

JUST Connect and Video Conferencing

Create and Conduct an Appointment with a person in custody – Group Therapy

The screenshot shows the 'Group Therapy session' creation page in the JUST Connect system. At the top, there is a navigation bar with 'NSW' logo and links for Home, Schedules, Account, Contacts, and Support. The user 'Naomi Neilson' is logged in. The main heading is 'Group Therapy session' with a 'SAVE APPOINTMENT' button. Below this is the 'Agenda' section with three dropdown menus: 'Appointment type' (Group Therapy), 'Mode' (Video), and 'Purpose' (Group Therapy). There is a 'SAVE AS DEFAULT' button and a help link 'What does this mean?'. A yellow warning box states: 'This appointment needs to be accepted by the Correctional facility. You will be notified when a determination is made.' The 'Attendees & Time' section shows the appointment owner as 'NEILSON, Naomi' on '01/11/2019' from '09:45 am' to '10:15 am'. Below this is a table of attendees:

Name	ID	Role	Location	Room
NEILSON, Naomi	VIN 458789	Professional	Narcotics Anonymous	Brown Room
GREEN, Brett	MIN 123456	Correctional Institute	John Morony Correctional Centre	Any
REILLY, Colin	MIN 234567	Correctional Institute	John Morony Correctional Centre	Any

Below the attendees list is a '+ ADD ATTENDEE' button. At the bottom, there is a calendar grid for Friday, 01 November, showing the appointment time slot from 09:45 am to 10:15 am highlighted in green for the attendees listed above.

Creating a 'Group Therapy Session' using JUST Connect

As a member of a group therapy provider, you can use JUST Connect to make AVL appointments with several persons in custody at once to conduct a group therapy session. To make or manage an appointment yourself using JUST Connect you will need to be a registered user of the JUST Connect system.

If you are not yet registered, you can request an application form by contacting the JUST Connect team at: justconnect@justice.nsw.gov.au.

Once registered, JUST Connect will send you a welcome email, requesting logon within 24 hours. Clicking logon from the welcome email will take you to JUST Connect and will prompt you to set a unique password on first login.

Group Therapy Sessions conducted using JUST Connect will involve the following

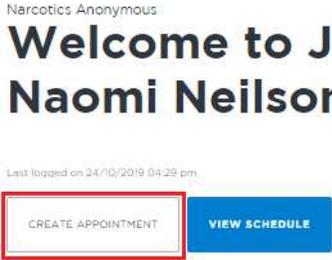
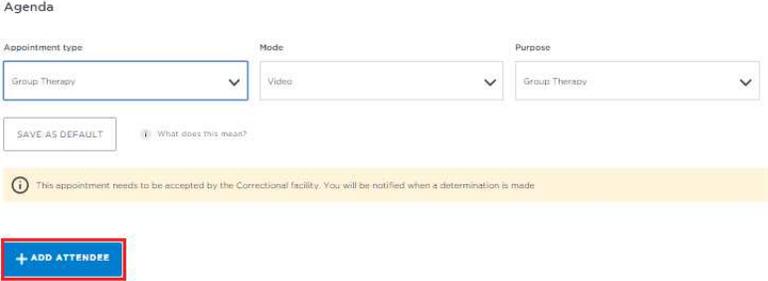
- Creating an appoint including all attendees
- The appointment being sent to CSNSW for verification and security checks
- CSNSW removing attendees deemed unsuitable for the appointment and confirming the session

Appointment status

- All appointments will be placed in **pending** status until confirmed by CSNSW
- 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

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Step	Action – Creating an appointment through JUST Connect
1	Log onto the JUST Connect system
2	<p>From the Home page, click create Appointment</p> 
3	<p>The <i>New Appointment</i> screen displays.</p> <p>Complete the Agenda details by selecting Group Therapy as the Appointment Type, Mode (Either Video or Phone), and ensure Group Therapy is selected as the Purpose.</p> <p>Then click Add Attendee.</p> 

Step	Action – Creating an appointment through JUST Connect
4	<p>The <i>Add Attendee</i> pop-up displays.</p> <p>Select the Type of attendee. Note that attendees can be added to the appointment in any order. If you select an Inmate or Detainee, you will then need to enter either their MIN number or CIMS number.</p> 
5	<p>The attendee has been added.</p> <p>Click Add Attendee until you have added all attendees to the appointment.</p> <p>The system will automatically assign a date, time and room at the relevant location. Edit the date or time by clicking the relevant box, or the location or room number by selecting the arrow beside the default selection.</p> <p>If required, you can change the appointment owner, or indicate an interpreter will be present in the appointment from this screen.</p> <p>Please note that if you are using a personal device to conduct your conference, please choose "own device" from your location drop down menu.</p> 

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Step	Action – Creating an appointment through JUST Connect
6	<p>Enter the VMR number provided to your agency into the Appointment Notes field. These will be visible to all attendees and noted on the appointment reminders, this is required for all attendees, including inmates, to dial into the same location.</p> <div data-bbox="174 477 926 639"><p>Appointment Notes</p><p><small>Information entered into this section will be included in notifications to attendees.</small></p><p>Please dial into "*****@justice.nsw.gov.au" to connect to this group therapy session.</p></div>
7	<p>Once you have completed all the details, click Save Appointment.</p> <p>The appointment will now display as <i>pending</i> in the schedule. Attendees will be notified of the appointment by email and further notified once appropriate checks have been conducted by CSNSW staff and confirmed the session can take place.</p> <div data-bbox="174 867 747 1273"><p>The dialog box has a dark grey background. At the top center is an orange circle containing a white telephone handset icon. Below the icon, the text reads: "Your appointment is pending approval." Underneath that, in smaller text: "This appointment needs to be accepted by the Correctional facility. You will be notified when a determination is made." At the bottom center is a blue rectangular button with the text "OK" in white.</p></div>