

# JUST Connect User Guide



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

		اما لها	
About	New tab New window New incognito	window Ctrl+:	Ctrl+T Ctrl+N Shift+N
Google Chrome A web browser built for speed, simplicity, and security	History Downloads Bookmarks		Ctrl+J
Get help with using Chrome Report an issue	Zoom	- 20	
Version 56.0.2924.87 (64-bit)	Print Cast		Ctrl+P
	Find More tools		Ctrl+F
	Edit C	Cut Copy	Paste
About Google Chrome	Settings Help	2	
Help center Report an issue Alt+Shift+I	Exit	Ctrl+	Shift+Q

#### 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. <b>Note:</b> 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**

🐝 NSW	Home <u>Schedules</u> Contacts Support			Te	erms & Conditions YKim	Fletcher K F
Welcome to JUST Connect	<sup>Sydney Legal Aid</sup> <b>Monday,</b> September 18	TODAY <		(?) Icon Glossary	G CREATE APP	OINTMENT
Appointment List	Scheduled (4)					
Day						
Week	🕲 8:45 am 💄 GREEN, Brett	MIN 580102 John Morony CC	Correctional Meeting (Video)	BOYD, David +2	RM.2.10	
	🕲 10:00 am 💄 GREEN, Brett	MIN 123456 John Morony CC	Correctional Meeting (Video)	BOYD, David +5	RM.2.11	0
M T W T E S S	🔇 11:00 am 💄 GREEN, Brett	MIN 123456 John Morony CC	Correctional Meeting (Video)	💂 ZAKAI, Muhammad uma	RM.2.11, RM.2.10	
28 29 30 31 1 2 3	🕲 2:30 pm 💄 SIMS, Dwayne	MIN 3456789 John Morony CC	Correctional Meeting (Video)	BOYD, David +1	RM.2.10	•••
4 5 6 7 8 9 10						
11 12 13 14 15 16 17 18 19 20 21 22 23 24	Scheduled - Own Device (0)					
25 26 27 28 29 30 1						
2 3 4 5 6 7 8	Cancelled (1)					
Sydney Legal Aid	🔇 12:00 pm 💄 SIMS, Dwayne	MIN 3456789	Correctional Meeting (Video)	BOYD, David	Suite no longer avail	0
O Bathurst						
Bondi Legal Aid	Did not occur (0)					
Broadway CRC      Broken Hill						
Cessnock CC 250 bed max	Declined (0)					
Cossnock CC minimum						

### **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.

🐝 NSW	Home <u>Schedules</u> Cor	ntacts Support				Te	erms & Conditions	✓ Kim Fletcher
Welcome to JUST Connect	Sydney Legal Aid 18 - 24 Sep 2	<b>017</b>	DDAY <	>		(?) Icon Glo	issary CREAT	E APPOINTMENT
Appointment List		MONDAY 18	TUESDAY 19	WEDNESDAY 20	THURSDAY 21	FRIDAY 22	SATURDAY 23	SUNDAY 24
Day								
Week	RM.1.10							
SEPTEMBER 2017								
M T W T F S S 28 29 30 31 1 2 3	RM.2.10	08:45GREEN, 11:00 GREEN, - 01:003REEN, ()	01:00GREEN,	09:45GREEN, 01:15 GREEN, 04:15GREEN,	09:45GREEN,			
4 5 6 7 8 9 10 11 12 13 14 15 16 17		02:3CSIMS, 🕓						
18         19         20         21         22         23         24           25         26         27         28         29         30         1           2         3         4         5         6         7         8	RM.2.11	10:00GREEN, 0	01:00GREEN,	02:15 GREEN, 03:3CGREEN,		10:45 GREEN,		
Sydney Legal Aid			01:00GREEN.	04:15 GREEN,			10:45 GREEN.	
Bathurst	RM.2.12							
Bondi Legal Aid								
Broadway CRC								
Broken Hill								

## **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.

W NSW Hor	e <u>Schedules</u> Account Contects	Support			✓ Keith Trubridge K T
Welcome to JUST Connect	John Morony CC <b>Wednesday,</b> April 04	TODAY <	() Icon	Glossary 👼 CREA	
Appointment List	Court (3)			Search ap	opearances Q
Day	Time 🕈 Name 🕈	MIN/CIMS Court Name 🕈	Courtroom	Wait Time	Appearance
Week	12:30 pm	MIN 600219 Central Court		1-5 mins 💌	Coloct y
APRIL 2018 < >	12:45 pm 💄 GREEN, Brett	MIN 559914 Sutherland Cou	rt -	1-5 mins 🔻	Select -
M T W T F S S	04:15 pm 💄 GREEN, Brett	MIN 318830 Central Court	-	1-5 mins 🔻	Select • ···
2 3 4 5 6 7 8					
9 10 11 12 13 14 15 16 17 18 19 20 21 22	Court - Cancelled (1)				
23         24         25         26         27         28         29           30         1         2         3         4         5         6	Time Name	MIN/CIMS	Reason	Dwner	
	③ 9:30 am L REILLY, Colin	MIN 234567	Suite no longer available	PINACOLADA, Carla +1	0
John Morony CC					
Cessnock Correctional Centre 250 bed max	Professional (8)				
Goulburn Correctional Centre	Time Name	MIN/CIMS	Room	Dwner	
Silverwater Women's Correctional Centre	🔇 11:45 am 💄 GREEN, Brett	MIN 123456	JM.2.01	BOYD, David	
	🔇 12:00 pm 💄 GREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	BOYD, David +3	
	🔇 12:15 pm 💄 GREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	ODPP +3	<b></b> ~
	🕲 1:30 pm 💄 GREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	BOYD, David	··· ~
	O 2:30 pm 💄 REILLY, Colin	MIN 234567	JM.1.01	BOYD, David	<b></b> ~
	3:00 pm 💄 GREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	CDPP +5	<b></b> ~
	🔇 4:30 pm 💄 REILLY, Colin	MIN 234567	C3697	BOYD, David	••• ~
	🛇 6:00 pm 🔔 GREEN, Brett	MIN 123456	JM.1.02	BOYD, David +4	0 🗸
	Professional - Cancelled (2)				
	Time Name	MIN/CIMS	Reason	Dwner	
	🔇 9:00 am 💄 GREEN, Brett	MIN 123456	suite no longer available	BOYD, David	0 🗸
	<b>③</b> 9:30 am		Equipment Failure	BOYD, David +3	0 ~
	Family (5)				
	Time Name	MIN/CIMS	Room	Dwner	
	🕐 10:30 am 🙎 GREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	FAMILY, Alison	<b></b> ~
	🔇 10:45 am 💄 GREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	SURNAME, Temp +1	···· ~
	🕚 11:00 am 💄 GREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	GURU, Guru	<del></del> ~
	🕐 11:30 am 💄 GREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	GURU, Guru	<b></b> ~
	() 11:45 am SREEN, Brett	MIN 123456	John Morony CC - Phone and Video (	SURNAME, Temp +2	··· ~
	Family - Cancelled (2)				
	Time Name	MIN/CIMS	Reason	Dwner	
	🔇 12:30 pm 🙎 GREEN. Brett	MIN 123456	Equipment Failure	REID, Jackie	0
	© 2:00 pm _ GREEN, Brett	MIN 123456	Equipment Failure	SURNAME, Temp	0 \
		100			•

## Day view

NSW .	Home <u>Schedules</u> Cont	acts Sup	port						Terms & (	Conditions	≺ Keith Trub	ridge K T
Welcome to JUST Connect	John Morony CC <b>Monday,</b> Septe 18	ember	TODAY	<	>			()	) Icon Glossary	CRE	ATE APPOIR	ITMENT
Appointment List												
Day		<	11:00 am	11:10 am	11:20 am	11:30 am	11:40 am	11:50 am	12:00 pm	12:10 pm	12:20 pm	>
Week	Suite JM.1.01											
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	Suite JM.1.02		GREEN, B () 11:00 () ZAKA	rett - John Mor am - 12:00 pm Al, Muhammad	ony CC umair			0 <del>.</del> —				REILLY
25         26         27         28         29         30         1           2         3         4         5         6         7         8           LOCATION AVL	Suite JM.1.03									() () ()	12:15 pm - 12: PINACOLAD	E <b>N, Brett</b> 45 pm A, Carla
John Morony CC     Cessnock CC 250 bed max     Cessnock CC minimum     security	Suite John Morony CC - Phone and Video (Mixed) Room											
	Suite											

#### 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.

🐝 NSW	Home <u>Schedules</u> Cor	ntacts Support				Terms & Conditions	✓ Keith Trubridge KT
Welcome to JUST Connect	John Morony CC 18 - 24 Sep 2	017	AY ×		3	Icon Glossary CR	EATE APPOINTMENT
Appointment List	MONDAY 18	TUESDAY 19	WEDNESDAY 20	THURSDAY 21	FRIDAY 22	SATURDAY 23	SUNDAY 24
Day           SEPTEMBER 2017         \$         \$         \$           1         T         W         T         F         S         5           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	Court 12:15 Local Co Family N/A	Court N/A Family 01:00 GREEN	Court N/A Family N/A	Court N/A Family N/A	Court N/A Family N/A	Court N/A Family 02:15 _ GREEN _	Court N/A Family N/A
2 3 4 5 6 7 8 LOCATION AVL John Morony CC Cessnock CC 250 bed max Cessnock CC minimum security	Professional 08:45. OREEN 10:00 GREEN 11:00 GREEN 12:30 REILLY 01:00 GREEN 02:30 SIMS, D	Professional 01:00 GREEN	Professional 09-45 GREEN 11:15 a GREEN 01:15 GREEN 02:15 GREEN 03:30 GREEN	Professional 09:45. GREEN	Professional	Professional	Professional N/A

# Legal Aid Lawyer Schedule examples

## Appointment List

Welcome to JUST Connect	Sydney Legal Aid Wednesday, December 06
Appointment List	Scheduled (5)
Day	
Week	🛇 10:00 am 💄 GREEN, Brett MIN 123456 John Morony CC Correctional Meeting (Phone) 🤱 BOYD, David +2 RM.130
	🛇 12:00 pm 💄 GREEN, Brett MIN 123456 John Morony CC Correctional Meeting (Video) 🤱 BOYD, David RM.2.10 🧕 🚥
MTWTFSS	🛇 12:15 pm 💄 GREEN, Brett MIN 123456 John Marony CC Correctional Meeting (Video) 🍰 BOYD, David RM.2.11 🚺 ***
27 28 29 30 1 2 3	🛇 4.30 pm 💄 GREEN, Brett MIN 123456 John Morony CC Correctional Meeting (Video) 🧎 BOYD, David +3 RM.2.10 🌖 🚥
4 5 <u>6</u> 7 8 9 10 11 12 13 14 15 16 17	O 5:30 pm 🔮 GREEN, Brett MIN 123456 John Morony CC Court (Video) 🍰 WALKER, Esme + 3 RM 2:30 ***
18         19         20         21         22         23         24           25         26         27         28         29         30         31           1         2         3         4         5         6         7	Scheduled - In Person (1)
	📀 10:30 am 💄 GREEN, Brett MIN 123456 John Morony CC. Correctional Meeting (In person) 🍰 BOYD, David JM.2.01 🔇 🚥
Guest Own Device     Sydney Legal Aid     Parramatta Legal Aid	View appointments for a specific location

## Day view

🐝 NSW	Home <u>Schedules</u> Contacts Support	Terms & Conditions V David Boyd D B
Welcome to JUST Connect	Monday, September ( )	Icon Glossary     CREATE APPOINTMENT
Appointment List	08.00 am	
Week	09:00 am 🗣 GREEN, Brett - John Morony CC 🔘 08:45 am - 09:15 am 9 Sydney Legal Aid	
SEPTEMBER 2017          >           M         T         W         T         F         S         S	10:00 am 🚯 🗣 GREEN, Brett - John Morony CC 🕥 10:00 am - 10:30 am 🎙 Sydney Legal Aid	
28 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17	11:00 am 🗣 GREEN, Brett - John Morony CC 🕐 11:00 am - 12:00 pm 🍳 Sydney Legal Aid	
18         19         20         21         22         23         24           25         26         27         28         29         30         1	1200 pm	
2345678	01:00 pm • GREEN, Brett - John Morony CC () 01:00 pm - 01:30 pm • Sydney Legal Aid	
	📀 🗣 SIMS, Dwayne - John Morony CC 💿 02:30 pm - 03:00 pm 🎙 Sydney Legal Aid	
	04:00 pm	
	05:00 am	

#### Week view

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

/elcome to JUST Connect	18 - 2	4 Sep 2017	TODAY	< >		(?) Ico	n Glossary CREA	TE APPOINTMEN
ppointment List		MONDAY 18	TUESDAY 19	WEDNESDAY 20	THURSDAY 21	FRIDAY 22	SATURDAY 23	SUNDAY 24
ay	08:00 am							
/eek	09:00 am	GREEN, Brett Ov						
ЕРТЕМВЕР 2017 <b>С</b>	10:00 am			GREEN, Brett Ov	GREEN, Brett Ov			
28 29 30 31 <b>1 2 3</b>						GREEN Brett - 0	GREEN Brett - Or	
4 5 6 7 8 9 10 11 12 13 14 15 16 17	11:00 am	GREEN, Brett -						
18         19         20         21         22         23         24           25         26         27         28         29         30         1	12:00 pm	V Sydney Leg 🗣						
2 3 4 5 6 7 8	01:00 pm	🕓 GREEN, Bre 🗣	GREEN, Brett 🗣	GREEN, Brett ••				
	02:00 pm							
	03:00 pm	SIMS, Dway 😽		GREEN, Brett 🗣				
				GP 🗢				

#### 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.

With NSW Hom	e Schedules Account <u>Contacts</u> Support Manage	Terms & Conditions Y Cerle Pinecolede C P
< Back	Q sydney	
	O Location Details	
	NAME Sydney Central Court House BE Liverpool Street, SYDNEY 2000, NSW C092870110	Magning Sarahir Magning Sarahir Roman Linggavile Greenech Port Woowich Wendy 5 sector Garden O Luna Park Sydny O Luna Park Sydny O Luna Park Sydny O Luna Park Sydny O
	NAME Sydney Legal Ald so Philip Street, Sydney 2000, NSW 02 9219 5020	thed Point uter Centre Rozelle Rozelle The Star. Sydney Central Court House × Dahling Harbour © Dahling Harbour © Depited Lookout Sydney Central Court House × Dahling Harbour © Depited Lookout Rozelle The Star. Sydney © Point Point Rozelle Dahling Harbour © Depited Lookout Rozelle Rozelle Dahling Harbour © Depited Lookout Rozelle Rozelle Rozelle Rozelle Dahling Harbour © Depited Lookout Rozelle Rozelle Rozelle Rozelle Rozelle Dahling Harbour © Depited Lookout Rozelle Rozelle Rozelle Rozelle Rozelle Dahling Harbour © Double lisy Rozelle
	NAME Sydney West Trial Courts LOT 1 George Street, Perremette 2150, NSW 300679272	Verticers Park of Alexandria UNSW
	NAME TAREE	CongleKEA

## **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 <b>short notice</b> (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.			
	Created/made:	Booked to Occur:	Status	
	Today	Today (same day)	Pending	
	Today <b>after 3pm</b>	Next day	Pending	
	<ul> <li>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.</li> <li>Appointments which are always assigned a status of Pending regardless of how far in advance the appointment is made include: <ul> <li>Appointments with a Juvenile detainee; appointments with a correctional inmate housed at a high risk location; all Family and Friends appointments.</li> </ul> </li> </ul>			
Scheduled	<ul> <li>Appointments with a person-in-custody made before 3pm to occur the next day or greater are automatically given a status of Scheduled.</li> <li>Court, Supreme Court, and NCAT are automatically given a status of Scheduled (includes appointments made at short notice).</li> <li>Any appointments made which do not include a person in-custody are given a status of Scheduled regardless of when the appointment is made.</li> </ul>			
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 <b>accepted</b> by the Correctional Services or Juvenile Justice Officer.			
Declined	The Pending appointment (with a Correctional Services or Juvenile	a person-in-custody) has been <b>c</b> e Justice Officer.	<b>leclined</b> by the	
Did not Occur	A scheduled appointment that <b>d</b> i Services officer as 'Did not occu	i <b>d not take place</b> can be marke r'.	d by a Correctional	

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 <b>does not</b> apply to <b>court appointments</b> 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.			
	<ul> <li>Family and Friend a Pending regardless appointment needs Juvenile Justice Offi</li> </ul>	ppointments are automatically give of how far in advance they are ma to be accepted or declined by Corr icer.	en a status of ade. The rective Services or	
Scheduled	<ul> <li>Appointments with a next day or greater a</li> <li>Court, Supreme Cougiven a status of Sch</li> </ul>	a person-in-custody made <b>before 3</b> are automatically given a status of urt, NCAT and Peer appointments heduled (includes appointments ma	<b>pm</b> to occur the Scheduled. are automatically ade at short notice).	
Cancelled	<ul> <li>The appointment has been cancelled.</li> <li>All attendees (excluding inmates and family and friend attendees) will receive notification via email which includes the reason for the cancellation.</li> </ul>			
Accepted	The Pending appointment (with a person-in-custody) has been <b>accepted</b> by the Correctional Services or Juvenile Justice Officer.			
Declined	The Pending appointme the Correctional Service	ent (with a person-in-custody) has b es or Juvenile Justice Officer.	been <b>declined</b> by	
Did not Occur	A scheduled appointme Correctional Services of	nt that did not take place can be m fficer as 'Did not occur'.	arked by a	

# **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.
	Connect David Boyd
	CREATE APPOINTMENT
3	The <i>New Appointment</i> screen displays. Complete the <i>Agenda</i> details by selecting the <b>Appointment Type</b> , <b>Mode</b> (either Video or Phone), the relevant <b>Jurisdiction</b> , and the <b>Purpose</b> .
	Agencia       Appointment type     Mode     Jurisdiction     Purpose       Correctional Meeting          Phone        Local Court        Conference with Client         SAVE AS DEFAULT        What does this mean?         I What does this mean?
NOTE	<ul> <li>The <i>Jurisdiction</i> field only displays for certain <i>Appointment types</i> (i.e. Correctional Meeting).</li> <li>Save as Default button: If your appointments have common agenda types, you can set those types as your default.</li> <li>Select options from various agenda drop down menus, and then click the Save as Default button.</li> </ul>

Step	Action
4	Complete the Attendees & Time details.
	The <b>Appointment owner</b> defaults to your name (the Legal Aid Lawyer) and you are automatically added as an attendee.
	Select the <b>Date</b> and complete the <b>From</b> and <b>To</b> time fields.
	Attendees & Time
	Appointment owner Date From To
	BOYD, David ~ 19/08/2017 10:15 em 10:45 em
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V
NOTE	<ul> <li>The <i>Location</i> is automatically selected and the <i>Room</i> is automatically assigned based on eligibility and availability. Change these if required, by clicking on the fields and selecting the desired drop down option.</li> <li>You can select <b>Own device</b> from the <i>Location</i> 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.</li> </ul>
	Attendees & Time
	Appointment owner Date From To
	BOYD, David ~ 19/08/2017 10:15 am 10:45 am
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V
5	<ul> <li>The timeline shows availability of the attendees and the location (including rooms).</li> <li>The following can display: <ul> <li>Not available - timeline shows the time selected in red.</li> <li>Available - timeline shows the time selected in green.</li> </ul> </li> <li>The example below shows the selected time and locations (including the room) are available.</li> </ul>
	Saturday, 19 August         J am         09:15 am         09:30 am         09:45 am         10:00 am         10:15 am         10:30 am         10:45 am         11:00 am         11:15 am         11:30 at           BOYD. David         IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII
	Sydney Legal Aid
	RM2.10     RM2.11     K
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.
	New Appointment
	Appointment owner Date From To
	BOYD, David V 🖸 19/08/2017 10:15 am 10:45 am
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V
	+ ADD ATTENDEE Interpreting Services required?
7	The Add Attendee pop-up displays.
	Select the type of attendee from the options available onscreen
	Add Attendee X
	Select type
	PROFESSIONAL CORRECTIONS INMATE JUVENILE DETAINEE
8	If you selected a Corrections Inmate attendee, you will then need to enter the MIN
	This example uses a Corrections Inmate attendee. Enter the <b>MIN</b> then click <b>Search</b> .
	<sup>4</sup> Add Attendee: Corrections Inmate X
	Enter MIN (6 digits minimum)
	Please enter MIN
	Q 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
	Click Select.
	Add Attendee: Corrections Inmate X
	Results           REILLY, Colin         MIN 234567         John Morony CC
	< SEARCH AGAIN SELECT

Step	Action
10	The attendee is added. Their details display in the <i>Attendees and Time</i> 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'.
	REILLY, Colin - John Morony CC
	Appointment owner     Date     From     To       BOYD, David     Image: 19/08/2017     10:30 am     11:00 am
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V
	REILLY, Colin MIN 234567 Correctional Inmate John Morony CC 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.
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
	+ ADD ATTENDEE Interpreting Services required?  Appointment Notes These will be attached to the notification sent about the appointment.

Action
Once you have added all attendees to the appointment, click Save Appointment.
REILLY, Colin - John Morony CC
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?
The Appointment scheduled screen displays.
Click <b>OK</b> .
Other attendees (excluding in-custody attendees) will receive a notification email, and the appointment will now display in the <i>Schedule</i> .

## 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 incustody.

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 vew schedule		
	UPCOMING APPOINTMENTS NEEDING ATTENTION		
	TODAY O 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.		
	Agenda		
	Appointment type     Mode     Jurisdiction     Purpose       Correctional Meeting     Video     Select jurisdiction     Select purpose		
	SAVE AS DEFAULT What does this mean?		
	+ ADD ATTENDEE		
NOTE	The <i>Jurisdiction</i> field only displays for certain <i>Appointment types</i> 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.		
	<ul> <li>Select options from various agenda drop down menus, and then click the Save as Default button.</li> </ul>		

Step	Action
4	The Add Attendee pop-up displays.
	Select the type of attendee from the options available onscreen.
	< Add Attendee X
	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 <b>CIMS</b> .
	This example uses a Corrections Inmate attendee. Enter the <b>MIN</b> then click <b>Search</b> .
	Add Attendee: Corrections Inmate     X
	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 <b><search again<="" b="">.</search></b>
	Click Select.
	Add Attendee: Corrections Inmate     X
	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 <b>Date, From, To</b> and <b>location</b> fields as necessary. Note that correctional locations will always display the room as 'any'.
	Attendees & Time
	Appointment owner Date From To
	Select appointment owner
	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.
	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 V 🖻 18/08/2017 11:30 am 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 Date From To
	Select appointment owner         V 23/08/2017               01:00 pm               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.
9	The Add attendee pop-up window displays.
	Click Professional
	Add Attendee X
	Select type
	PROFESSIONAL CORRECTIONS INMATE JUVENILE DETAINEE

Step	Action
10	Enter the <b>Name, Email, VIN</b> or <b>CIMS</b> 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.
	C Add Attendee: Professional X
	Enter Name, Email, VIN or CIMS Number
	BOYD, David VIN 12345 david.boyd@mailinator.com
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.
	Attendees & Time
	Appointment owner         Date         From         To           BOYD, David          23/08/2017         01:00 pm         01:30 pm
	REILLY, Colin MIN 234567 Correctional Inmate John Morony CC Any
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V
	+ ADD ATTENDEE Interpreting Services required?
NOTE	<ul> <li>The timeline shows availability of the attendees and the location (including rooms).</li> <li>The following can display for the required time period: <ul> <li>Green - indicates attendee and/or room are available.</li> <li>Grey Diagonal lines – indicates the rooms are unavailable.</li> <li>Red – indicates there is a clash and attendee and/or room is not available.</li> </ul> </li> </ul>
	Wednesday, 23 August         am         12:00 pm         12:15 pm         12:30 pm         12:45 pm         01:00 pm         01:15 pm         01:30 pm         01:45 pm         02:00 pm         02:15 pm
	John Morony CC
	BOYD, David
	Sydney Legal Aid

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.
	Appointment Notes These will be attached to the notification sent about the appointment.
13	Once you have added all attendees to the appointment, click Save Appointment.     REILLY, Colin - John Morony CC     SAVE APPOINTMENT     Attendees & Time     Sovp. David     Date   From   To   BOYD, David     23/08/2017     Ot:00 pm     Ot:30 pm
	REILLY, Colin       MIN 234567       Correctional Inmate       John Morony CC       Any         BOYD, David       VIN 12345       Sydney Legal Aid ×       RM.2.10 ×       T
14	The <i>Appointment scheduled</i> screen displays. Click <b>OK</b> .
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	Trivate Professional     Welcome to JUST   Connect Linh Do     UPCOMINO     UPCOMINO   APPOINTMENTS NEEDINO ATTENTION
3	The New Appointment screen displays. Complete the Agenda details by selecting the Appointment Type, Mode (either Video or Phone) and the Purpose.
NOTE	Correctional Meeting  Phone  Local Court  Conference with Client  SAVE AS DEFAULT  What does this meen?  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

Step	Action
4	Complete the Attendees & Time details.
	The <b>Appointment owner</b> defaults to your name and you are automatically added as an attendee.
	Select the <b>Date</b> and complete the <b>From</b> and <b>To</b> time fields.
	The <i>Location</i> is automatically selected and the <i>Room</i> 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 <b>Own device</b> from the <i>Location</i> 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 Mode Purpose
	Correctional Assessment $\checkmark$ Video $\checkmark$ Assessment $\checkmark$
	Attendees & Time
	Appointment owner Date From To
	Do, Linh ~ 13/09/2017 10:00 am 10:30 am
	DO, Linh VIN 345679 Liverpool Mental Health Cent V LMHC.1.01 V
	+ ADD ATTENDEE Interpreting Services required?
5	The Add Attendee pop-up displays.
	Select the type of attendee from the options available onscreen.
	< Add Attendee X
	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.
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.
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.
	Appointment owner       Date       From       To         D0, Linh       Image: 18/09/2017       10:00 am       10:30 am
	Image: Do, Linh     VIN 345679       Image: REILLY, Colin     MIN 234567       Correctional Inmate     John Morony CC       Any
NOTE	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. $ \underbrace{\left  \underbrace{\left  e_{\text{output}} e_{\text{stars}} \right  e_{\text{stars}} e_{\text{stars}} \right  e_{\text{stars}} e_{star$
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
	Agenda
	Appointment type Mode Purpose
	Correctional Assessment Video V Assessment Assessment Video
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 <u>Create a peer-to-peer appointment</u> 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 Trubridg	e			
	CREATE APPOINTMENT				
	UPCOMING	APPOINTMENTS NEEDING ATTENTION			
	TODAY O AVL Appointments				
	<b>TOMORROW</b> O AVL Appointments				
L	Complete the <i>Agenda</i> details Phone), and the <b>Purpose</b> (th appointments). Click <b>Add Attendee</b> .	by selecting the <b>Appointm</b> Purpose will not display fo	<b>ent Type</b> , <b>Mode</b> (either Vi or Family and Friends	deo or	
	Agenda				
	Appointment type Mode	Jurisdiction	Purpose		
	Correctional Meeting Video	Select jurisdiction	✓ Select purpose ✓		
	SAVE AS DEFAULT   What does this mean?  + ADD ATTENDEE				
NOTE	Save as Default button: If y those types as your default.	our appointments have com	mon agenda types, you ca	an set	
	Select options from the v     Default button.	arious agenda drop down m	enus, and then click the <b>S</b> a	ave as	

Step	Action
3	The <i>Add Attendee</i> pop-up displays. Select the type of attendee from the options available onscreen.
	< Add Attendee X
	Select type       PROFESSIONAL       CORRECTIONS INMATE       JUVENILE DETAINEE
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 <b>MIN</b> then click <b>Search</b> .
	Add Attendee: Corrections Inmate X
	Enter MIN (6 digits minimum)
	Please enter MIN
	Q 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 <b><search again<="" b="">.</search></b>
	Click Select.
	Add Attendee: Corrections Inmate     X
	Results
	REILLY, Colin MIN 234567 John Morony CC
	< SEARCH AGAIN 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 <b>Date, From, To</b> and <b>location</b> fields as necessary.
	Attendees & Time
	Appointment owner         Date         From         To           Select appointment owner         V         Image: 24/08/2017         09:00 am         09:30 am
	REILLY, Colin MIN 234567 Correctional Inmate John Morony CC - Video only R V
	+ ADD ATTENDEE Interpreting Services required?

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.
	O 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 V 🗖 18/08/2017 11:30 am 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     Date     From     To       Select appointment owner     Image: 24/08/2017     09:00 am     09:30 am
	REILLY, Colin MIN 234567 Correctional Inmate John Morony CC John Morony CC - Video only R V
	+ ADD ATTENDEE Interpreting Services required?
0	The Add attended pop up window displays
9	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 X
	Select type
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.
	<sup>4</sup> Add Attendee: Professional X
	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
12	The timeline shows availability of the attendees and the location (including rooms). The following can display: <ul> <li>Not available - timeline shows the time selected in red.</li> <li>Available - timeline shows the time selected in green.</li> </ul> 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. Interdex, 24 August an 0745 em 0800 em 0815 em 0800 em 0715 em 0810 em 0816 em 0800 em 0715 em 0810 em 0815 em 0810 em 0816 em 0810 em 08
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.

Step	Action
14	Once you have added all attendees to the appointment, click Save Appointment.
	REILLY, Colin - John Morony CC
	Attendees & Time
	Appointment owner Date From To
	BOYD. David V 24/08/2017 09:00 am 09:30 am
	REILLY, Colin MIN 234567 Correctional Inmate John Morony CC John Morony CC - Video only R V
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V
15	The Appointment scheduled screen displays.
	Click <b>OK</b> .
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.



• 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
NOTE	The <i>Jurisdiction</i> field only displays for certain <i>Appointment types</i> (i.e. Court and Correctional Meeting).
	<b>Save as Default button:</b> If your appointments have common agenda types, you can set those types as your default.
	<ul> <li>Select options from the various agenda drop down menus, and then click the Save as Default button.</li> </ul>
4	The <i>Add Attendee</i> pop up screen displays. Attendees can be added to an appointment in any order. In this example, we'll add a Professional attendee first.
	< Add Attendee X
	Select type
	PROFESSIONAL CORRECTIONS INMATE JUVENILE DETAINEE
5	Search for the Professional by entering their <b>Name, Email, VIN</b> or <b>CIMS</b> number. If the attendee is already registered with the system, they should appear below the search field. Click on the <b>attendee</b> from the list below the search bar. The professional attendee has been added to the appointment.
	Enter Name, Email, VIN or CIMS Number
	david
	BOYD, David VIN 12345 david.boyd@mailinator.com
NOTE	If the professional attendee does not display on screen, click <b>Add New Attendee</b> , then enter the guest attendees details as required. Refer to the Guest Attendee section of this guide for more information.
	<ul> <li>Add Attendee: Professional</li> <li>X</li> </ul>
	Enter Name, Email, VIN or CIMS Number
	No record found

The Professional attendee has been added. To add a person in-custody, click <b>Add Attendee</b> .						
T						
e and						
te						

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 <b>Select</b> if correct. If the details displayed are <b>incorrect</b> click <b>Search Again</b> and re-enter the MIN number.					
	Add Attendee: Corrections Inmate     X					
	Results					
	Legenter MIN 123456 John Morony CC					
	< SEARCH AGAIN SELECT					
NOTE	You <b>cannot add more than one in custody attendee</b> , 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

Attendees & Time													
Appointment owner		Date		From		То							
BOYD, David		~	21/09/2017	02:00	pm	0230 pr	•						
2. BOYD, David	v	N 103456				ydney Legal Ax	I ~		ллу				
	м	N 123456	Correctional	Inmate		ohn Horony CC			Any				
ADD ATTENDEE Appointment Notes These will be attached to the re	interpreting Ser atification sent	about the ap	E pointment.										
ADD ATTENDEE Appointment Notes These will be attached to the n	nterpreting Ser	about the ap	E pointment.										
ADD ATTENDEE Appointment Notes These will be attached to the n Thursday, 21 September	otification sent	about the ap	E pointment.	01/5 pm	0130 pm	01.45 pm	0200 pm	0215 pm	02.50 pm	02.45 pm	00.00 pm	0218 pm	05.30 pm
ADD ATTENDEE Appointment Notes These will be attached to the n Thursday, 21 September BOYD, David	nterpreting Ser of Frostion sent	about the ap	pointment.	Q115 pm	0130 pm	01.45 pm	02.00 pm	0215 pm	0230 pm	02.45 pm	05.00 am	0215 pm	0330 pm
ADD ATTENDEE Appointment Notes These will be attached to the n Thursday, 21 September BOYD, David Sydney Legal Aid	rterpreting Ter ofification sent	obout the sp	E pointment.	Q1/5 pm	0130 pm	01.45 pm	0200 pm	0215 pm	02.30 pm	02.45 pm	05:00 pm	0216 pm	0030 pm

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.
	O 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     X     II 30 am     12:00 pm
11	The Appointment scheduled screen displays.
	Click <b>OK</b> .
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 <b>Appointment type</b> will default to <b>Family and Friend</b> , and the <b>Mode</b> will default to <b>Video</b> .
4	Click Add Attendee.
	Agenda     Appointment type     Pamily and Friend     Video     SAVE AS DEFAULT     Image: Ima
NOTE	<ul> <li>Save as Default button: If your appointments have common agenda types, you can set those types as your default.</li> <li>Select options from the various agenda drop down menus, and then click the Save as Default button.</li> </ul>

Step	Action
5	The Add Attendee pop up window displays.
	Click Family and Friend.
	<pre>   Add Attendee</pre>
	Select type
	FAMILY/FRIEND CORRECTIONS INMATE
6a	Search for the Family/Friend by entering their <b>Name, Email, VIN</b> or <b>CIMS</b> 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.
	Add Attendee: Family/Friend X
	Enter Name, Email, VIN or CIMS Number
	parker
	PARKER, Helen VIN 657667 helen.parker@mailinator.com 0412211311
NOTE	JUST Connect automatically assigns the <b>first Family/Friend (adult)</b> attendee added, as the <b>appointment owner</b> .
	• 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.
	New Appointment SAVE APPOINTMENT
	Appointment type     Mode       Family and Priend     Video
	SAVE AS DEFAULT
	This appointment is required to be accepted by the Correctional facility. This is required for appointments made at short notice and all appointments with family or friends. You will be notified when a determination is made
	Attendees & Time
	Appointment owner         Date         From         To           PARKER. Helen             01.15 pm
	Image: PARKER, Helen         VIN 657667         Femily/Friend         Bourke V         AG Bourke PS1-91131 V
	+ ADD ATTENDEE

Step	Action
6b	<ul> <li>a. Add a Guest Attendee – Family/Friend</li> <li>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.</li> <li>Click Add Attendee button, enter their Name, Email, VIN or CIMS number, displays no record found.</li> </ul>
	Click Add new Attendee button.
	Add Attendee: Family/Friend X
	Enter Name, Email, VIN or CIMS Number
	jenny parker
	No record found
	Displays Add Attendee: Family/Friend pop-up window, enter details into the required
	<ul> <li>Date of Birth – identifies if an attendee is a minor</li> <li>VIN number</li> <li>Optional fields:         <ul> <li>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.</li> </ul> </li> </ul>
	Add Attendee: Family/Friend X
	Please create a new user contact for this attende * these fields are mandatory     First Name* Last Name*
	E.g. 123456
	Email address Mobile number

FINISH

Step	Action
7	To add a Correctional Inmate, click Add Attendee.
	The Add Attendee pop up window displays, click Corrections Inmate.
	<pre></pre>
	Select type
	FAMILY/FRIEND CORRECTIONS INMATE
8	When searching for Correctional Inmate you must have their MIN number.
	Enter the <b>MIN</b> number and then click <b>Search</b> .
	Add Attendee: Corrections Inmate     X
	Enter MIN (6 digits minimum)
	123456
	~ SEARCH
0	The search results display onscreen. Ensure that the results displayed matches the
9	correct name for whom you want to make an appointment with.
	Click <b>Select</b> if correct. If the details displayed are <b>incorrect</b> click <b>Search Again</b> and re-enter the MIN number
	Add Attendee: Corrections Inmate     X
	Results
	CREEN, Brett MIN 123456 John Morony CC
	< SEARCH AGAIN SELECT
-2	A Family/Friend appointment:
NOTE	Can only include <b>one</b> person in-custody.
	<ul> <li>Can Include up to four previously approved adults and four previously approved children.</li> </ul>
	• 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 <b>Date</b> and complete the <b>From</b> and <b>To</b> 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 <i>Location</i> is automatically selected based off the court location assigned to the ACCSO making the appointment, and the <i>Room</i> 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.
	visible to all attendees and will also display on appointment notifications.
	When all attendees have been added, click Save Appointment button.
	GREEN, Brett - John Morony CC
	Attendees & Time
	Appointment owner         Date         From         To           PARKER, Helen         V <sup>2</sup> 06/12/2017          12.45 pm          Otti pm
	In         PARKER, Helen         VIV 657667         Family/Friend         Bourke \rightarrow         AG Bourke PS1 - 91131 \rightarrow         III
	L GREEN, Brett HIN 123456 Correctional Inmate John Morony CC Any
	+ ADD ATTENDEE
	Appointment Notes These will be attached to the notification sent about the appointment.
	Wiednessley, 06 December vn 115 am 1130 am 11.45 am 12.00 pm 12.15 pm 12.30 pm 12.45 pm 01.00 pm 01.15 pm 01.30 pm 01.45 pm 02.00 pm 02.15 pm 02.30
	PADUER, Helen
	> toule
	John Mersey CC
11	The Appointment scheduled screen displays
	Click <b>OK</b> .
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.
3	The New Appointment screen displays. To create an arraignment appointment, select: <ul> <li>The Appointment Type as Court,</li> <li>The Mode as Video,</li> <li>The Jurisdiction as Supreme Court,</li> <li>The Purpose as Arraignment.</li> </ul> The Attendees & Time section will then display below. Agenda   Agenda   Appointment type   Mode   Jurisdiction   Image: Court   What does this meen?
NOTE	<ul> <li>Save as Default button: If your appointments have common agenda types, you can set those types as your default.</li> <li>Select options from the various agenda drop down menus, and then click the Save as Default button.</li> </ul>

Step	Action
4	Complete the <i>Attendees &amp; Time</i> details. The <b>Appointment owner</b> defaults to your name (the Supreme Court Officer). Select the <b>Date</b> and click the <b>From</b> and/or <b>To</b> field to adjust the time. The length of time defaults to 30 minutes. Click the <b>To</b> 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 <b>Add Attendee</b> .
	Supreme Court SAVE APPOINTMENT
	Agenda     Mode     Jurisdiction     Purpose       Court     Video     Supreme Court     Arraignment
	Appointment owner         Date         From         To           WALKER, Esme         21/09/2017         09:30 am         10:00 am
	Court     Supreme Court ×     QSLC SCI3A A - 91387 ×         + ADD ATTENDEE     Interpreting Services required?
5	The <i>Add Attendee</i> pop up window displays. Click <b>Corrections Inmate</b> .
	Add Attendee     X       Select type       PROFESSIONAL       CORRECTIONS INMATE       JUVENILE DETAINEE       REMOTE WITNESS
6	When searching for Correctional Inmate you must have their MIN number. Enter the <b>MIN</b> number and then click <b>Search</b> .
	123456 S Q. 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 <b>Select</b> if correct. If the details displayed are <b>incorrect</b> click <b>Search Again</b> and re-enter the MIN number.
	Add Attendee: Corrections Inmate     X       Results       GREEN, Brett     MIN 123456
	< SEARCH AGAIN SELECT
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 <b>Interpreting Service Required</b> . 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.
	Supreme Court - GREEN, Brett
	Attendees & Time
	WALKER, Esme         El 21/09/2017         09:45 am         10:15 am
	Court     Supreme Court V     OSLC SCI3A A + 9/387 V
	🚊 OREEN, Britt Min 123456 Contectional Inmate John Morony CG Any
	+ ADD ATTENDEE Interpreting Services required?
	Appointment Notes These will be attached to the notification sent about the appointment.
	Thursday, 21 September 0615 am 06:0 am 06:45 am 08:00 am 09:15 am 09:00 am 09:15 am 09:30 am 09:45 am 10:00 am 10:15 am 10:30 am 10:45 am 10:00 am 11:15 am
	> Supreme Court
	▶ John Marony CC
9	The Appointment scheduled screen displays. Click <b>OK</b> .
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	<ul> <li>3 The New Appointment screen displays.</li> <li>To create an appointment to book a remote witness room, select options from the drop down list for: <ul> <li>Appointment Type: Court</li> <li>Mode: Video</li> <li>Jurisdiction: Select from options listed in drop-down menu</li> <li>Purpose: Hearing</li> </ul> </li></ul>	
	Agenda          Appointment type       Mode       Jurisdiction       Purpose         Court       Video       Local Court       Hearing       ✓         SAVE AS DEFAULT       I What does this mean?	

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

Step	Action	
7	The <i>Appointments Notes</i> free text field displays below. Enter <b>case information</b> into the <b>Appointment Notes</b> field. Note that the information required here may differ between court locations. Click <b>Save Appointment</b> .	
	Local Court     Attendees & Time     Appointment owner     Der     PixacOcLaDA, Caris     Diff     22/11/2017     Og 30 am     Og 4.30 pm     Out     Out	
8	The appointment has been created and the remote witness room has been book To view the details of this booking, including the witness information, select the <b>appointment</b> from the <b>schedule</b> .	ed.
	Local Court       CANCEL APPOINTMENT       EDIT APPOINTMENT         When       Agenda       Status         Wednesday, November 22, 2017       Court (Video)       Scheduled         09:30 am - 04:30 pm       Witness appearance       Scheduled	
	Appointment Notes JusticeLink case no 2017/00649785 Police v John Smith Legal Representative: Mary Smith Hearing Duration: 1 hour Offence: Cemmon Assault	
	Court     Griffith     Griffith     LC (Dial: 91248)       Remote Witness     Griffith     Griffith     RW (Dial: 91250)	

### 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
3	<ul> <li>The New Appointment screen displays.</li> <li>To create an arraignment appointment, select: <ul> <li>The Appointment Type as Court</li> <li>The Mode as Video</li> <li>The Jurisdiction as Guardianship Division</li> <li>And select the Purpose</li> </ul> </li> <li>The Attendees &amp; Time section will then display below.</li> </ul>
	Guardianship Division       SAVE APPOINTMENT         Agenda
NOTE	<ul> <li>Save as Default button: If your appointments have common agenda types, you can set those types as your default.</li> <li>Select options from the various agenda drop down menus, and then click the Save as Default button.</li> </ul>

Step	Action
4	Complete the <i>Attendees &amp; Time</i> details. The <b>Appointment owner</b> defaults to your name. Select the <b>Date</b> and click the <b>From</b> and/or <b>To</b> field to adjust the time. The length of time defaults to 30 minutes. Click the <b>To</b> field and manually type the finish time if it's not available from the drop down list.
	lists. Click <b>Add Attendee</b> .
	Guardianship Division SAVE APPOINTMENT
	Agenda Appointment type Mode Jurisdiction Purpose
	Court Video
	Attendees & Time Appointment owner Date From To
	CHUNG, Mia     Image: 2010 grading filled am       Image: Court     Guardianship Division >       Guardianship Division >     Op.1.01 >
	+ ADD ATTENDEE Interpreting Services resoured2
5	The <i>Add Attendee</i> 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 <b>Corrections Inmate</b> .
	Add Attendee X
	Select type       PROFESSIONAL       CORRECTIONS INMATE       JUVENILE DETAINEE       REMOTE WITNESS
6	When searching for Correctional Inmate you must use their MIN number. Enter the <b>MIN</b> number and then click <b>Search</b> .
	<ul> <li>Add Attendee: Corrections Inmate</li> </ul>
	Enter MIN (6 digits minimum) 123456
	Q 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 <b>Select</b> if correct. If the details displayed are <b>incorrect</b> click <b>Search Again</b> and re-enter the MIN number.
	Add Attendee: Corrections Inmate     X
	Results
	CREEN, Brett MIN 123456 John Morony CC
	< SEARCH AGAIN SELECT
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 <b>Interpreting Service Required</b> . 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.
	Attendees & Time
	Appointment owner Date From To
	CHUNS, Mia 🖸 21/08/2017 10:30 am 11:00 am
	Court     Ouardianship Driston      Ouardianship Driston
	OREEN, Bretz MIN 122456 Correctional Inmate John Honony CC Any
	+ ADD ATTENDEE Uttersteining Services required?
	Appointment Notes These will be attached to the notification sent about the appointment.
	Thursday, 21 September 0e:00 am 0e:15 am 0e:30 am 0e:45 am 10:00 am 10:15 am 10:30 am 10:45 am 10:00 am 11:15 am 11:30 am 11:30 am 11:45 am 12:00 pm
	Guardianship Division
	> John Marony CC
9	The Appointment scheduled screen displays. Click <b>OK</b> .
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:
  - 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.
- Email address; must be unique for each guest attendee and cannot be used by another guest attendee.
- Mobile phone number
- 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 <i>New Appointment</i> screen displays. Complete the <i>Agenda</i> details as required.			
3	Click Add Attendee to add an attendee.			
	New Appointment			SAVE APPOINTMENT
	Agenda			
	Appointment type	Mode	Jurisdiction	Purpose
	Correctional Meeting $\checkmark$	Video 🗸	Select jurisdiction $\qquad \qquad \lor$	Select purpose $\checkmark$
	SAVE AS DEFAULT	nean?		
	+ ADD ATTENDEE			

Step	Action		
4	The <i>Add Attendee</i> pop-up displays. You will now add the <i>Guest Attendee</i> . Click <b>Professional</b> .		
	<pre></pre>		
	Select type         PROFESSIONAL         FAMILY/FRIEND         CORRECTIONS INMATE         JUVENILE DETAINEE		
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 <b>Name</b> , <b>Email</b> or <b>VIN</b> .		
	Add Attendee: Professional X		
	Enter Name, Email, VIN or CIMS Number Please enter Name, Email, VIN or CIMS Number		
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.		
	Add Attendee: Professional X		
	Enter Name, Email, VIN or CIMS Number		
	No record found		

Step	Action		
7	Enter the details to create mandatory. When complete, click <b>Fin</b>	a new user contact for this attendee. All fields with an * are <b>sh</b> .	
	C Add Attendee: Professional	×	
	Please create a new user contact for	this attendee * these fields are mandatory	
	First Name *	Last Name *	
	Enter first name	Enter last name	
	Professionals require a VIN number to sch Select identification number *	dule appointments with corrections inmates. & CIMS O None O Not Required	
	E.g. 123456		
	Email address *	Mobile number "	
	Enter email address	E.g. 0412345678	
		FINISH	
NOTE	To add a Guest Attendee This option is ONLY ava	without a VIN number, select the Not Required option. ilable to Corrective Services staff.	
	Government Agency; e. agency.	e done is when you know that the attendee is from a g. NSW Police, NSW Government or Federal Government	

Step	Action
8	The Guest Attendee has been added. Their details display in the <i>Attendees and Time</i> 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.
	New Appointment
	Agenda
	Appointment type     Mode     Jurisdiction     Purpose       Correctional Meeting     Video     Select jurisdiction     Select purpose
	Attendees & Time
	Appointment owner         Date         From         To           BOYD, David         V         D2.00 pm         02.30 pm
	BOYD, David         VIN 12345         Sydney Legal Aid >         RM.2.11 >         T
	MCGUIRE, Toby Guest attendee Own device V
	+ ADD ATTENDEE Interpreting Services required?

### **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.		
	CREATE APPOINTMENT VIEW SCHEDULE		
3	The New Appointment screen displays. Complete the Agenda details. Ensure you select the appointment type as <b>Peer</b> . Select the <b>Mode</b> (either Video or Phone), and the <b>Purpose</b> (Meeting, Training or Interview).		
	Agenda       Appointment type     Mode       Peer     Video       Video     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 Attendees & Time Date From To BOYD, David 08/09/2017 10:00 am 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 <b>Date</b> , <b>From</b> , <b>To</b> and <b>location</b> fields as necessary.
	The <b>Appointment owner</b> 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 <b>Own device</b> from the <i>Location</i> 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.
	Attendees & Time
	Appointment owner Date From To
	BOYD, David ~ 10:00 am 10:30 am
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V
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. Attendees & Time
	Appointment owner Date From To
	BOYD, David ✓ 🖆 08/09/2017 10:00 am 10:30 am
	BOYD, David VIN 12345 Sydney Legal Aid V RM 2.10 V
	+ ADD ATTENDEE Interpreting Services required?
	Appointment Notes These will be attached to the notification sent about the appointment.
	Friday, 08 September         1:45 am         09:00 am         09:30 am         09:45 am         10:00 am         10:15 am         10:30 am         10:45 am         11:00 am         11:15 am
	BOYD. David
	Sydney Legal Aid
	RM.2.10

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 <b>Add Attendee</b> .		
	Attendees & Time		
	Appointment owner Date From To		
	BOYD, David $\vee$ <b>D</b> 08/09/2017 10:00 am 10:30 am		
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V		
	+ ADD ATTENDEE Interpreting Services required?		
7	The Add Attendee pop-up displays.		
	Click on <b>Professional</b> .		
	Add Attendee X		
	Select type		
	PROFESSIONAL FAMILY/FRIEND CORRECTIONS INMATE JUVENILE DETAINEE		
8	Enter the Name, Email, VIN or CIMS number.		
	Add Attendee: Professional     X		
	Enter Name, Email, VIN or CIMS Number		
	Please enter Name, Email, VIN or CIMS Number		
NOTE	For a <i>Peer</i> 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 <i>Add Attendee</i> pop-up, the results from your search will display. Select the correct <b>attendee</b> from the list of results displayed. In this example, another legal aid lawyer is added.
	Add Attendee: Professional     X Enter Name, Email, VIN or CIMS Number
	den RITCHIE, Dennis VIN 54321 dennis.ritchie@mailinator.com
NOTE	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.
	First Name *       Last Name *         Enter first name       Enter last name         Professionals require a VIN number to schedule appointments with corrections inmates.         Select identification number *
	Email address *     Mobile number *       Enter email address     E.g. 0412345678

Step	Action
10	The professional 'peer' attendee is added. Their details display in the <i>Attendees and Time</i> 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.
	Peer Meeting SAVE APPOINTMENT
	Attendees & Time
	Appointment owner         Date         From         To           BOYD, David         Image: 08/09/2017         Image: 10:00 am         Image: 10:30 am
	BOYD, David VIN 12345 Sydney Legal Aid Y RM.2.10 Y
	RITCHIE, Dennis VIN 54321 Parramatta Legal Aid × RM.5.01 ×
	+ ADD ATTENDEE Interereting Services required?
NOTE	<ul> <li>The timeline shows availability of the attendees and the location (including rooms).</li> <li>The following can display: <ul> <li>Not available - timeline shows the time selected in red.</li> <li>Available - timeline shows the time selected in green.</li> </ul> </li> <li>If required, the appointment owner can be changed by selecting from the Appointment Owner drop down list.</li> </ul>
11	Once you have added all attendees to the appointment, click <b>Save Appointment</b> .
	Peer Meeting
	Appointment owner Date From To
	BOVD. David v 🖸 08/09/2017 10:00 am 10:30 am
	BOYD, David VIN 12345 Sydney Legal Aid V RM 210 V
	RITCHE, Dennis VIN 54321 Perramatta Legal Ald V RM.5.01 V
	+ ADD ATTENDEE Interpreting Services required?
12	The Appointment scheduled screen displays.
	Click <b>OK</b> .
	The appointment will now display in the Schedule.
12	Image: NTCHER, Durns       VIN 54321       Persmatta Legel Ald        RK5.01          Image: ADD ATTENDE       Image: NEGELEGIA Services required?         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
NOTE	The <i>Jurisdiction</i> field only displays for certain <i>Appointment types</i> 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.
	<ul> <li>Select options from various agenda drop down menus, and then click the Save as Default button.</li> </ul>
4	The Add Attendee pop-up displays.
	Select the type of attendee from the options available onscreen.
	< Add Attendee X
	Select type
	PROPESSIONAL CORRECTIONS INHATE SOVENILE DETAILEE
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 <b>CIMS</b> .
	This example uses a Corrections Inmate attendee. Enter the MIN then click Search.
	Add Attendee: Corrections Inmate X
	Enter MIN (6 digits minimum)
	Please enter MIN
	Q 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 <b><search again<="" b="">.</search></b>
	Click Select.
	Add Attendee: Corrections Inmate     X
	Results
	REILLY, Colin MIN 234567 John Morony CC
	< SEARCH AGAIN 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 <b>Date, From, To</b> and <b>location</b> fields as necessary. Note that correctional locations will always display the room as 'any'.
	Attendees & Time         Appointment owner         Select appointment owner
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. Attendees & Time         Appointment owner         Date         From         Select appointment owner         23/08/2017         01:00 pm         01:30 pm         REILLY, Colin         MIN 234567         Correctional Inmate         John Morony CC         Any
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 <i>Add attendee</i> pop-up window displays. Click <b>Professional</b>
	< Add Attendee X
	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 X
	Enter Name, Email, VIN or CIMS Number
	david
	BOYD, David VIN 12345 david.boyd@mailinator.com
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.
	Appointment owner Date From To
	BOYD, David ~ 23/08/2017 01:00 pm 01:30 pm
	REILLY, Colin MIN 234567 Correctional Inmate John Morony CC Any
	BOYD, David VIN 12345 Sydney Legal Aid V RM.2.10 V
	+ ADD ATTENDEE Interpreting Services required?

Step	Action
NOTE	<ul> <li>The timeline shows availability of the attendees and the location (including rooms).</li> <li>The following can display for the required time period: <ul> <li>Green - indicates attendee and/or room are available.</li> <li>Grey Diagonal lines – indicates the rooms are unavailable.</li> <li>Red – indicates there is a clash and attendee and/or room is not available.</li> </ul> </li> </ul>
	Wednesday, 23 August         am         12:00 pm         12:15 pm         12:30 pm         12:45 pm         01:00 pm         01:15 pm         01:30 pm         01:45 pm         02:00 pm         02:15 pm           John Morony CC         Image: Comparison of the second secon
	BOYD, David     Image: Constraint of the second secon
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 <b>Save Appointment</b> .
	Attendees & Time       Appointment owner     Date     From     To       BOYD, David     V     23/08/2017     01:00 pm     01:30 pm
	REILLY, Colin       MIN 234567       Correctional Inmate       John Morony CC       Any       Image: Constructional Inmate       Image: Constructinal Inmate       Image: Const       I
14	The <i>Appointment scheduled</i> screen displays. Click <b>OK</b> .
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.

<sup>When</sup> Tuesday, April 17, 2018 09:30 am - 10:30 am		Agenda   Mandatory Case Co Local Court Accused in custody	nference (Video)	Status Scheduled	
Attendees			Sydney - Level 17	Video Conferencing Room 1 (Dial: 16201)	Owner
BOYD, David	VIN 88885		Parramatta Legal Aid	Phillip St (Dial: 39270@Legalaid.nsw.gov.au)	
CREEN, Brott	MIN 123456	Correctional Inmate	John Morony Correctional Centre	John Morony CC - Phone and Video (Mixed) Ro	

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 <b>Agenda</b> details by clicking the <b>drop-down</b> arrow and selecting the required option for:
	<ul> <li>Appointment Type: Mandatory Case Conference</li> <li>Mode: Video</li> <li>Jurisdiction: Local Court; or Children's Court</li> <li>Purpose: Accused in Custody (Accused Not Present; Accused on Bail)</li> </ul> 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. Agende Appointment type Mode Aurisdiction Purpose Identified to custody Identified to
4	Add a Professional Click Add Attendee button Click Professional button Enter their Name, Email VIN or CIMS number in the search field $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $

Step	Action
NOTE	If you are <b>unable</b> to find the professional within JUST Connect, then you can add them as a <b>Guest Attendee</b> . <b>Repeat this step to add</b> additional professionals.
5	Adding a Person in-custody:
5	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.
	inmate's name, click <b>Select</b> button.
	Add Attendee: Corrections Inmate       X         Results       Image: Correctional Centre         GREEN, Brett       MIN 123456         John Morony Correctional Centre       SELECT         Standard       SELECT
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 <b>Date, From, To</b> and <b>location</b> fields as necessary.
	Attendees & Time
	Appointment owner Date From To
	LAWSON, Lisa V 11/04/2018 09:30 am 11:30 am
	● LAWSON, Lisa VIN 457346 Own device ∽
	RREEN, Brett MIN 123456 Correctional Inma John Morony Correctional Ce Any
	BOYD, David VIN 888885 Parramatta Legal A Y Any
	<ul> <li>The timeline shows availability of the attendees and the location (including rooms).</li> <li>Available – displays the time in green.</li> <li>Not available - displays the time in grey diagonal lines.</li> <li>Clash – displays the time in red.</li> </ul>

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** 

GREEN, Brett       MIN 123450       Correctional Inma.       John Morony Correctional Ce.       Any         BOYD, David       VIN 688865       Parramatta Legal A \triangle Any       Image: Correctional Inma.       Any         + ADD ATTENDEE       Interpreting Services required?         Appointment Notes         2018/000349855       Rvs Green         Wednecday, 11 April       8:30 am       08:45 am       09:00 am       09:15 am       09:45 am       10:00 am       10:15 am       10:50 an         LAWSON, Lisa       Image: Correction       Image: Correcti		,,540		l						
BOYD, David       VIN 888885       Parramatta Legal A ✓       Any         + ADD ATTENDEE       Interpreting Services required?         Appointment Notes         Z018/00034985         R vs Green         Wednecday, 11 April       8:30 am       08:45 am       09:00 am       09:15 am       09:45 am       10:00 am       10:15 am       10:30 an         LAWSON, Lisa       Image: Comparison of the selected         > John Morony Correction       Image: Comparison of the selected         > Parramatta Legal Aid       Image: Comparison of the selected       Image: Comparison of the selected       Image: Comparison of the selected	GREEN, Brett MIN 123	3456	Correction	al Inma	John Morony	Correctional C	e Any			
+ ADD ATTENDE         Interpreting Services: required?           Appointment Notes         2018/00034985 R vs Green           Wednesday, 11 April         8:30 am         08:45 am         09:00 am         09:15 am         09:30 am         09:45 am         10:00 am         10:15 am         10:30 ar           LAWSON, Lisa         Image: Comparison of the selected         Image: Comparison of the sele	BOYD, David VIN 88	8885		[	Parramatta Le	egal A., \vee	Any			Î
Appointment Notes         2018/00034985         R vs Green         Wednesday, 11 April       8:30 am       08:45 am       09:00 am       09:15 am       09:30 am       09:45 am       10:00 am       10:15 am       10:30 am         LAWSON, Lisa       Image: Comparison of the selected       Image	+ ADD ATTENDEE	nterpreting Ser	rvices require	ed?						
Appointment Notes         2018/00034985         R vs Green         Wednesday, 11 April       8:30 am       08:45 am       09:00 am       09:15 am       09:30 am       09:45 am       10:00 am       10:15 am       10:30 am         LAWSON, Lisa       Image: Comparison of the second o										
2018/00034985         R vs Green         Wednesday, 11 April       8:30 am       08:45 am       09:00 am       09:15 am       09:30 am       09:45 am       10:00 am       10:15 am       10:30 am         LAWSON, Lisa       Image: Constraints of the second sec	Appointment Notes					٦				
Wednesday, 11 April         8:30 am         08:45 am         09:00 am         09:15 am         09:30 am         09:45 am         10:00 am         10:15 am         10:30 am           LAWSON, Lisa         I	2018/00034985 R vs Green									
Wednesday, 11 April       8:30 am       08:45 am       09:00 am       09:15 am       09:30 am       09:45 am       10:00 am       10:15 am       10:30 am         LAWSON, Lisa       Image: Constraint of the second										
Wednesday, 11 April         8:30 am         08:45 am         09:00 am         09:15 am         09:30 am         09:45 am         10:00 am         10:15 am         10:30 am           LAWSON, Lisa         Image: Constraint of the second										
Wednesday, 11 April       8:30 am       08:45 am       09:00 am       09:15 am       09:30 am       09:45 am       10:00 am       10:15 am       10:30 am         LAWSON, Lisa       Image: Constraint of the second										
LAWSON, Lisa     Image: Constraint of the second seco				1				1	1	
LAWSON, LISA       Image: Constraint of the second sec	Wednesday, 11 April	18:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 an
CB: Own Device Selected     Image: Constraint of the selected       > John Morony Correctio     Image: Constraint of the selected       BOYD, David     Image: Constraint of the selected       > Parramatta Legal Aid     Image: Constraint of the selected	Wednesday, 11 April	18:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 an
Image: Contraction of the state of the	Wednesday, 11 April LAWSON, Lisa	8:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 an
> John Morony Correctio        BOYD, David        > Parramatta Legal Aid	Wednesday, 11 April LAWSON, Lisa	8:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 an
BOYD, David	Wednesday, 11 April LAWSON, Lisa	8:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 an
Parramatta Legal Aid	Wednesday, 11 April LAWSON, Lisa Own Device Selected John Morony Correctio	8:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 an
> Parramatta Legal Aid	Wednesday, 11 April LAWSON, Lisa Own Device Selected John Morony Correctio BOYD, David	8:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 an
	Wednesday, 11 April LAWSON, Lisa Own Device Selected John Morony Correctio BOYD, David	8:30 am	08:45 am	09:00 am	09:15 am	09:30 am	08:45 am	10:00 am	10:15 am	10:30 an

8

#### Step Action



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.

<sup>When</sup> Wednesday, April 09:30 am - 11:30 a	11, 2018 m	Agenda   Mandatory Ca (Video) Local Court Accused in cu	se Conference stody	Status	
Attendees					
Attendees			Own device		Ov
Attendees	MIN 123456	Correctional Inmate	Own device John Morony Correctional Centr	e John Morony CC - Phone and	Ov Vid

### 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



Step	Action
2	New appointment screen displays Complete the <b>Agenda details</b> by clicking the <b>drop-down</b> arrow and select the following
	<ul> <li>option for:</li> <li>Appointment Type: select Professional and Appearances</li> <li>Mode: select Video / Phone</li> <li>Jurisdiction: select required option e.g. Local Court</li> </ul>
	Purpose: select required option, e.g. Witness Appearance
	Professional and Appearances       EAVE APPOINTMENT         Agenda       Appointment type       Mode       Jurisdiction       Purpose         Professional and Appearances       Video       Local Court       Witness Appearance       Video         SAVE AS DEFAULT       What does this mean?       Image: Court Court       Video       Video       Video
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 <b>name</b> required.
	Add Attendee: Professional     X Enter Name, Email, VIN or CIMS Number
	LAWSON, Lisa VIN 457346 lisa lawson@mailinator.com

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.
	<ul> <li>Click Remote Witness button, adds the Remote Witness selection to the appointment.</li> </ul>
	< Add Attendee X
	Select type
	PROFESSIONAL REMOTE WITNESS COURT
	Select an <b>ODPP</b> location
	Click Add Attendee button, then click Court button.
	< Add Attendee ×
	Select type
	PROFESSIONAL REMOTE WITNESS COURT
	<ul> <li>Displays, Add Attendee Court prompt, enter name of Court then select from drop-down list.</li> </ul>
	Court X
	Enter court location
	Parram
	n Parramatta Children's Court
	Parramatta Local Court
	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) <b>the Court Registrar</b> (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.
	<ul> <li>Click Add Attendee button, displays Add Attendee pop up window.</li> </ul>
	<ul> <li>Click Remote Witness button, select "Own Device" from Location drop-down menu.</li> </ul>
	<b>Note:</b> 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.
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.
	Appointment owner Date From To
	LAWSON, Lisa V 🖻 17/04/2018 09:30 am 01:00 pm
	APRIL 2018 < >
	LAWSON, Lisa VIN 457346 M T W T F S S Sydney - Level 17 V
	26         27         28         29         30         31         1           Image: BOYD, David         VIN 888885         2         3         4         5         6         7         8         Sydney - Level 17 ∨           9         10         11         12         13         14         15
	ROYALE, Solacious         VIN 997352         16         17         18         19         20         21         22         Sydney - Level 17 \rightarrow           23         24         25         26         27         28         29
	S         Remote Witness         30         1         2         3         4         5         6
6	Location and Rooms
	If required you can allocate other rooms at your location depending on availability, or
	change to own device.



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.

Step	Action						
1	From the Home page, select the pending appointment from the list.						
	Keith Trubridge						
	CREATE APPOINTMENT						
	UPCOMING 	APPOINTMENTS NEEDING ATTENTION  Pending: SIMS, Dwayne - John Morony CC					
	1 AVL Appointment	Legal Aid NSW • Wednesday 30 August, 04:00pm					
	TOMORROW 3 AVL Appointments						

## Accept an appointment

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.							
	< Back John Horony CC Wednesday, August 30 Appointment List Day							
	Week         Court - Not Required (0)           August 2017         Court - Not Required (0)           M r W r P S S         Professional (1)							
	31       1       2       3       4       5       6       7       8       9       10       11       12       13       12       13       14       15       16       17       18       19       20							
2	The appointment details will display. Check the details for the appointment. Click <b>Accept Appointment</b> .							
	SIMS, Dwayne - John Morony CC							
	When     Agenda     Status       Wednesday, August 30, 2017       Correctional Meeting (Video)       S Pending       04:00 pm - 04:30 pm     Drug Court       Conference with Client							
	Attendees							
	BOYD, David VIN 12345 Sydney Legal Aid RM.2.10 (Dial: 10210) Owner							
	SIMS, Dwayne MIN 3456789 Correctional Inmate John Morony CC JM.1.02 (Dial: 80014)							
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 eceive 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 <b>Home</b> page, select the pendin	g appointment from the list.						
	Jules Kariong         CREATE APPOINTMENT         VIEW SCHEDULE							
	UPCOMING	APPOINTMENTS NEEDING ATTENTION						
	TODAY     Pending: GRIFFITH, Chad - Kariong Correctional Centre       1 AVL Appointment     Legal Aid NSW • Tuesday 12 September, 02:00pm							
	TOMORROW O AVL Appointments							

_	
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.
	IJUST CONNECT Home Schedules Contects Support Terms & Conditions ~ Jules Kerlong
	< Back (Arring Correctional Centre Tuesday, September 12 TODAY < > () Icon Glossary () Icon
	WYGEK     Court - Not Required (0)       SEPTEMBER 2017        M T W T F S S     Professional (2)
	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	To decline the appointment, click <b>Decline Appointment</b> .
	GRIFFITH, Chad - Kariong Correctional Centre
	When     Agenda     Status       Tuesday, September 12, 2017       Correctional Meeting (Video)       S Pending       02:00 pm - 02:30 pm     Coroner's Court     Conference with Client
	Attendees
	Referring     VIN 345297     Parramatta Legal Aid     RM.5.01 (Dial: 30501)     Owner       Comparison     GRIFFITH, Chad     MIN 91071     Correctional Inmate     Karlong Correctional Centre     Professional Studio 1 (Dial: 9760)
3	The <i>Decline appointment</i> pop-up box displays. Select a <b>reason for declining</b> the appointment from the drop down list. Click <b>Yes</b> .
	Decline?
	Reason Select ~
	All attendees will be notified NO YES
4	A message displays on screen confirming the appointment has been declined Click <b>OK</b> .
NOTE	Once the appointment is declined, the appointment will display in the appointment creator and/or owners <i>Appointment List</i> 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 <b>Schedule</b> . Select either the <b>Appointment List</b> or <b>Day</b> or <b>Week</b> view. Click on the <b>appointment</b> that you want to cancel.					
2	The <i>Appointment details</i> screer Click <b>Cancel Appointment</b> .	n displays.				
	MANNING, Alice - Dillwynia Correctic	onal Centre	CANCEL APPOINTMENT	EDIT APPOINTMENT		
	When     Agenda       Tuesday, September 12, 2017     Correctional       01:30 pm - 02:00 pm     District Cource       Conference     Conference	al Meeting (Phone) ırt with Client	Status Scheduled			
	Attendees					
	PARRAMATTA, Charlie VIN 345367	Parramatta Legal Aid	RM.5.05 (Dial: 30505)	Owner		
	MANNING, Alice MIN 911034 Correctional Inmate	Dillwynia Correctional Centre	Telephone 1			
	Show history					

Step	Action							
3	The <i>Cancel Appointment</i> pop-up box displays. Select a <b>Reason</b> for cancellation from the drop down list. Click <b>Yes</b> .							
	Cancel Appointment?							
	Reason Select V							
	All attendees will be notified NO 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 <b>OK</b> .							
NOTE	Once the appointment is cancelled, the appointment will display in the appointment creator and/or owners <i>Appointment List</i> 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 reaccepted 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 <b>Schedule</b> . Select either the <b>Appointment List</b> (or the <i>Day</i> or <i>Week</i> view). Click on the <b>appointment</b> that you want to edit.					
2	The <i>Appointment details</i> screen displays. Click <b>Edit Appointment</b> .					
	GRIFFITH, Chad - Karion	CANCEL APPOINTMENT				
	<sup>When</sup> Thursday, September 14, 2017 10:00 am - 10:30 am	Agenda Correctional Meeting (Video) Coroner's Court Instructions	Status Scheduled			
	Attendees					
	PARRAMATTA, Riley VIN 345297	Parramatta Legal Aid	Phillip St (Dial: 39270@Legalaid.nsw Owner			
	GRIFFITH, Chad MIN 911071	Correctional Inmate Kariong Correctional Centre	Professional Studio 1 (Dial: 91760)			

Step	Action					
NOTE	<ul> <li>The <i>Edit</i> button displays slightly differently depending on which view you select the appointment in, for example:</li> <li>In the <i>Day</i> view, you click the appointment and the appointment details pop-up displays, then click <b>Edit</b>, then click <b>Edit Appointment</b>.</li> <li>In the <i>Appointments List</i>, or the <i>Week</i> view, you can click on the appointment to open the appointment details screen and click the <b>Edit Appointment</b> button.</li> <li>Or in the <i>Appointments List</i> you can click on the <b>More</b> () at the end of the appointment row and select <b>Edit</b>.</li> </ul>					
3						
4	The <i>Appointment updated</i> screen displays. Click <b>OK</b> .					
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

KEEN, BIELL - JOH	In Morony correction			
n day, June 15, 2018 00 pm - 02:30 pm	Agenda Correctional M Local Court Conference wi	leeting (Video) ith Client	Status Scheduled	
ndees				
BOYD, David VIN 812345	Professional	Sydney Legal Aid	RM.1.10 (Dial: 10110)	Owner
GREEN, Brett MIN 123456	6 Correctional Inmate	John Morony Correctional Centre	Professional Studio 1 (Dial: 9	0428)
MIRALIS, Dennis VIN 96444	9 Professional	Parramatta Legal Aid	Phillip St (Dial: 39270@Lega	laid.n
	m Morony Correct	ional Contro		
REEN, Brett - Joh	n Morony Correcti	ional Centre	CANCEL APPOINTM	IENT EDIT APPO
REEN, Brett - Joh de history	In Morony Correcti	ional Centre Edited by	CANCEL APPOINTM	IENT EDIT APPO
REEN, Brett - Joh de history V Date & time Previou © 14/06/2018 14:37 pm	In Morony Correcti us status Action taken Scheduled appointmen	ional Centre Edited by nt created Kim Fletcher	CANCEL APPOINTM Agency Legal Aid NSW	
REEN, Brett - Joh de history V Date & time Previou Q 14/06/2018 14:37 pm Changelog Attendee added	In Morony Correcti Le statue Action taken Scheduled appointmen	ional Centre Edited by nt created Kim Fletcher	CANCEL APPOINTM Agency Legal Aid NSW	IENT EDIT APPO
REEN, Brett - Joh de history Date & time Previou 0 14/06/2018 14:37 pm Changelog Attendee added Attendee added	an Morony Correcti as status Action taken Scheduled appointmen	ional Centre Edited by nt created Kim Fletcher Devid Boyd Brett Green	CANCEL APPOINTM Agency Legal Aid NSW	
REEN, Brett - Joh de history Date & time Previou 0 14/06/2018 14:37 pm Changelog Attendee added Attendee added Owner set	In Morony Corrections and Action taken Scheduled appointment	ional Centre Edited by nt created Kim Fletcher David Boyd Brett Green David Boyd	CANCEL APPOINTM	IENT EDIT APPO
REEN, Brett - Joh   de history   Date & time   Previou   0   14/06/2018 14:37 pm   Changelog   Attendee added   Attendee added   Owner set   From date set	an Morony Correcti estatus Action taken Scheduled appointmen	ional Centre Edited by nt created Kim Fletcher David Boyd Brett Green David Boyd i David Boyd i David Boyd	CANCEL APPOINTM	IENT EDIT APPO
REEN, Brett - Joh de history Date & time Previou (C) 14/06/2018 14:37 pm (Changelog Attendee added Attendee added Attendee added Owner set From date set To date set	an Morony Correcti as status Action taken Scheduled appointmen	ional Centre Edited by nt createl kim Fletcher David Boyd Brett Green Bavid Boyd Brett Green 15/06/2018 14:00 pm	CANCEL APPOINTM	IENT EDIT APPO
REEN, Brett - John         de history       >         Date & time       Previou         0 14/06/2018 14:37 pm         Changelog         Attendee added         Owner set         From date set         To date set         Interpreter set	In Morony Corrections and Action taken Scheduled appointment	ional Centre Edited by At created Kim Fletcher Min Fletcher David Boyd Brett Green David Boyd David Boyd David Boyd 15/06/2018 14:30 pm 15/06/2018 14:30 pm	Agency Legal Aid NSW	
REEN, Brett - Joh de history Date & time Previou (Changelog) (Changelog (Changelog) (Changelog (Changelog) (Changelog (Changelog) (Changelog) (Changelog (Changelog) (	an Morony Correcti as status Action taken Scheduled appointmen	ional Centre Edit•d by nt create	Agency Legal Aid NSW	IENT EDIT APPO

() 14/06/2018 14:38 pm Scheduled

Changelog

Appointment edited

Legal Aid NSW

Kim Fletcher

Dennis Miralis

### 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).

GREEN, Brett - John Moro	×	CANCEL APPOINTMENT	
When Thursday, December 07, 2017 03:30 pm - 04:00 pm	BG	Status Scheduled	
Attendees	Name Brett GREEN		
BOYD, David VIN 123457 C	MIN 123456	RM.2.11 Own	ier
GREEN, Brett MIN 123456	LOCATION John Morony CC Phone N/A	John Morony CC - Phone and Video (Mixed) Ro	



# 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									
3	Once the location, room and jurisdiction have been entered, the View Custody List button will become active. Click <b>View Custody List</b> .									
[	<b>Friday,</b> June 28 My location Berwood Court ~ in Ber	wood 2 $\vee$ for Local Court $\vee$						🕐 Icon Glossary	Ew	CUSTODY LIST
NOTE	Once you hav room. If you n JUST Connec	re clicked eed to cha ct, and the	'View Cust ange one c n log back	tody List', yo or both of th in again.	ou will ese du	<b>not</b> be able uring the da	e to ch ay, you	ange the will need	loca to lo	tion or og out of
4	The Custody	List for the	e current d	ay, at your o	choser	n location, v	will disp	olay belov	۷.	
	Wednesday,	March 21				() Icon G	Blossary	. VIEW C	USTOD	Y LIST
	My location Coffs Harbo	ur Court House $ arsigma$ in	Coffs Harbour LC 1 $^{\scriptstyle \lor}$				Search appearances Q			
	Active (7)									
	Name 🗢	Case No.	Jurisdiction 🗘	Courtroom 🗘	Mode 🗘	Location 💠	Walt Time	Appearance		
	L CUNNINGHAM, Chr		Local Court	Coffs Harbour LC 1	Video	Goulburn Correctio	1-5 mins	Select 💌	-	Result
	💄 GREEN, Brett		Local Court	Coffs Harbour LC 1	Video	John Morony CC	1-5 mins	In progress 🔹	-	Result
	💄 REILLY, Colin		Local Court	Coffs Harbour LC 1	Video	John Morony CC	1-5 mins	In progress 💌	-	Result
	💄 SIMS, Dwayne		Local Court	Coffs Harbour LC 3	Video	John Morony CC	1-5 mins	ν.	-	
	💄 WILSON, Mark		Local Court	Coffs Harbour DC2	Video	Goulburn Correctio	1-5 mins	*	-	
	L CONNELL, Luke	2016/00315791	District Court		Cells	Grafton Intake and			-	Result
	💄 WILLIAMS, Peter	2017/00083932	District Court		Cells	Grafton Intake and				Result

# 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, an	d then sele	ect View S	chedule			
	🐝 NSW	Home Sch	nedules Accoun	t Contacts S	upport		✓ Keith Tru	ubridge KT
	Correctiv We Ke Last logged CREATE UPCOMING TODAY 5 AVL Appo 4 AVL Appo	e Services NSW Elcom ith Tru on 03/04/2018 12:03 am APPOINTMENT	e to . ubrid	JUST ge	CONT ATMENTS NEEDING A g: REYNOLDS, Marjor ional Centre id NSW + Tuesday 3	TTENTION IN THE NE	IXT 7 DAYS	
2	Check the <b>corr</b> Click <b>Appointm</b>	ect locatior Ient List	<b>ı</b> is display	ving from th	e bottom o	of the scree	en	
	A Welcome to JUST Connect	Junee Correctional Centre 11 - 17 Jun 2018	3	TODAY <			(?) Icon Glossary	CREATE APPOINTMENT
	Appointment List	MONDAY 11	TUESDAY 12	WEDNESDAY 13	THURSDAY 14	FRIDAY 15	SATURDAY 16	SUNDAY 17
	Week	Court N/A	Court N/A	Court N/A	Court N/A	Court N/A	Court N/A	Court N/A
	JUNE 2010         V         F         F         S         F           14         T         V         T         F         S         S           24         S         G         T         T         S         S         S           14         S         G         T         T         S         S         S           17         T         T         S         S         S         S         S           18         IO         S         S         S         S         S         S           20         S         S         S         S         S         S         S           10         IO         S         S         S         S         S         S	Family N/A	Family N/A	Family N/A	Family N/A	Family N/A	Family N/A	Femily N/A
	LOCATION AVL     Junee Correctional Centre     Amber Lsurel Correctional	Professional N/A	Professional N/A	Professional N/A	Professional N/A	Professional N/A	Professional N/A	Professional N/A

Step	Action									
3	The Co	urt appointments	will displa	ay at the top	of the screen					
	Wedne	<b>sday,</b> June 13	TODAY	< >	Icon Glossary     CREATE APPOINTMENT					
	Court (25					Search app	earances 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 •			
		L 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 💌 🚥			
		L 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.

<b>Tuesday,</b> March 20						(?) Icon Gl	ossary 🖶	VIEW CUSTO	DY LIST
My location Coffs Harbour Court $\vee$ in C	Coffs Harbour LC1 - 91160 🗸						Search appea	rances	Q
Active (9)									
Name 🗘	Case No.	Jurisdiction 🗘	Courtroom 🗘	Mode 🗘	Location 💠	Wait Time	Appearance		
💄 GREEN, Brett		Local Court	Coffs Harbour LC1 - 91160	Video	John Morony CC	1-5 mins	Select 💌		Result
💄 JOHNSON, Eddie		Local Court	Coffs Harbour LC1 - 91160	Video	Goulburn Correctional Centre	1-5 mins	Select *	-	Result
L REILLY, Colin		Local Court	Coffs Harbour LC1 - 91160	Video	John Morony CC	1-5 mins	Request *	¢	Result
💄 SIMS, Dwayne		Local Court	Coffs Harbour DC2 - 91158	Video	John Morony CC	1-5 mins			
💄 WILSON, Mark		Local Court	Coffs Harbour LC1 - 91160	Video	Goulburn Correctional Centre	1-5 mins	Select 💌		Result
CONNELL, Luke	2018/00071954	Local Court		Video	Grafton Intake and Transient Cent	11-20 mins	Select 💌	-	Result

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	<ul> <li>Contains a drop down list beside each person in-custody with appearance options. For Court Officers, these appearance options include</li> <li>Request <ul> <li>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'</li> </ul> </li> <li>Not required <ul> <li>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</li> </ul> </li> <li>Note: these options are outlined in the following table</li> </ul>				
Result	<ul> <li>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: <ol> <li>Adjourned</li> <li>Complete</li> <li>Still required</li> </ol> </li> <li>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.</li> </ul>				

# 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**

Wedn	<b>esday,</b> June 13	TODAY		? Icon Glossary	CREA	TE APPOINTMENT	
Court (2	25)				Search ap	pearances	ג
Time 🕈	Name 🕈	MIN/CIMS	Court Name 🗢	Courtroom	Wait Time	Appearance	_
	L REILLY, Colin	MIN 223204	Goulburn Court		1-5 mins 🔹	Select ·	
	L 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 💌	

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.

My location Burwood Court $\vee$ in Burwood 2 $\vee$							appearances		Q	
Active (37)										
Name ¢	Case No.	Jurisdiction 🗘	Courtroom 💠	Mode 🗘	Location 🖨	Wait Time	Appearance			
💄 BATZIOLAS, Ahmad	2018/00089056	Local Court	Burwood 2	Video	John Morony Correc	6-10 mins	Request 🔹	4	Result	
💄 AHMED, Fernando	2018/00143673	Local Court	Burwood 2	Video	MRRC	1-5 mins	Request 👻	¢*	Result	
💄 ATOR, Aaron	2018/00098642	Local Court		Video	Bathurst Correctiona	1-5 mins	Select 💌	-	Result	
💄 AUELUA, Michael	2018/00090772	Local Court		Video	MRRC	11-20 mins	In progress 🔻	-	Result	
💄 BOBAK, Nathan	2017/00333811	Local Court	Burwood 2	Video	Cessnock Correction	1-5 mins	Not required 🔹	120	Result	
L BOULOS, Shane	2018/00125221	Local Court		Video	Silverwater Women'	1-5 mins	Select 🝷	-	Result	
💄 CALLEJA, Grant	2018/00133397	Local Court	Burwood 2	Video	Silverwater Women'	1-5 mins	Still required 👻	-	Result	

The table below outlines the appearance options for each agency:

Appearance Status:	Actioned by:	Description :
Request	Court Officers	Used by <b>Court Officers</b> 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 <b>Court Officers</b> 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 <b>Correctives</b> or <b>Juvenile Justice</b> 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 <b>Correctives</b> or <b>Juvenile Justice</b> 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 <b>Correctives</b> or <b>Juvenile Justice</b> to notify Court Officers that the person in custody who was temporarily unavailable, is now available.
Result required	Correctives or Juvenile Justice	Used by <b>Correctives</b> or <b>Juvenile Justice</b> to request that Court Officers add the court result into JUST Connect.

Appearance Status:	Actioned by:	Description :
Complete	JUST Connect	Assigned by <b>JUST Connect</b> when a result has been recorded following a court appearance.
Reset	Court Officers	Used by <b>Court Officers</b> 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 <b>Custody Lis</b> only do this when you display the custody list	<b>it</b> page, and t log in, or if yo for your loca	then select ou change ation below	your <b>I</b> courtro	ocation, ro	om an View	d Jurisd Custody	iction (you <b>List</b> to
	Home Schedules <u>Custody List</u>	Account Contacts	Support				<b>~</b> R	enee Hammond R H
	Tuesday, March 27				(?) Icc	n Glossary	• VIEV	CUSTODY LIST
	My location Coffs Harbour Court House	∽ in Coffs Harbour LC 1 ∽				Searc	h appearances	Q
2	Locate the person in c	ustody from t	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 pe		Juy quickiy.					
	<b>Tuesday,</b> March 27				(?) Icon	Blossary	• VIEW	CUSTODY LIST
	My location Coffs Harbour Court House $$ in	Coffs Harbour LC 1 🗸				Search	appearances	Q
	Active (23)							
	Name 🗘 Case No.	Jurisdiction 🗘	Courtroom 🗢	Mode 🗘	Location 🗢	Wait Time	Appearance	
	L GREEN, Brett	Local Court	Coffs Harbour LC 1	Video	John Morony CC	6-10 mins	Select 🔻	. Result
	💄 JOHNSON, Eddie	Local Court	Coffs Harbour DC2	Video	Goulburn Correction	1-5 mins	Request	
	L REILLY, Colin	Local Court	Coffs Harbour LC 1	Video	John Morony CC	1-5 mins	Select 👻	. Result
	💄 SIMS, Dwayne	Local Court	Coffs Harbour LC 1	Video	John Morony CC	1-5 mins 🔻	Select 🝷	- Result
		Local Court	Coffs Harbour I C 1	Mielee		1 E maine 💌	Select 🔻	
	WILSON, Mark	Local court	constrained 201	VIGEO	Goulburn Correction	1-5 mins -		_ Result
	BUCHANAN, Peter 2018/00020134	Local Court		Video	Mid North Coast Cor	11-20 mins	▼ Select ▼	_ Result

Step	Action								
3	Select the <b>drop down arrow</b> in the <b>Appearance column</b> for the person in custody. Then click <b>Request</b> .								
	REILLY, Colin		Local Cou	rt Coffs H	larbour LC 1	Video J	ohn Morony (	CC 1-5 mins	Select 🔻
	💄 SIMS, Dwayne		Local Cou	rt Coffs H	larbour LC 1	Video J	ohn Moror	Request	Î
	💄 WILSON, Mark		Local Cou	rt Coffs H	larbour LC 1	Video G	Goulburn C	lot required	
	L BUCHANAN, Pet	ter 2018/00020134	Local Cou	rt		Video N	1id North( <sub>S</sub>	itill required	-
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.								
4	When the Correctional Officer sees a Request in JUST Connect, they must update the <b>Appearance column</b> to read ' <b>in Progress</b> '. 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.								
	Active (23)								
	Name 🗘	Case No. Ju	urisdiction 🗘	Courtroom 🗘	Mode 🗘	Location 🗘	Wait Time	Appearance	
	💄 GREEN, Brett	L	ocal Court	Coffs Harbour LC 1	Video	John Morony CC	6-10 mins	Select 💌	- Result
	💄 JOHNSON, Eddie	L	ocal Court	Coffs Harbour DC2	Video	Goulburn Correction	1-5 mins		
	💄 REILLY, Colin	L	ocal Court	Coffs Harbour LC 1	Video	John Morony CC	1-5 mins	In progress 👻	- Result
## 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 screen to locate the person in custody quickly. Click <b>Result</b> .								of the	Э
	Tuesday, Mar	ch 06				(?) Icon (	Blossary	VIEW	CUSTOD	Y LIST
	My location Griffith $\vee$ i	n Griffith LC $\vee$					Search	appearances		<u> </u>
	Active (6)									
	Name 🜩	Case No.	Jurisdiction 🗘	Courtroom 🗘	Mode 🗘	Location 🗢	Wait Time	Appearance		
	BARBER, Reuben		Children's Court	Griffith PS1	Video	Frank Baxter Juvenil	11-20 mins	Select 👻	-	Result
	SREEN, Brett		Local Court	Griffith LC	Video	John Morony CC	1-5 mins	Select 👻	-	Result
	💄 JOHNSON, Eddie		Local Court	Griffith LC	Video	Goulburn Correction	11-20 mins	Select 👻	-	Result
	REILLY, Colin		Local Court	Griffith LC	Video	John Morony CC	1-5 mins	Select 👻	-	Result
	💄 SIMS, Dwayne		District Court	Griffith DC	Video	John Morony CC	1-5 mins	Select 🔻	-	Result
	💄 WILSON, Mark		Local Court	Griffith RW	Video	Goulburn Correction	1-5 mins	Select 🔹	-	Result
2	A pop up wind Select the res Click <b>Save</b> .	dow will dis ult from the	play. e options o	n screen:	Adjourr	ned, Compl	ete, St	till requi	red.	
	Lange CALDERWOOD, Jon	2017/00001234-000	District	Court 4	Video	MRRC	1-5 mins	Requested	• 0	Result
	LIGNATOWSKI, Jon	2017/00001234-000	Local		Add Result				×	lesult
	LINNOCENT, Jon	2017/00001234-000	Local		Please select a	result below				esult
	🔔 JOHNSTON, Jon	2017/00001234-000	Supreme	Court 2	Adjourne	d Complet	e (	Still required		
	L MANN, Jon	2017/00001234-000	Local							esult
	MACFARLANE, Jon	2017/00001234-000	District					SAVE	E	esult
	QUESENBERRY, Jon	2017/00001234-000	Local	Court 1						
	•		~		A 11					m

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.								dy from
	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.						edures, s, he official		
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 complete appearance and set the result to 'Still required'							∍r result. ng a ∍mpleted	
	Name 🗢	Case No.	Jurisdiction 🗘	Courtroom 🗘	Mode 🗘	Location 🗘	Wait Time	Appearance	
	L REILLY, Colin		Local Court	Griffith LC	Video	John Morony CC	1-5 mins	Select 🝷	- Result
	💄 SIMS, Dwayne		Local Court	Griffith RW	Video	John Morony CC	1-5 mins	Request	-
	Complete (1)								
	Name 💠	Case No.	Jurisdiction 🗘	Courtroom 🗘	Mode 🗘	Location 💠	Wait Time	Appearance	
	💄 GREEN, Brett		Local Court	Griffith LC	Video	John Morony CC	1-5 mins	Complete	Sedit

# 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 <b>Appointment List</b> page, and review the court appearance list Locate the person in custody and click the <b>drop down list</b> in the <b>Wait time column</b> beside that person's name						
	John Morony CC <b>Tuesday,</b> April 03	TODAY	() Icon Glossary				
	Court (11) Time Name	MIN/CIMS Location Courtroom	Search appearances Q Wait Time Appearance				
	🕐 10:30 am 😩 REILLY, Colin	MIN 234567 Interstate Court/Tribunal or Interjuris	1-5 mins • Select • ···				

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'						
	unal or Interjuris	-	1-5 mins 💌				
		QSLC SCI3A A - 9138	1-5 mins		A		
	House	Sydney Central 2	6-10 mins				
	se	-	11-20 mins		•		
3	The wait time will	be update in real tim	e in the Court Offi	cers JUST Co	nnect Custody List		
	John Morony CC <b>Tuesday,</b> April 03	TODAY (	>	C	) icon Glossary		
	Court (11)						
	Time Name	MIN/CIMS	Location	Courtroom	Wait Time		
	🔘 10:30 am 💄 REILLY, Co	olin MIN 234567	Interstate Court/Tribunal or Interjuris	-	6-10 mins		

## 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 Appoint of 'Request'. Note the bottom of the 'requested' inmat computer.	tment List p e that wher list (this wi res will disp wn list and	bage, locate all person a request is made all be changed to the blay in a blue box, ar select the option the	ons in custody w by a Court Office top of the list in nd an noise alert	ith an Appea er, that inmat coming relea will play thro	rance status e will move to ases), so all ugh your
	Following standa	rd busines:	s processes, move a	all requested pers	sons in custo	dy from the
	AV holding area	and place t	hem into the AVL su	uite		,
	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 SCI3A A - 91387	1-5 mins 🔹	Result required 🔹
	LISON, David	MIN 244960	Sydney Central Court House	Sydney Central 2	11-20 mins 🔹	Request 🔹
	Land BAR, Daniel	MIN 3456789	Sydney Central Court House	Sydney Central 2	1 In progress	^
	LANNA, Andy	MIN 578823	Blacktown Court House	-	1 Unavailable	
	L KOBEISSI, Hussein	MIN 517442	Waverley Court House	-	1 Result required	Ţ
2	The Court Officer this person in cus	s JUST Co stody to ref	onnect Custody List lect the option selec	will now show the ted in step 1 abo	e appearanc ve	e status for
NOTE	Please note you from Court Office	may need t rs	to scroll to the botto	m of your list to v	iew any new	requests

## 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 <b>bold</b> text on the Court Appointment List page						
1	Review the Court Appointment List page and locate any <b>complete court appearances</b> Click the <b>name</b> of the person in custody						
	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 1-5 mins • Select • •••						
	🛇 11:11 am 🔔 REILLY, Colin MIN 234567 Supreme Court QSLC SCI3A A - 91387 1-5 mins Complete *						
	🛇 01:30 pm 🙎 SIMS, Dwayne MIN 34587 Sydney Central Court House Sydney Central 2 8-10 mins * Complete * 🧭						
L	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 <b>Back</b> to return to the Appointment List page						
	< Back Local Court - SIMS, Dwayne						
	When     Agenda     Status       Tuesday, April 03, 2018     Court (Video)     Scheduled       01:30 pm - 02:00 pm     Local Court       Hearing						
	SIMS, Dwayne Result           Matter Completed - Refer to OIMS or Sentence Admin for all case results						
	Attendees						
	Court     Sydney Central Court House     Sydney Central 2 (Dial: 91424)						
	SIMS, Dwayne MIN 3456789 Correctional Inmate John Morony CC John Morony CC - Phone and Video (Mix						

Action						
Comple locatior view th	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					
John Morony Tuesd	<sub>cc</sub> <b>ay,</b> April 03	TODAY	>	(?) Icon Glossary	G	
Court (1	2)				Search appe	arances Q
Time	Name	MIN/CIMS	Location	Courtroom	Wait Time	Appearance
<b>()</b> 10:30 am	💄 REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris		6-10 mins	Select • ····
() 11:11 am	2 REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1-5 mins	Complete 🔹 📀
In some status, black te	■ siMS, Dwayne e instances, the to ' <b>Still requir</b> ext, and will ha	e result may ed'. In this ir ve the appea	be changed by a nstance the perse arance status list	a Court Officer f on in custody wi red as 'Still requ	from a ' <b>Co</b> ill display a ired'. The	mplete' as standard Correction
In some status, black te Officer status i	e instances, the to ' <b>Still requir</b> ext, and will ha will need to en s updated aga	e result may ed'. In this ir ve the appea isure the per in.	be changed by a stance the persearance status list reson in custody re	a Court Officer f on in custody wi red as 'Still requ emains in the A'	From a ' <b>Co</b> ill display a ired'. The V holding a	complete ' mplete' as standard Correctiona area until th
In some status, black te Officer status i	e instances, the to ' <b>Still requir</b> ext, and will ha will need to en s updated aga	e result may ed'. In this ir ve the appea sure the per in.	be changed by a nstance the perse arance status list rson in custody re	a Court Officer f on in custody wi ed as 'Still requ emains in the A'	From a ' <b>Co</b> ill display a ired'. The V holding a	Complete ' mplete' as standard Correctiona area until th ATE APPOINTMENT
In some status, black te Officer status i John Morony Tuesda Court (12 Time	e instances, the to ' <b>Still requir</b> ext, and will ha will need to en s updated aga cc ay, April 03 2)	e result may ed'. In this ir ve the appea sure the per in.	be changed by a nstance the perse arance status list rson in custody re	a Court Officer f on in custody wi red as 'Still requ emains in the A' () Icon Glossery	From a ' <b>Co</b> ill display a ired'. The V holding a	Complete ' as standard Correctiona area until th ATE APPOINTMENT Opearances Q Appearance
© 01:30 pm status, black te Officer status i John Morony Tuesda Court (1) Time © 10:30 am	e instances, the to ' <b>Still requir</b> ext, and will ha will need to en s updated aga cc ay, April 03 2) Name REILLY, Colin	e result may ed'. In this ir ve the appea sure the per in. TODAY	be changed by a nata control court House be changed by a nata control court of the persent and	Eydney Central 2 a Court Officer f on in custody wi red as 'Still requi emains in the A' () Icon Glossery Courtroom	Trom a 'Co ill display a irred'. The V holding a Search a Wait Time 6-10 mins	Complete ' mplete' as standard Correctiona area until th ATE APPOINTMENT Appearance Select •
© 01:30 pm status, black te Officer status i John Morony Tuesda Court (12 Time ◎ 10:30 am ⓒ 11:11 am	sinstances, the to ' <b>Still requir</b> ext, and will ha will need to en s updated aga cc ay, April 03 2) Name REILLY, Colin	e result may ed'. In this ir ve the appea sure the per in. TODAY	be changed by a patance the persent and the p	eydney Central 2 a Court Officer f on in custody wi ed as 'Still requi emains in the A' () Icon Glossery Courtroom is_, - OSLC SCI3A A - 91387	Trom a ' <b>Co</b> l ill display a ired'. The V holding a Search a Wait Time 6-10 mins 1-5 mins	Complete · · · · · · · · · · · · · · · · · ·

# 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 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
  - o 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.

lack	Account settings: David Boyd Legal Aid NSW + Sydney Legal Aid + VIN: 123457 + CIMS: 9870	UPDATE SETTING
	Manage your personal account sett	ings here
	Name	Contact details
	First Name	User Name / Email Address*
	Boyd	49283900
		Mobile number
		041234567
	Andere on any email notifications     Andere on and SH4 notifications     Andere on ontifications     Receive no notifications  Email notification address*  devid boyd@mailinitor.com  Manage your JUST Connect Password	ord here
	Change password	_
	New password	

## **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.

chedules Account Contacts Support	Terms & Conditions Vavid Boyd
Account settings: David Boyd Legal Aid NSW + Sydney Legal Aid + VIN: 123457 + CIMS: 9876543	UPDATE SETTINGS
Manage your system notification preferences here	
Receive only SMS notifications     Receive only email notifications	
Receive only SMS notifications     Receive only email notifications     Receive both email and SMS notifications     Receive no notifications	
Receive only SMS notifications     Receive only email notifications     Receive both email and SMS notifications     Receive no notifications Email notification address*	

### Examples:

Appointr	nent is Created	Pending	Pending Appointment Accepted		
N		$\odot$			
YOU APP	HAVE A NEW OINTMENT	PEN HAS AND	DING APPOINTMENT BEEN ACCEPTED IS NOW		
WITH WHEN TYPE PURPOSE WHERE DIAL IN	Norman DESILVA (MIN 911093) David BOYD Tuesday, 29/05/2018 - 10:00am to 11:00am Correctional Meeting (Video) Conference with Client Bondi Legal Aid, BJ.1.23 You will receive dial-in details in the appointment reminder email on the day of appointment.	Updated by Alan PAOL, Juv alan paol@mailit			
Please come to Bondi Legal Aid 1 Beach Street, Contact: 02 111 Click here to vie	9 Sydney, NSW, 2000 1 2222 w map	WITH WHEN TYPE PURPOSE	Dayne HANCOCKS (CIMS 2345678) (Dial: 91614) David BOYD (Dial: 10110) James LANGRIDGE Lisa LAWSON (Dial: 12123) Monday, 28/05/2018 - 2:45pm to 3:00pm Correctional Meeting (Video) Private Legal Matter		
APPOINTMENT For more infor David BOYD, Le david boyd@ma	mation contact gal Aid NSW allnator.com	To view or edit	T NOTES this appointment, visit: connect_justice_nsw.gov.au/schedules/summary?id=5b0b85195cefd3000fcecfd4		
		For instructions http://www.com Conferencing/II	s on dialling in, visit: ediveservices justice nsw.gov.au/Pages/CorrectiveServices/AVL-Video- nstructions-to-Connect.aspx		

ppointm	nent has been edited	Cancelled Appointment				
<u>+c</u>		(!)				
APP	OINTMENT	APPOINTMENT				
UPD	ATED	CANCELLED				
Updated by Kim FLETCHER kim fletcher@m	R, Legal Aid NSW ailinator.com	Cancelled by Kim FLETCHER Kim.fletcher@m	. Legal Aid NSW allinator.com			
WITH WHEN TYPE PURPOSE WHERE	Norman DESILVA (MIN 911093) David BOYD Tuesday, 29/05/2018 - 10:00am to 11:00am Correctional Meeting (Video) Conference with Client Alison Location, AF room 2 BJ-1-23	Cancellation R Suite no longer	eason available			
Please come to Alison Location Level 7, 220 Pa Contact: 12345 Click here to vie	o icific Hwy, Crows Nest, NSW, 2065 6789 ew map	WITH WHEN TYPE PURPOSE WHERE	Norman DESILVA (MIN 911093) David BOYD Tuesday, 29/05/2018 - 10:00am to 11:00am Correctional Meeting (Video) Conference with Client Alison Location, 45 room 2			
-		HIERE	Pason Loosini, Partonin L			
APPOINTMENT	TNOTES					
To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b0b53c69b88f8000f96b5ae		APPOINTMENT NOTES				
For instructions http://www.com Conferencing/Ir	s on dialling in, visit: ectiveservices justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video- nstructions-to-Connect.aspx	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 <b>Appointment List</b> . Click the <b>Print icon</b> in the top right corner of the screen.								
	Welcome to JUST Connect Appointment List Day	oriffen Tuesday, December 05 Scheduled (3)	REATE APPOINTMENT						
	Week         C         >           M         T         W         T         F         S         0           27         28         29         30         1         2         3         4         5         6         7         8         9         10         11         12         13         14         15         16         17	III:30 am       A HMAD, Hassan ()       MIN 91007       Bathurst CorrectionCourt (Video)       Image: PINACOLADA, Carla +1       Oriffith DC         Image: Display the state of the stat	 Griffeth						
	18       19       20       21       22       23       24         25       26       27       28       29       30       31         1       2       3       4       5       6       7         LOCATION AVL       V <ul> <li>oriffith</li> <li>Coffs Harbour</li> </ul> Coffs Harbour	🛇 2:15 pm 🔔 AHHAD, Hassan 🚱 MIR 911007 Court (Video) 🏩 PINACOLADA, Carla Person in Cu	stody N O ····						
3	The <i>PDF docur</i> Click on the <b>doc</b> document.	nent downloads. wnloaded document at the bottom left of the screen to open t	he						

	The Appoint This list dis All appo Shows a The per Type of Location	<i>itments List</i> plays: bintments for all attendee' son in-custo Appointmer n of court an	document r the select s for each ody housin nt (eg Vide id family/fi	displays. eted day (to appointm g location eo, Phone) riend appo	op of PDF do ent and their with appoint intments	ocument) location. ment roor	n	
	APPOINTMENT L	IST		GRIFFITH				
	Scheduled (2	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	i)						
	9:30 am	REILLY, Colin	MIN 2	34567	Court (Video)	PINACOLADA, Griffith	Carla +1	Suite no longer available
	10:00 am	REILLY, Colin	MIN 2	34567	Family and Friend (Video	) REID, Jackie Griffith		Suite no longer available
12:30 pm		GREEN, Brett	MIN 1	23456	Court (Video)	PINACOLADA, O	Carla +1	Suite no longer available
	12:45 pm	GREEN, Brett	MIN 1	23456	Court (Video)	PINACOLADA, Griffith	Carla +1	Suite no longer available
	4:15 pm	GREEN, Brett	MIN 1	23456	Court (Video)	PINACOLADA, Griffith	Carla	Suite no longer available
	© Copyright Department of J This document is confidential	Page 1 of 1						

# 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**



## **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.

Justice	it Justice   Media	α news   r	orms, tees	Search		SEARCH
Preventing or Reporting Crime	ces Courts & C Tribunals S	Corrective Services	Juvenile Justice	For Students & Legal Profession	Legal & Regulatory Information & Services	Life Events
Justice Home > Corrective Services					isten 🕨 📥 A	A Normal
Corrective Services Correctional Centres Community Corrections Parole Programs and services	JUST Con This page provides For further inform: Contact us - JUS' email: justconner phone: 02 8759 00 Support Mat JUST Conn JUST Conn JUST Conn Support for Support	T Connect S T Connect S T Connect S Ct@justice.n 010 terials r Corrective r Juvenile Jur r Legal Aid u r Courts and r ODPP user r private pro r other users Asked Ques	Support Tea Support Tea Support Tea sw.gov.au ides Services use store users users I Tribunal Ser s ofessional use s of JUST Cor itions	rs vices users mect	or current users of JUST ss <i>click here</i> .	Connect.
	JUST Connect U	Jser Guide	5			
	JUST Conne	ect Overview	Managers Lie	er Guide		

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