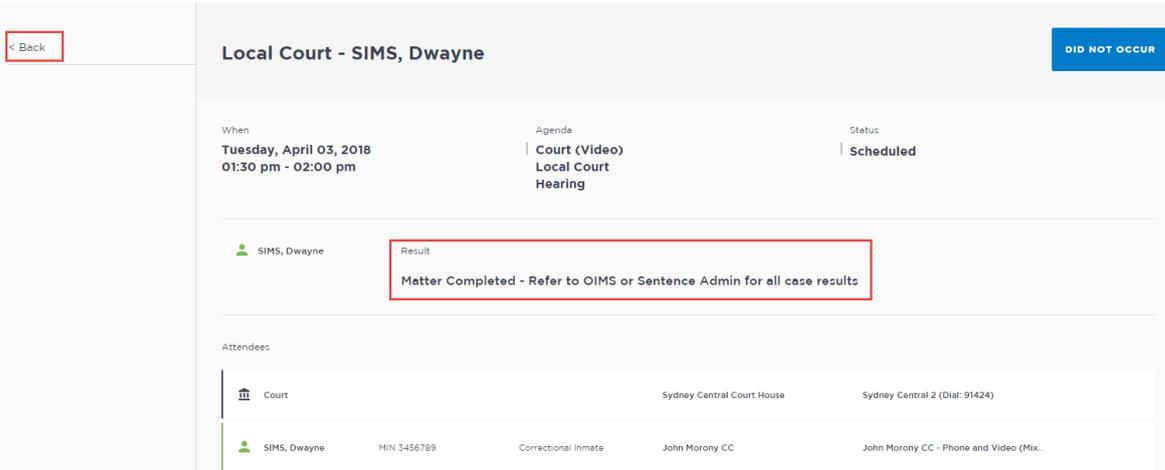
Please note that updating the appearance status to 'In Progress' does not replace the requirement for you to dial into the courtroom using the AVL equipment. This process only removes the phone calls to/from the Court Officer requesting the appearance and updating them that the person in custody is now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

Step	Action																																										
1	<p>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 top of the list, so all 'requested' inmates will display at the top of the list in a blue box, and an noise alert will play through your computer.</p> <p>Following standard business processes, move all requested persons in custody from the AV holding area and place them into the AVL suite</p> <p>Click the drop down list and select the option that applies to your situation</p> <table border="1"> <thead> <tr> <th>Name</th> <th>MIN/CIMS</th> <th>Location</th> <th>Courtroom</th> <th>Wait Time</th> <th>Appearance</th> </tr> </thead> <tbody> <tr> <td> REILLY, Colin</td> <td>MIN 234567</td> <td>Interstate Court/Tribunal or Interjuris...</td> <td>-</td> <td>1-5 mins</td> <td>Select</td> </tr> <tr> <td> REILLY, Colin</td> <td>MIN 234567</td> <td>Supreme Court</td> <td>QSLC SC13A A - 91387</td> <td>1-5 mins</td> <td>Result required</td> </tr> <tr> <td> NELSON, David</td> <td>MIN 244960</td> <td>Sydney Central Court House</td> <td>Sydney Central 2</td> <td>11-20 mins</td> <td>Request</td> </tr> <tr> <td> BAR, Daniel</td> <td>MIN 3456789</td> <td>Sydney Central Court House</td> <td>Sydney Central 2</td> <td>1</td> <td>In progress</td> </tr> <tr> <td> HANNA, Andy</td> <td>MIN 578823</td> <td>Blacktown Court House</td> <td>-</td> <td>1</td> <td>Unavailable</td> </tr> <tr> <td> KOBEISSI, Hussein</td> <td>MIN 517442</td> <td>Waverley Court House</td> <td>-</td> <td>1</td> <td>Result required</td> </tr> </tbody> </table>	Name	MIN/CIMS	Location	Courtroom	Wait Time	Appearance	REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	1-5 mins	Select	REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1-5 mins	Result required	NELSON, David	MIN 244960	Sydney Central Court House	Sydney Central 2	11-20 mins	Request	BAR, Daniel	MIN 3456789	Sydney Central Court House	Sydney Central 2	1	In progress	HANNA, Andy	MIN 578823	Blacktown Court House	-	1	Unavailable	KOBEISSI, Hussein	MIN 517442	Waverley Court House	-	1	Result required
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KOBEISSI, Hussein	MIN 517442	Waverley Court House	-	1	Result required																																						
2	The Court Officers JUST Connect Custody List will now show the appearance status for this inmate to reflect the option selected in step 1 above																																										
	Please note you may need to scroll to the top 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 inmate from the AVL holding area back to their cells or room. Consideration should be given to the inmate being allowed to de-brief with their legal representation prior to being removed from the AVL area. Please refer to custodial corrections policy 20.4, Section 6.1. AVL for legal and court matters for clarification.

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

Step	Action
	 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	<p>Review the Court Appointment List page and locate any complete court appearances</p> <p>Click the name of the inmate</p> 
2	<p>The appearance details will display onscreen</p> <p>View the brief result notes. If the results indicate the inmate is no longer required. Follow standard business procedures and return that inmate to their cell or room</p> <p>Click Back to return to the Appointment List page</p> 

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 inmates name to view the results again if required

John Morony CC
Tuesday, April 03 TODAY < > Icon Glossary CREATE APPOINTMENT

Court (12) Search appearances Q

Time	Name	MIN/CIMS	Location	Courtroom	Wait Time	Appearance
10:30 am	REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	6-10 mins	Select
11:11 am	REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1-5 mins	Complete
01:30 pm	SIMS, Dwayne	MIN 3456789	Sydney Central Court House	Sydney Central 2	1-5 mins	Complete



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

John Morony CC
Tuesday, April 03 TODAY < > Icon Glossary CREATE APPOINTMENT

Court (12) Search appearances Q

Time	Name	MIN/CIMS	Location	Courtroom	Wait Time	Appearance
10:30 am	REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	6-10 mins	Select
11:11 am	REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1-5 mins	Complete
01:30 pm	SIMS, Dwayne	MIN 3456789	Sydney Central Court House	Sydney Central 2	1-5 mins	Still required

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)	

Frequently Asked Questions

When is the Court Appointment List data retrieved from OIMS?

At approximately 5am each morning, JUST Connect receives the Custody List information from OIMS. This is the only update JUST Connect receives per day.

Any changes that occur after this time will need to be manually dealt with, as per previous business procedures.

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

In the rare event that you may lose internet connect or access to JUST Connect entirely, you will need to revert to manual processes and the Court Officers will need to phone the Correctional Facility.

If a Correctional Officer at an alternate location still has access to JUST Connect, and can access your location's court appointment list, they should, on your behalf, set the status of each inmate at your location to 'Please call', to ensure the Court Officer knows they need to revert to manual processes at that time.

In what circumstances will a Court Officer phone the correctional facility?

Court Officers will continue to phone correctional facilities when they have appearance listed as 'Cells' or 'Phone'. For any 'Video' appearances, Court Officers should use JUST Connect. Court Officers may also be required to call if requested by the correctional facility.

If there are any issues using JUST Connect, Correctional Officers should revert to manual processes. Processes to phone correctional facilities do not change following the implementation of JUST Connect.

Support

Contact details

The JUST Connect support team can be contacted via:

Phone: 02 8759 0010 (extension 90010)

Email: justconnect@justice.nsw.gov.au

End-point technical support for AVL will remain with DTS MOPS on 8759 1010

Support materials

Support materials will also be available on the JUST Connect support page (released progressively as they become available), including:

- A comprehensive user guide
- Demonstration videos
- Quick reference guides
- Frequently Asked Questions

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

