

JUST Connect and Video Conferencing

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

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

Attendee	YIN	Professional	Narcotics Anonymous	Room
NEILSON, Naomi	YIN 458789	Professional	Narcotics Anonymous	Brown Room
GREEN, Brett	MIN 123456	Correctional Institute	John Morony Correctional Centre	Any
REILLY, Colin	MIN 234567	Correctional Institute	John Morony Correctional Centre	Any

Below the table is a "+ ADD ATTENDEE" button. At the bottom is a calendar grid for Friday, 01 November, showing the appointment time slot from 09:45 am to 10:15 am. The grid shows the appointment is scheduled for the time slot 09:45 am to 10:15 am.

Creating a 'Group Therapy Session' using JUST Connect

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

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

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

Group Therapy Sessions conducted using JUST Connect will involve the following

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

Appointment status

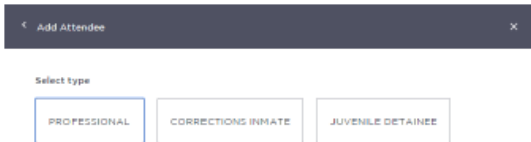
- All appointments will be placed in **pending** status until confirmed by CSNSW
- Appointments for next business day requested after 3pm, or appointments requested for the same business day, are considered last minute requests and will NOT be automatically scheduled. These requests will be in 'Pending' status and require a Correctional Services Officer or Juvenile Justice Officer to review and then Accept or Decline the appointment

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Step **Action – Creating an appointment through JUST Connect**

4 The *Add Attendee* pop-up displays.

Select the Type of attendee. Note that attendees can be added to the appointment in any order. If you select an Inmate or Detainee, you will then need to enter either their MIN number or CIMS number.



The screenshot shows a dark grey modal titled "Add Attendee". Below the title is a label "Select type" followed by three light blue rectangular buttons: "PROFESSIONAL", "CORRECTIONS INMATE", and "JUVENILE DETAINEE".

5 The attendee has been added.

Click **Add Attendee** until you have added all attendees to the appointment.

The system will automatically assign a date, time and room at the relevant location. Edit the date or time by clicking the relevant box, or the location or room number by selecting the arrow beside the default selection.

If required, you can change the appointment owner, or indicate an interpreter will be present in the appointment from this screen.

Please note that if you are using a personal device to conduct your conference, please choose “own device” from your location drop down menu.



The screenshot shows the "Appointment Details" page for "GREEN, Brett - John Morony CC". At the top right is a red-bordered button labeled "SAVE APPOINTMENT". Below the header is a section titled "Attendees & Time". Under "APPOINTMENT OWNER", there's a dropdown menu set to "DO: Linn". To its right, three boxes show "DATE" as "12/18/2017", "TIME" as "02:30 pm", and "TO" as "03:00 pm"; these three boxes are highlighted with a red rectangle. Below this is a table with columns: "ATTENDEE ROLE", "LOCATION", "COMMUNICATIONS LOCATION", "OFFICE MEMOY CC", and "INFO". The first row lists "Brett Green" as the role, "1001/CLERK" as the location, "Communications Location" as the communications location, "John Morony CC" as the office memo, and "Info" as the info link. A second row is partially visible below it. At the bottom left is a red-bordered button labeled "+ ADD ATTENDEE". At the bottom right, there's a dropdown menu for "Conference Room/Meeting Device" currently showing "LJWC101" and another dropdown for "LJWC101".

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Step	Action – Creating an appointment through JUST Connect
6	Enter the VMR number provided to your agency into the Appointment Notes field. These will be visible to all attendees and noted on the appointment reminders, this is required for all attendees, including inmates, to dial into the same location. Appointment Notes Information entered into this section will be included in notifications to attendees. Please dial into "*****5justice.nsw.gov.au" to connect to this group therapy session.
7	Once you have completed all the details, click Save Appointment. The appointment will now display as <i>pending</i> in the schedule. Attendees will be notified of the appointment by email and further notified once appropriate checks have been conducted by CSNSW staff and confirmed the session can take place. 