

JUST Connect and Video Conferencing

Create and Conduct an Appointment with a person in custody – NCAT

The screenshot displays the JUST Connect web interface for creating an appointment. The top navigation bar includes links for Home, Schedules, Account, Contacts, and Support, along with a user profile for Richard Gomes. The main heading is "GREEN, Brett - John Morony CC", with a "SAVE APPOINTMENT" button. The "Agenda" section contains dropdown menus for Appointment type (Correctional Assessment), Mode (Video), and Purpose (Assessment), along with a "SAVE AS DEFAULT" button and a help link. The "Attendees & Time" section shows the appointment owner (GOMES, Richard), date (11/04/2018), and time (11:30 am to 12:00 pm). Below this is a table of attendees with columns for Name, VIN, Role, Location, and Availability. The table lists Richard Gomes (VIN 524587, Dubbo ALS) and Brett Green (VIN 123456, Correctional Inmate, John Morony CC). An "ADD ATTENDEE" button and a link for "Interpreting Services required?" are also present. The "Appointment Notes" section has a text area for notes. At the bottom, a calendar grid shows the appointment slot highlighted in green for Wednesday, 11 April, from 11:30 am to 12:00 pm.

Appointment owner	Date	From	To
GOMES, Richard	11/04/2018	11:30 am	12:00 pm

Name	VIN	Role	Location	Availability
GOMES, Richard	524587		Dubbo ALS	
GREEN, Brett	123456	Correctional Inmate	John Morony CC	Any

Wednesday, 11 April	10:15 am	10:30 am	10:45 am	11:00 am	11:15 am	11:30 am	11:45 am	12:00 pm	12:15 pm	12:30 pm	12:45 pm
GOMES, Richard											
Dubbo ALS											
John Morony CC											

As NCAT staff you can use JUST Connect to make AVL appointments with a person in-custody. This will allow you to book appearances for inmates to attend an NCAT proceeding at a scheduled date and time.

Appointment status

- Appointments requested earlier than one business day in advance will be automatically accepted by JUST Connect.
- Appointments for next business day requested before 3pm will be automatically scheduled by JUST Connect.
- Appointments for next business day requested after 3pm, or appointments requested for the same business day, are considered last minute requests and will NOT be automatically scheduled. These requests will be in 'Pending' status and require a Correctional Services Officer or Juvenile Justice Officer to review and then Accept or Decline the appointment

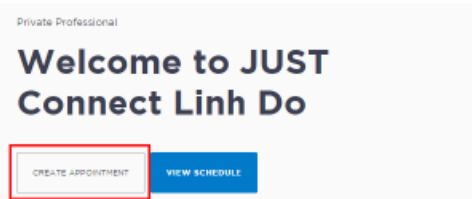
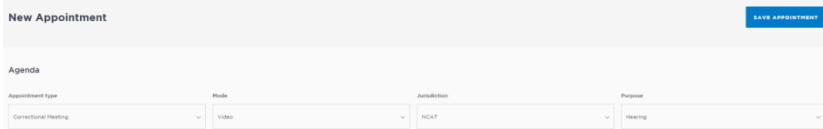
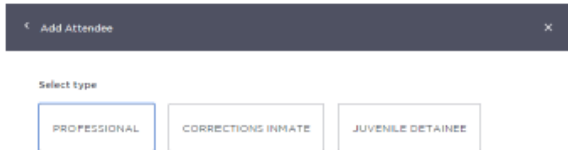
Inmate transfers – Appointment cancellations

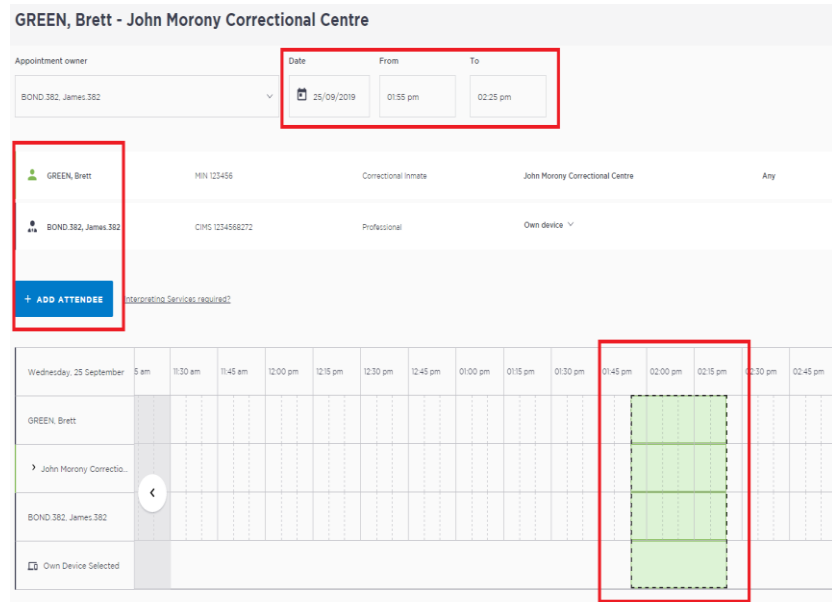
JUST Connect will automatically cancel a JUST Connect appointment if the inmate is transferred to another Correctional Centre. If the appointment is cancelled NCAT will be notified by email at the time. Once the appointment is cancelled it will be necessary for another JUST Connect appointment to be made.

Creating a 'Professional Appointment' using JUST Connect

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Step	Action – Creating an NCAT appointment through JUST Connect
1	Log onto the JUST Connect system
2	From the Home page, click create Appointment 
3	The <i>New Appointment</i> screen displays. Complete the Agenda details by selecting the Correctional Meeting, Mode (either Video or Phone), jurisdiction as NCAT and the purpose as Hearing . Then click Add Attendee . 
4	The <i>Add Attendee</i> pop-up displays. The NCAT staff member is to add themselves as an attendee to the appointment. This will allow that staff member to make changes to the booking and for notification to be sent to the NCAT office generic email with dial-in instructions on the day. Click the <i>Professional</i> button and enter the details of the NCAT staff member. Clicking the name from the search results will add that person to the booking. 

Step	Action – Creating an NCAT appointment through JUST Connect
5	The attendee has been added. Click Add Attendee until you have added all attendees to the appointment. Ensure that the required inmate has also been added to the appointment by repeating step 4 but by clicking <i>Corrections Inmate</i> and entering the MIN of the required inmate. NOTE: The inmate will only be available for the times entered. At the scheduled appointment end time the inmate will need to leave the AVL suite. 
6	If required, enter any appointment notes into the Appointment Notes field. These will be visible to all attendees and noted on the appointment reminders. Once you have completed all the details, click Save Appointment . The appointment will now display in the schedule. Attendees will be notified of the appointment by email.