

JUST Connect – Quick Guide

Custody List Management for Court Officers

JUST Connect Support Team

Phone: (02) 8759 0010

Email: justconnect@justice.nsw.gov.au

Before Court

Logging on to JUST Connect

- Open JUST Connect in Google Chrome (<https://justconnect.justice.nsw.gov.au/>)
- Enter your **email address** and **network password**

Viewing the Custody List

- Select **Custody List** at the top of the screen
- Select your **location** and **court room** from the drop down list
It is important that you select the correct courtroom you are sitting in for the day
- Click **View Custody List**
 - the list will display all persons in custody for your location.
 - fresh custody matters will not display in the list.

Sort and Search the Custody List

- The custody list may be **sorted using the arrows** at the top of selected columns
- The **search function** (top right of screen) may be used in large lists to locate a person or refine the views to display Local, District or Children's Court matters or specific correctional centres.

During Court

JUST Connect Requests for AVL custody matters

- When the court requires a person in custody to appear via AVL, go to the row for the relevant person
- In the **Appearance** column, select and click **Request** from the drop down

Once received, the AVL Unit, at the Centre, will change the Appearance column to "In progress".



If the person in custody does not appear on AVL, within 5 minutes of the wait time, then telephone the Correctional Centre.

- The **Wait Time** column indicates the estimated time for AVL Unit staff to place the person in the AVL suite and connect to the courtroom (1-5 mins, 6-10 mins or 11-20 mins).

Telephone requests for matters listed as "please call"

- If the **Wait Time** column displays '**Please Call**' requests for court appearances will need to be made by telephoning the AVL Unit at the Correctional or Juvenile Justice Centre.

Notifying if a person is Not Required

- If a person is not required to appear on the screen – in the **Appearance** column select **Not Required**

Completing a result

- When the AVL matter is completed - locate the person in custody list and click **Result**.
Select result from: **Adjourned, Complete, Still required**
The matter will move to the bottom of the screen and display in a completed list.

Hints and tips

- Missed a result or different outcomes for person in custody - select **Result > Completed > Other**
- If the matter is stood in list - select **Result > Still Required**
- If the matter is recalled after it has been completed – select **Edit > Still Required > Save** and this will return the matter into the **active list** for you to Request again
- If **Result required** is displayed in the appearance column, and the matter has not been dealt with, select **Result > Still required**. Then click **Request** when the person in custody is needed on AVL.
- If you have requested the wrong person to appear, select **Reset**
- If you are using an ipad – remember to scroll to the right of the screen to see the result column