

JUST Connect

On the Job Workbook

Juvenile Justice



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Introduction

Aim

The aim of this training is to provide you with information and knowledge on how to use the JUST Connect online scheduling system.

Objectives

At the end of this session participants will be able to:

- Understand what the AVL project is (at a high level)
- Operate JUST Connect to make appointments
- Manage and edit appointment details
- Understand how notifications are sent/viewed
- Know where to find support contacts and material

There will be no formal knowledge review; however there are system based activities that will allow you to put into practice the knowledge learnt.

Using Workbook

This workbook has been designed for use as a self-paced training workbook, and it can also be used to conduct face to face training.

A training environment with training accounts has been provided (refer to Appendix 1 for details). You may select anyone of the training accounts to complete activities in this workbook.

Each training account lists username log-in and password, detainees which can be added when creating appointments (correctional meeting & assessments).

Please keep in mind the training accounts may be used by multiple people simultaneously. This may lead to some time slots not being available when creating appointments. If this occurs, please selected an alternative time and/or date.

What is JUST Connect?

JUST Connect is a web-based system enabling video conferencing collaboration, coordination and connection to the Department of Justice.

JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and court appearances.

About the AVL Project

JUST Connect has been developed by the NSW Department of Justice Audio Visual Links Consolidation Project (AVL Project).

The AVL Project is a Department wide project, working with all Justice agencies and the wider justice sector.

The Project aims to expand access to AVL, enhance business processes and to provide support systems to optimise use of AVL across the Justice community.

The Project is expanding the AVL network to:

- increase the number of courts with AVL conferencing capabilities
- increase video capacity at Juvenile Justice Centres and Correctional facilities for court appearances, legal and professional interviews and family visits
- enhance video conferencing capabilities and access for professionals
- provide enhanced capability for witnesses to give evidence over the internet from overseas, interstate and remote regional locations
- provide a support system to enhance coordination, communication and connection across the network and the wider Justice community

System requirements

Please note that JUST Connect is only supported by the following web browsers:



Google Chrome v56 or above



Internet explorer v11 or above

Logging into JUST Connect

The JUST Connect system requires you to enter a username and password.

Juvenile Justice Staff:

- Use your work email address for username and your normal network password.
- As an agency user they will have access upon entering their email address and network (single sign-on) password. However, they will need to be on boarded and assigned a role and permissions for their agency and location in order to use JUST Connect.

Re-set your password:

Your JUST Connect log-in is linked to your network password. If it needs to be reset, you should contact your normal IT support.

Roles and Permissions

All JUST Connect users will be assigned a role and permissions. Please refer to the tables below for a detailed overview.

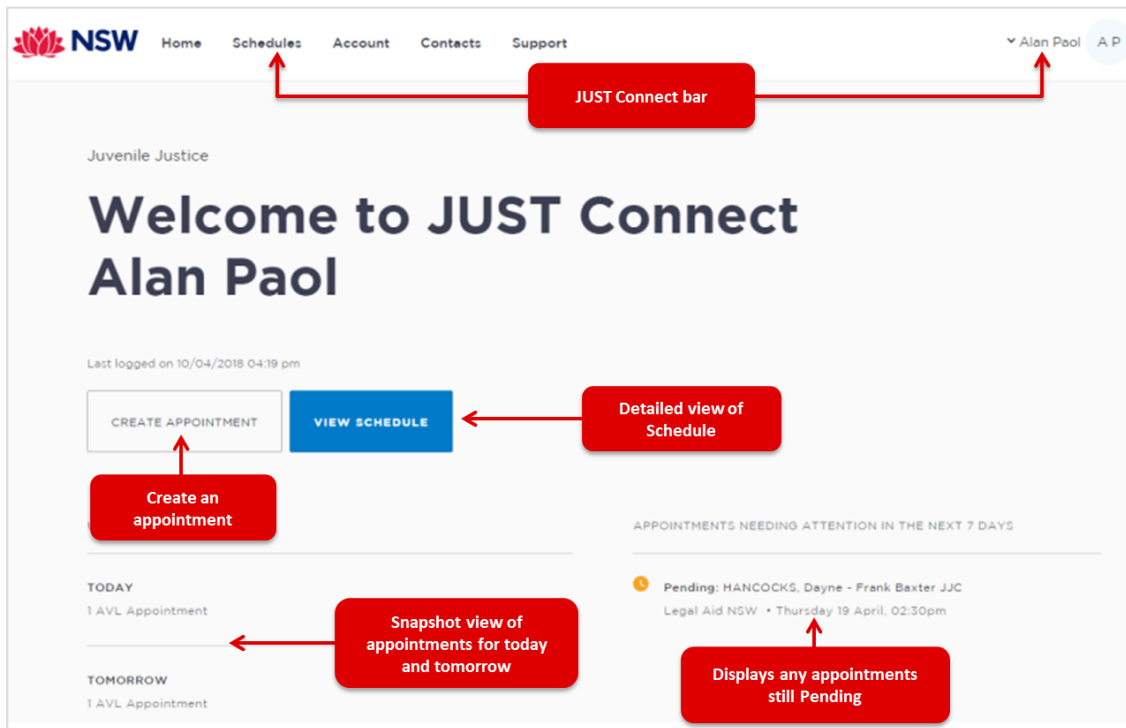
JUST Connect Roles	Assigned to Position
System Administrator	AVL Project
Location(s) Manager	AVL Supervisor, Assistant Manager Community
Location Staff	Juvenile Justice staff
User	Professional Lawyer; Medical Practitioner
Guest user	Guest Professionals and Guest Family/Friends who will not use (log in to) JUST Connect. Guest users may receive email and SMS notifications but will not otherwise interact with JUST Connect.

Permissions	System Admin	Location Manager	Location Staff	User
Manage all users for all locations within their agency.	✓	✗	✗	✗
Manage facilities (rooms/devices) for all locations across any agency.	✓	✗	✗	✗
Manage facilities (rooms/devices) for all locations within their agency.	✓	✗	✗	✗
Manage users – allocating locations and roles to any user (from any agency)	✓	✗	✗	✗
View, create, edit or cancel appointment for any location within an agency.	✓	✗	✗	✗
Manage users – allocating locations and roles (excluding system admin) – for any user within their agency.	✓	✗	✗	✗
Manage users – allocating locations and roles (excluding System Admin and Agency Admin) – for any user at their particular location(s).	✓	✓	✗	✗
View, create, edit or cancel appointment for a particular location within an agency on behalf of a colleague.	✓	✓	✓	✗
View, create, edit or cancel appointment they are involved in	✓	✓	✓	✓

Home Page

View the Home page

Once you have logged into JUST Connect the Home page is displayed.



The Home page contains the following:

- **JUST Connect bar** will always display at the top of every page regardless of which area you are viewing and contains links to the following;
 - **Home** – returns to the Home page
 - **Schedule** – displays the schedule page enabling you to view and manage appointments
 - **Contacts** – displays a list of location names, their address, map and contact details
 - **Log-in Name** – click drop-down arrow to log out
- Shows your **Log in name** and **Location**
- **View Schedule** button – displays the schedule page with all appointments.
- **Create Appointment** button – displays New Appointment page enabling you to schedule an appointment
- **Upcoming** – provides a snapshot of your appointments for today and tomorrow.
- **Appointments needing attention** – Displays pending appointments in the next 7 days. To view appointment details click on the appointment.

Activity 1 – Log-in and Navigate

Refer to Appendix 1 for Training Accounts log-ins and Juvenile Detainee name and CIMS.

Instructions	Open Google Chrome and enter the following URL: https://training.justconnect.justice.nsw.gov.au Log-in using JJ AVL Officer log-in Refer to Training Accounts (Appendix 1) for the username and password.
	Using the training account provided log-in to the training environment for JUST Connect and explore the following areas: • Home page • Schedule ○ Appointment list ○ Day view ○ Week view Note: • There may be limited data in the system depending on when the latest data refresh occurred. • You will revisit viewing and using schedule after you have created appointments.

Notes:

Appointments

Appointment Types

Juvenile Justice staff are able to book and/or manage the following types of appointments:

Types of Appointments	Description
Correctional Meeting (eg Case Conference or Meeting)	Book and/or manage appointments on behalf of a legal professional with a detainee. Book and/or appointments with a detainee which includes yourself and/or a colleague.
Correctional Assessment (eg Background reports)	Book and/or manage appointments on behalf of a caseworker with a detainee.
Peer	Book an appointment with colleagues and/or peers, can be used for meetings, conference, interviews, training etc. Appointment can be within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames.
Family and Friends	Caseworkers are able to book and/or manage appointments on behalf of Family and Friends with a detainee.
Court	An AVL Officer is able to book and/or manage interstate Court/ Tribunal or Interjurisdictional appointments.
Compassionate Visit	A Correctional Officer is able to book and/or manage on behalf of family and friends with a person in-custody

Note: The type of appointments that you can create and/or manage is dependent on your user profile, role and permissions.

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 from CIMS. The location will not be updated until the person in-custody reaches their final destination. JUST Connect will return a message telling you to contact JUST Connect in these instances.

If a person in-custody goes into transit at a time when the appointment is scheduled, the appointment will remain in place within JUST Connect until the new location is updated in CIMS.

When CIMS 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 detainees are attending the same appointment, and at least one of the detainee has gone into transit.

Interpreter service

The interpreter service in JUST Connect flags that an interpreter will be present at the appointment.

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 appointment.

Appointment Status

All appointments in JUST Connect are assigned a Status. The status applied to appointments is based on the following:

- Type of appointment
- If appointment includes an detainee (Juvenile Justice)
- When the appointment is created (date and time) and when the appointment is to occur (date and time).

Appointment Status	Description
Pending	All appointments made with a detainee will be given a status of Pending . These appointments must be accepted or declined by an AVL Officer.
Scheduled	Appointments made by Court, Supreme Court, and NCAT are automatically given a status of Scheduled.
Cancelled	A scheduled or pending appointment has been cancelled. All attendees (excluding detainee) 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 has been accepted by an AVL Officer.
Declined	The Pending appointment has been declined by the AVL Officer.
Did not Occur	A scheduled appointment that did not take place can be marked by an AVL Officer as 'Did not occur'.

Creating Appointments

Juvenile Justice staff are able to book and/or manage the following types of Professional appointments:

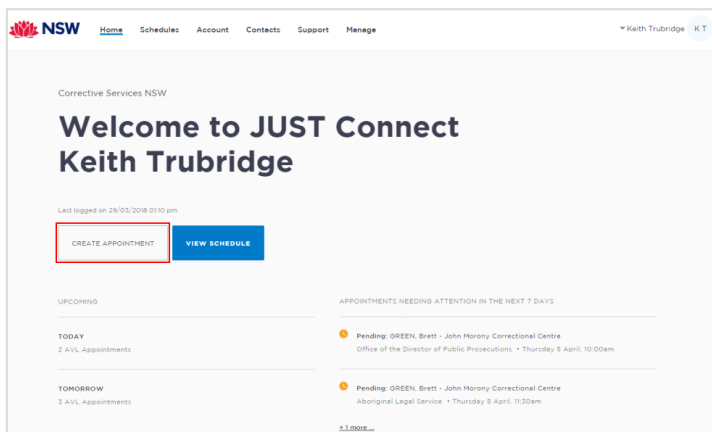
- Correctional Meeting (legal professional with a detainee)
- Correctional Assessment (background report with a detainee)
- Family and Friends (caseworker make appointments for family and friends to visit detainee)
- Peer to Peer (intra or inter-agency, for purposes of meetings, interviews or training)

Note: The type of appointments that you can create and/or manage is dependent on your user profile, role and permissions.

Creating Correctional Meeting or Correctional Assessment

Steps

1. From the **Home** page or **Schedule** page; click on the **Create Appointment** button



2. Complete the Agenda details by clicking the **drop-down** arrow and selecting required option for:

- Appointment Type: Correctional Meeting or Correctional Assessment
- Mode: Video for AVL (or Phone; or In person)
- Purpose: options vary depending on the appointment type selected

A screenshot of the 'New Appointment' form. The form has a title 'New Appointment' and a 'SAVE APPOINTMENT' button. The 'Agenda' section contains three dropdown menus: 'Appointment type' (set to 'Correctional Meeting'), 'Mode' (set to 'Video'), and 'Purpose' (set to 'Conference with Client'). Below these, there is a 'SAVE AS DEFAULT' button (highlighted with a red box) and a link 'What does this mean?'. At the bottom, there is a '+ ADD ATTENDEE' button.



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 arrows, and then click the **Save as Default** button.

3. Click **Add Attendee** button, displays Add Attendee prompt. Select from the following options:

- Professional (Correctional Meeting - Legal or Correctional Assessment - Medical)
- Detainee

a. **Adding a Professional:**

- Click **Professional** button, then click in field and start entering the professional's name or enter their CIMS number or email address.

- Displays drop down list, click on **name** required.

Note:

- If you are unable to find the professional you can add them as a **Guest Attendee** provided they have a **valid CIMS** number (refer to the section 'Add a Guest Attendee' to an appointment within this document).
- More than one professional can added to an appointment; repeat this step to add another professional.
- The system automatically assigns a Professional as the Appointment Owner; this can be changed to another professional if required.

b. **Adding a detainee:**

- Click **Add Attendee** button, then click **detainee** button.
- Enter the detainee's **CIMS** number (you must use their CIMS number – 7 digits)
- Displays drop down list with detainee's name, CIMS and location, click **Select** button.

< Add Attendee: Juvenile Detainee X

Results

	HANCOCKS, Dayne	CIMS 2345678	Frank Baxter JJC
--	-----------------	--------------	------------------

< SEARCH AGAIN **SELECT**

Ensure you check that the **correct** detainee details are returned, if it is **incorrect** click **Search Again** button and enter the correct CIMS number.

HANCOCKS, Dayne - Frank Baxter JJC **SAVE APPOINTMENT**

Attendees & Time

Appointment owner: BOYD, David Date: 23/04/2018 From: 01:00 pm To: 01:30 pm

	HANCOCKS, Dayne	CIMS 2345678	Juvenile Detainee	Frank Baxter JJC	Baxter JJC Professional2	
	BOYD, David	VIN 888885		Parramatta Legal Aid	Any	

+ ADD ATTENDEE [Interpreting Services required?](#)

Note: To **remove** an attendee from appointment click on the **bin icon** at the end of the record.

4. **Date and Time:** defaults to today's date and current time.

- To change click in the **Date, From, To** fields and adjust as required.

HANCOCKS, Dayne - Frank Baxter JJC

Attendees & Time

Appointment owner

BOYD, David

Date: 23/04/2018

From: 01:00 pm

To: 01:30 pm

APRIL 2018

M T W T F S S

26 27 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 3 4 5 6

HANCOCKS, Dayne CIM5 2345678

BOYD, David VIN 888885

+ ADD ATTENDEE

Interpreting Services req

Frank Baxter JJC

Parramatta Legal Aid

The schedule timeline will show:

Available – displays the time in **green**.

Not available - displays the time in **grey diagonal lines**.

Clash – displays the time in **red**.

Monday, 23 April	am	07:45 am	08:00 am	08:15 am	08:30 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	10:45 am	11:00 am
> Frank Baxter JJC															
BOYD, David															
> Parramatta Legal Aid															

5. **Location and Rooms:** JUST Connect automatically allocates available room based on the location and the selected date and time.

- If required click on **down arrow** next to the room name and number and select required room option.

HANCOCKS, Dayne - Frank Baxter JJC

BOYD, David

Date: 23/04/2018

From: 09:15 am

To: 10:00 am

SAVE APPOINTMENT

HANCOCKS, Dayne CIM5 2345678

BOYD, David VIN 888885

Frank Baxter JJC

Parramatta Legal Aid

Baxter JJC Professional2

Baxter JJC Professional1

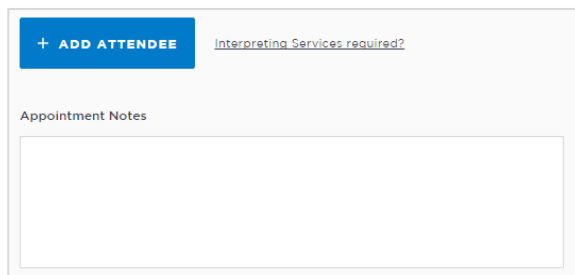
Baxter JJC Professional2

Interview room 1

6. Appointment Notes

This is a free text field and it is important that the relevant case information is entered.

- Click in the **Appointment Notes** field and enter **case information**.

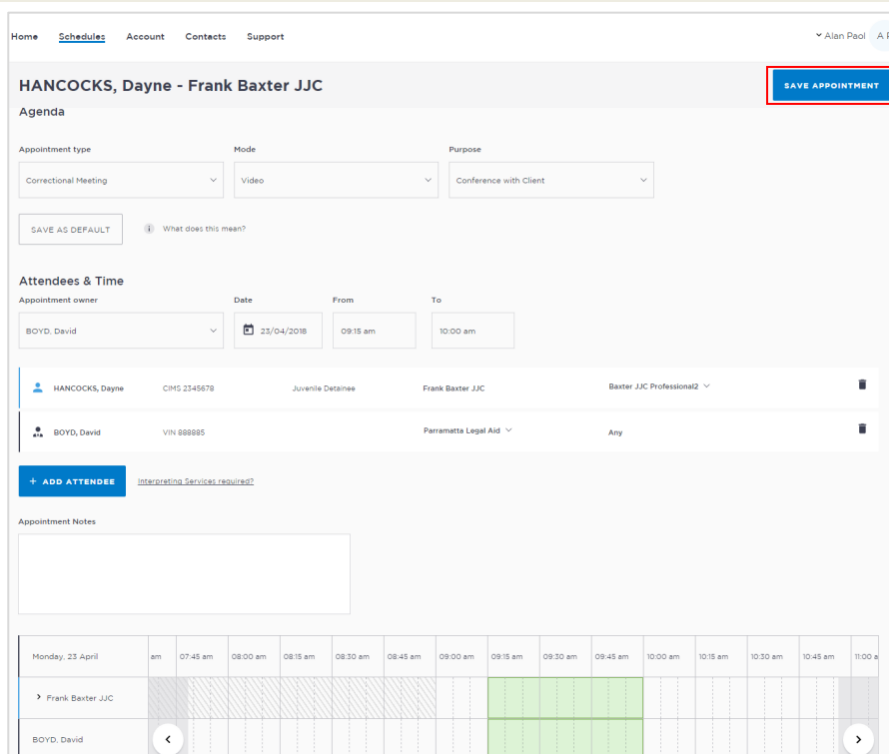


The screenshot shows a blue button labeled '+ ADD ATTENDEE' and a link 'Interpreting Services required?'. Below these is a text input field labeled 'Appointment Notes'.

Note: The appointment notes become part of the appointment and **can be viewed by any** of the appointment attendees who have access to JUST Connect

7. Save appointment:

- Check you have selected and/or entered all the required appointment details, when complete.
 - Check **the Appointment Owner** is correct. The Appointment Owner is the person **responsible** for the meeting. They must be listed as a Professional and be an attendee. Click Appointment Owner **down arrow** to change the owner if required.
 - To delete any of the attendees, click the **rubbish bin** icon at the end of the row containing attendee's name.
- Click the **Save Appointment** button.
- Displays prompt advising Appointment has been **scheduled**. Click **OK** button.



The screenshot shows the 'SAVE APPOINTMENT' screen in the JUST Connect system. At the top, there are navigation links: Home, Schedules, Account, Contacts, and Support. The user's name 'Alan Paul A P' is in the top right. The main heading is 'HANCOCKS, Dayne - Frank Baxter JJC'. Below this is the 'Agenda' section with dropdowns for 'Appointment type' (Correctional Meeting), 'Mode' (Video), and 'Purpose' (Conference with Client). There is a 'SAVE AS DEFAULT' button and a link 'What does this mean?'. The 'Attendees & Time' section shows the 'Appointment owner' as 'BOYD, David', the 'Date' as '21/04/2018', and the 'From' and 'To' times as '09:15 am' and '10:00 am'. Below this is a table of attendees with columns for name, ID, role, and a 'rubbish bin' icon. The first row is 'HANCOCKS, Dayne' with ID 'CMS 2345678', role 'Juvenile Detainee', and 'Frank Baxter JJC'. The second row is 'BOYD, David' with ID 'VIN 888885', role 'Parometta Legal Aid', and 'Any'. Below the attendees is a '+ ADD ATTENDEE' button and a link 'Interpreting Services required?'. The 'Appointment Notes' section has a text input field. At the bottom is a calendar grid for 'Monday, 23 April' showing time slots from '07:45 am' to '11:00 am'. The grid shows the appointment is scheduled for the time slot 09:15 am to 10:00 am.

Activity 2 – Create an appointment for Correctional Meeting

Refer to Appendix 1 for Training Accounts log-ins and detainee's name and CIMS.

Log-In	JJ AVL Officer
Appointment type	Correctional Meeting
Mode:	Video
Jurisdiction:	Local court
Purpose:	Conference with Client
Attendee	Add Lawyer (refer to Appendix 1) Add Juvenile Detainee (refer to Appendix 1)
Location	Use default location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Activity 3 – Create an appointment for Correctional Assessment

Refer to Appendix 1 for Training Accounts log-ins and detainee's name and CIMS.

Log-In	JJ AVL Officer
Appointment type	Correctional Assessment
Mode:	Video
Jurisdiction:	Local court
Purpose:	Assessment
Attendee	Add Caseworker (refer to Appendix 1) Add Juvenile Detainee (refer to Appendix 1)
Location	Use default location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Creating a Peer Appointment

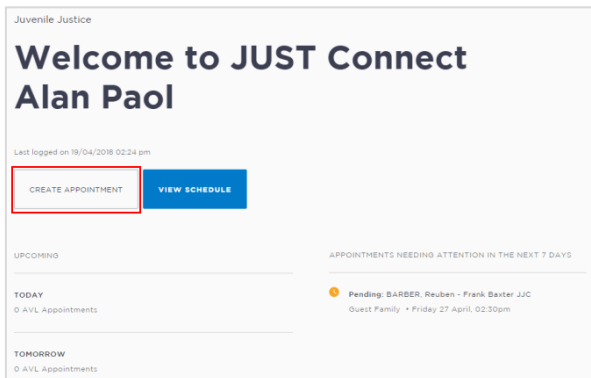
Book an appointment with colleagues and/or peers, to be used for meetings, conference, interviews, training etc.

Appointment can be within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames.

Only Professional attendees can be added to a Peer appointment.

Steps:

1. From the **Home** page or **Schedule** page; click on the **Create Appointment** button



Juvenile Justice

Welcome to JUST Connect

Alan Paol

Last logged on 19/04/2018 02:24 pm

CREATE APPOINTMENT **VIEW SCHEDULE**

UPCOMING

TODAY
0 AVL Appointments

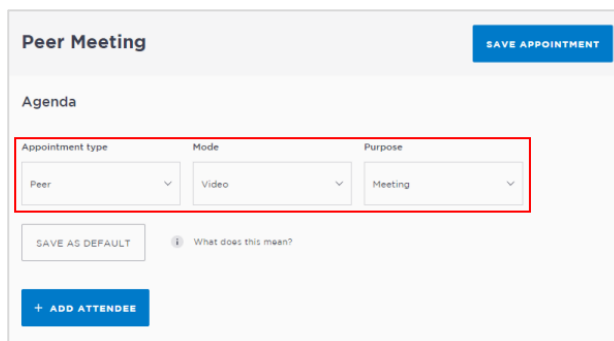
TOMORROW
0 AVL Appointments

APPOINTMENTS NEEDING ATTENTION IN THE NEXT 7 DAYS

Pending: BARBER, Reuben - Frank Baxter JJC
Guest Family - Friday 27 April 02:30pm

2. Complete the Agenda details by clicking the **drop-down** arrow and selecting the required option for:

- Appointment Type: **Peer**
- Mode: Video or Phone
- Purpose: Meeting / Interview / Training



Peer Meeting **SAVE APPOINTMENT**

Agenda

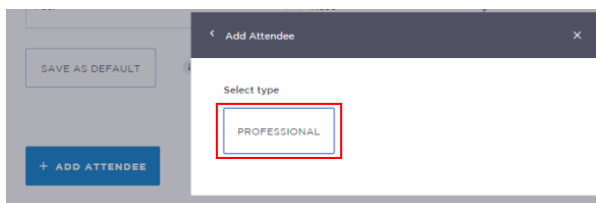
Appointment type Mode Purpose

Peer Video Meeting

SAVE AS DEFAULT What does this mean?

+ ADD ATTENDEE

3. Click **Add Attendee** button, and then click **Professional** button.



SAVE AS DEFAULT

+ ADD ATTENDEE

Add Attendee

Select type

PROFESSIONAL

- Click in field and start entering person's name, displays **drop-down** list, click **on name** to select.

- To add additional professional attendee's to appointment, repeat this step (Step 3).

4. **Date and Time:** defaults to today's date and current time, click in the **Date, From, To** fields and adjust as required.

- Green** - indicates attendee and/or room are **available**.
- Grey Diagonal lines** – indicates the room is **not available**.
- Red** – indicates there is a **clash** and the attendee and/or room is **not available**

5. **Location and Rooms:** The location for a professional is based on their default location in JUST Connect. Rooms are automatically allocated based on location and room availability on the selected date and time.

- To change (if required) click on **down arrow** to change the Location and/or Room.

6. **Save appointment:**

- Check you have selected and/or entered all the required appointment details, when complete.
- Click the **Save Appointment** button.
- Displays prompt advising Appointment has been **scheduled**, and then click **OK** button.

Adding a Guest Attendee

A Guest Attendee is someone who is **not a registered** JUST Connect user who needs to be added to an appointment (eg barrister/solicitor/colleague).

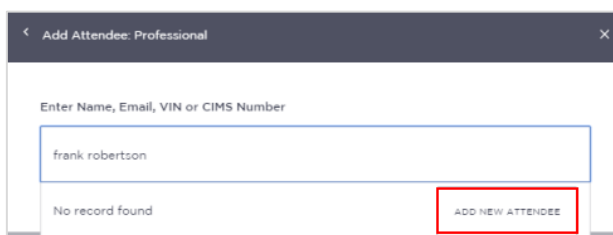
Steps:

1. Create a Correctional Meeting or Correctional Assessment appointment

2. Select date and time required

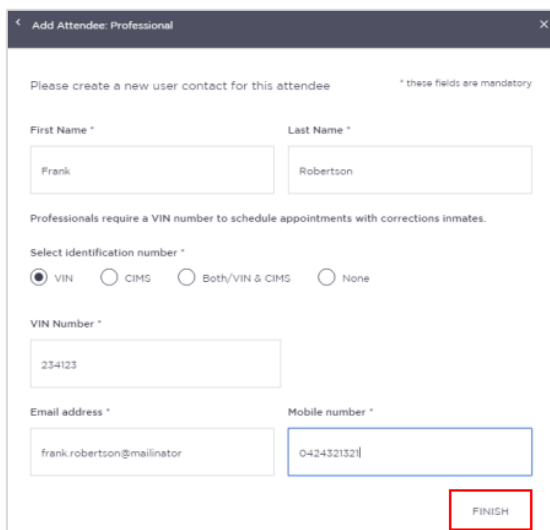
3. Click **Add Attendee** button, and then select **Professional** button

4. Enter name, email, or CIMS, displays **“No Record found”**



5. Click **Add New Attendee** button, displays *Add Attendee* pop-up screen, **Enter** required details for new user details.

You **must enter a valid CIMS** number for the guest attendee.



6. Click the **Finish** button

Note: A Guest Attendee **DOES NOT** have access to JUST Connect. However, provided their email address and/or mobile number has been entered in JUST Connect they will receive notifications (via email and/or mobile number) in regards to their appointment.

Activity 4 – Create an appointment for a Peer Meeting

Refer to Appendix 1 for Training Accounts log-ins.

Log-in	JJ Caseworker
Appointment type	Peer
Mode:	AVL
Purpose:	Meeting
Attendee	Add colleague / professional; (refer to Appendix 1) Add a Guest Attendee (make up your own fictitious name; CIMS and email address). Note: when entering a fictitious email address please always end the address with @mailinator.com (eg frank.rogers@mailinator.com)
Location	Use default location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Required

Notes:

Creating a Family/Friends Appointment

A Juvenile Justice caseworker can create and manage appointments on **behalf of Family and Friends** with a detainee.

The existing application and approval process for Family visits and requesting a CIMS number remains the same and is to be completed prior to the JUST Connect appointment request process.

A Family/Friend appointment:

- Can only include **one** detainee.
- If a family and/or friend has **not previously** been added in JUST Connect, they will need to be added as a Guest attendee.
- Is always assigned a status of '**Pending**' and **must be accepted or declined** by an AVL Officer.

Steps:

1. From the **Home page or Schedule** page click on the **Create Appointment** button:

2. Displays New Appointment screen, click **Add Attendee** button.

3. **Add a Juvenile Detainee Attendee**

- Click the **Add Attendee** button, and then click **Juvenile Detainee** button.

4. Enter **CIMS number** for the detainee and then click **Search** button.

Enter CIMS (7 digits)

1622753

SEARCH

Results

WYLIE, Noah	CIMS 1622753	Reiby JJC
-------------	--------------	-----------

< SEARCH AGAIN SELECT

Check that the results displayed matches the correct name for whom you want to make an appointment with.

- If correct click **Select**
- If the details displayed are incorrect click **<Search Again** and re-enter **CIMS** number.

5. Family/Friend attendee

- Click the **Add Attendee** button, and then click **Family/Friend** button.

Attendees & Time

Appointment owner

Select appointment owner

WYLIE, Noah

+ ADD ATTENDEE

Add Attendee

Select type

FAMILY/FRIEND

- Search for the Family/Friend by entering their Name, Email, or CIMS 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

Enter Name, Email, VIN or CIMS Number

jack

REID, Jackie	VIN 2212341	CIMS 1231212	jackie.reid@mailinator.com	0425560309
--------------	-------------	--------------	----------------------------	------------

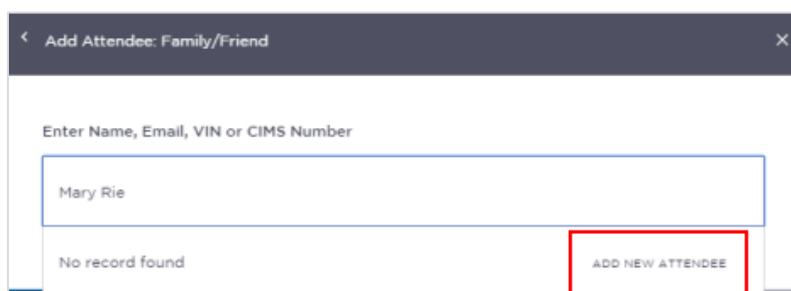
Note:

- Repeat this step (Step 5) to **add** additional family and/or friend attendee.
- The Family and Friend Attendee must have a valid **CIMS** number. The Family and Friend person **does not** have access to JUST Connect.

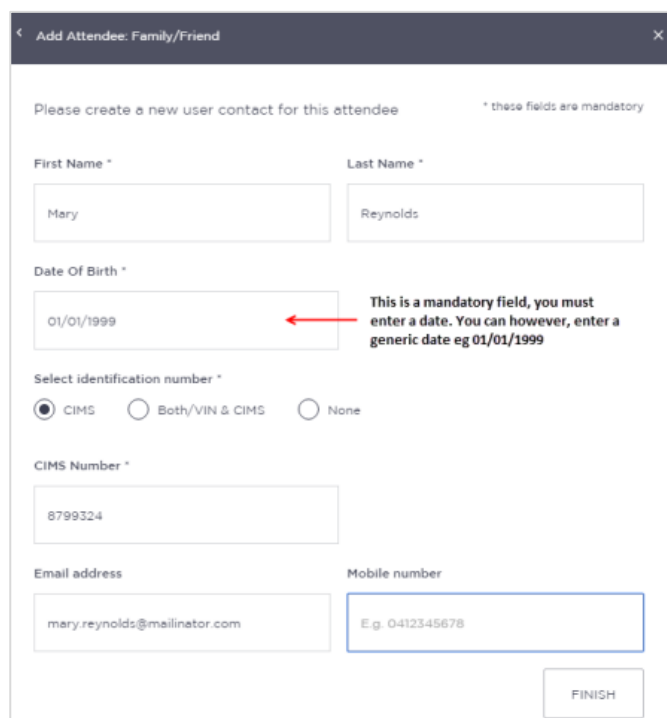
6. Add a Guest Attendee (if required)

A Guest Attendee is someone who is **not a registered** in JUST Connect and needs to be added to an appointment. A **Guest Attendee** has **no access** to JUST Connect.

- Click **Add New Attendee** button and then click Family/Friends button
- Enter person's name, or CIMS, displays **"No Record found"**
- Click **Add New Attendee** button, the **Add Attendee: Family /Friend** pop-up screen displays.



- Enter required details for new user. You **must enter a valid CIMS** number for a guest attendee.



- Click **Finish** button.

Note:

- The Guest Attendee will receive email and/or SMS notifications provided their email address and/or mobile number has been entered into JUST Connect.
- Once a Guest Attendee has been entered into JUST Connect, the system will store their details enabling them to be added to any other future appointments.
- JUST Connect will allocate an available room for the Guest Attendee based at the same location of the appointment creator.

7. Date and Time

By default, the system will automatically assign a date and time. The timeline shows availability of the attendees and the location (including rooms).

- To change, click in the **Date, From, To** fields and adjust as required.

The screenshot shows the 'Attendees & Time' form. The 'Appointment owner' field is set to 'RYE, Mary'. The 'Date' field is set to '24/04/2018', the 'From' field is set to '11:00 am', and the 'To' field is set to '11:45 am'. These three fields are highlighted with a red rectangular box.

- **Available** - selected time displays in **green**; **Not available** – selected time displays in **red**.

8. Location

The **Location** is automatically selected based on the location assigned to the Caseworker making the appointment, and the rooms based on availability.

- To change, click on the **drop down arrow** next to the allocated room and select the desired option.

The screenshot shows the 'Attendees & Time' form with two attendees listed. The first attendee is 'WYLIE, Noah' with ID 'CIMS 1622753', location 'Juvenile Detainee', and caseworker 'Reiby JJC'. The second attendee is 'RYE, Mary' with ID 'CIMS 8972345', location 'Family/Friend', and caseworker 'Dubbo'. The 'Dubbo' location dropdown is highlighted with a red rectangular box, showing a list of available rooms: 'Dubbo RM1.10', 'Dubbo RM1.11', and 'Dubbo RM1.12'.

9. Appointment Notes

This is a free text field and it is important that the relevant case information is entered.

- Click in the **Appointment Notes** field and enter **relevant information**.

Please be advised that these notes will appear in notifications being sent to the attendees.

10. Once you have added all attendees and check you have selected and/or entered all the required information, click the **Save Appointment** button.

WYLIE, Noah - Reiby JJC

SAVE APPOINTMENT

Attendees & Time

Appointment owner

Date

From

To

RYE, Mary

24/04/2018

11:00 am

11:45 am

WYLIE, Noah

CIMS 1622753

Juvenile Detainee

Reiby JJC

Any

RYE, Mary

CIMS 8972345

Family/Friend

Dubbo

Dubbo RML10

+ ADD ATTENDEE

Appointment Notes

Tuesday, 24 April

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 am

11:45 am

12:00 pm

12:15 pm

12:30 pm

12:45 pm

Reiby JJC

RYE, Mary

11. The Appointment scheduled screen displays, click **OK** button.
The appointment is saved and given a status of **Pending**.

Activity 5 – Creating a Family/Friends Appointment as a Caseworker

Refer to Appendix 1 for Training Accounts log-ins.

Log-in	JJ Caseworker
Appointment Type	Family and Friend
Mode	Video
Attendee	• Add Detainee(refer to Appendix 1) • Add Family/Friend Attendee (refer to Appendix 1) • Add Guest Attendee - create your own details, ie name, CIMS number, etc. Note: Please ensure when entering an email address it ends in @mailinator.com (eg frank.rogers@mailinator.com).
Date and time	Date: Select the tomorrow's (next business day) date Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

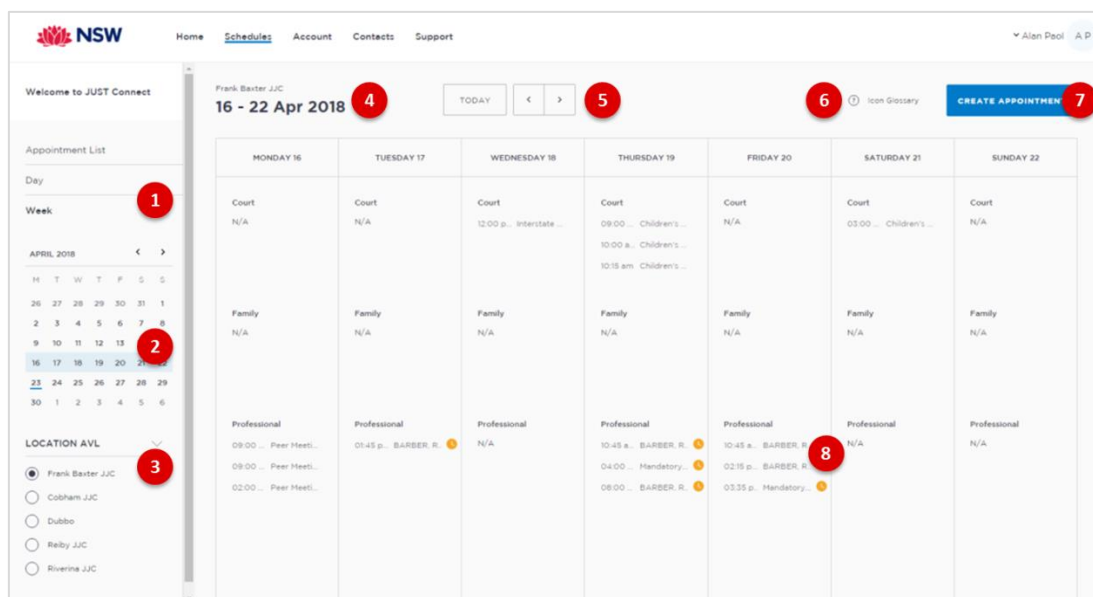
Schedule

View the Schedule

The Schedule in JUST Connect displays a calendar with an overview of all the AVL appointments specific to locations and rooms assigned to your area. You can view future and past appointments from the Schedule.

The schedule can be viewed in three different ways: Appointment List; Day; Week

The Schedule page will vary in appearance depending on your role, and permissions.



1. Viewing options:

- **Appointment List:** lists all scheduled appointments for the selected location and date; click on a date in calendar to view another date.
- **Day:** displays full day's schedule in detail including time slots and room numbers for selected location.
- **Week:** displays all appointments scheduled for the week including room numbers for the selected location.

2. **Calendar:** enables you select specific day or week to view, use the < > buttons to move forward and backwards select a different day/week.

3. **Location AVL:** displays if you are allocated more than one location, select a specific location to view appointments and/rooms for that location.

Note: This option **may not be available**; access is dependent on your role and permissions.

4. **Date:** Displays weekly schedule by default (current week) and location.

5. **Change Date:** use < or > buttons to move forward and backwards to a different day (day view) or date range (weekly view).

6. **Icon Gallery:** displays window listing icons used within JUST Connect and their description.

7. **Create Appointment button:** enables you to create an appointment without having to return to the Home page.

8. **View appointment details:** to view full appointment details **click on** or **hover over** the appointment.

Appointment List view

This view will default to the current day; however you can view any other day by using the arrows at the top of the page, or by clicking a date in the calendar on the left of the screen.

The appointment list is used to manage detainees 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 CIMS once each morning at approximately 5am.

Juvenile Justice Staff may also have the option to select different locations where appointments are scheduled; this can be done by selecting the radio button below the Location AVL section on the left of the screen. By default, the first location in the list will display automatically.

If any additional and/or changes are made to appointments the appointment list will automatically be updated to reflect the changes.

The screenshot shows the 'Appointment List' view in the JUST Connect system. The interface includes a sidebar with a calendar (1) and a 'LOCATION AVL' section. The main area displays a table of appointments for Monday, April 23. The table is divided into 'Court (2)' and 'Professional (4)' sections. A red box highlights a professional appointment for Reuben Barber at 11:15 am (2). A red circle highlights the '...' button next to this appointment (3). Another red circle highlights the 'Print' button in the top right corner (4).

Time	Name	MIN/CIMS	Location	Courtroom	Wait Time	Appearance
	CURUENAVULI, Jesoni	CIMS 16344	Parramatta Children's Court	-	1 min	Select
	JOHNSTON, Riordan	CIMS 16225	Wagga Wagga Court	-	1 min	Select

Time	Name	MIN/CIMS	Room	Owner
11:15 am	BARBER, Reuben	CIMS 1234567	Baxter JJC Professional	BOYD, David
11:20 am	BARBER, Reuben	CIMS 1234567	Baxter JJC Professional	BOYD, David
11:25 am	BARBER, Reuben	CIMS 1234567	Interview room 1	BOYD, David +1
2:15 pm	BARBER, Reuben	CIMS 1234567	Interview room 1	ODPP +3

1. Lists all appointments for the **selected location and date**.
2. Lists all appointments (eg scheduled, cancelled, declined etc), location, times and attendees. Click anywhere on the appointment (displays mouse pointer) to view appointment details.
3. Click '...' button then select view to display appointment details.
4. **Print** button: creates a PDF document (lists all appointments for the selected day) which can be printed.

Note:

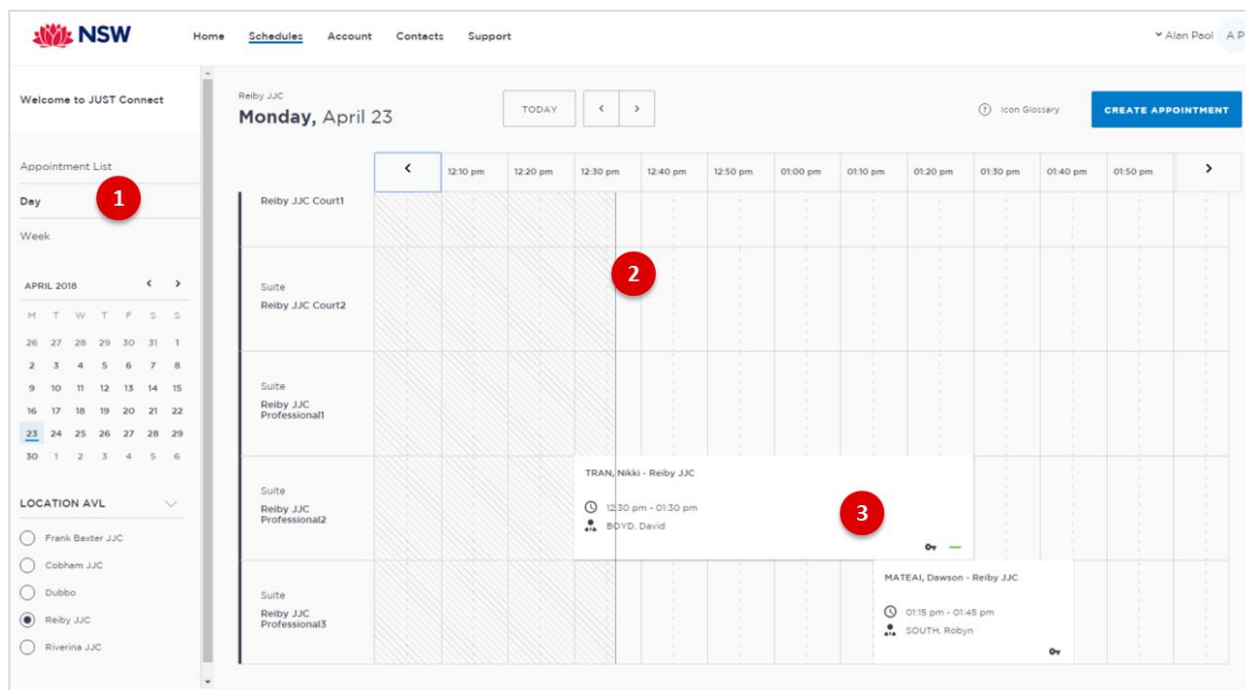
Appointment list will also display:

- Any cancelled or declined appointments (removed from Day and Week schedule)
- Any appointments made by yourself on behalf on a colleague and/or external professional (eg medical practitioner).

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 your profile alternate locations may also be listed. To view another location, select the radio button beside the location on the left of the screen.



1. Lists all appointments for the **selected day and location**. Click on a **date** in calendar to view another day.
2. Timeline displays current time.
3. Displays **appointment details**; for example attendees, location, time etc.

Notes:

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.

The screenshot shows the NSW JUST Connect Week view interface. The sidebar on the left has a 'Week' tab selected (1). Below it is a calendar for April 2018 (2) with the 16th highlighted. Under 'LOCATION AVL', 'Frank Baxter JJC' is selected (3). The main area shows the week view for Frank Baxter JJC from Monday 16 to Sunday 22 April 2018 (4). The week view table has columns for each day. The rows are categorized by 'Court', 'Family', and 'Professional'. A red circle (5) highlights an appointment on Friday 20th at 10:45 a.m. for Barber R.

MONDAY 16	TUESDAY 17	WEDNESDAY 18	THURSDAY 19	FRIDAY 20	SATURDAY 21	SUNDAY 22
Court N/A	Court N/A	Court 12:00 p.m. Interstate ...	Court 09:00 ... Children's ... 10:00 a.m. Children's ... 10:15 am Children's ...	Court N/A	Court 03:00 ... Children's ...	Court N/A
Family N/A	Family N/A	Family N/A	Family N/A	Family N/A	Family N/A	Family N/A
Professional 09:00 ... Peer Meeti... 09:00 ... Peer Meeti... 02:00 ... Peer Meeti...	Professional 01:45 p.m. BARBER, R. ●	Professional N/A	Professional 10:45 a.m. BARBER, R. ● 04:00 ... Mandatory... ● 08:00 ... BARBER, R. ●	Professional 10:45 a.m. BARBER, R. ● 02:15 p.m. BARBER, R. ● 03:35 p.m. Mandatory... ●	Professional N/A	Professional N/A

1. Click **Week** to view the week's appointments (default current week)
2. Use Calender to view a different week
3. Select the required location (if applicable) to view scheduled appointments
4. Use **< or >** buttons to move forward and backwards to view a different week
5. Displays appointment times and attendee. Hover or click on the appointment to view appointment details.

Notes:

View an appointment

An appointment can be viewed in detail by clicking the appointment summary from the home page or within the schedule.

The screenshot displays the 'View an appointment' page for 'WYLIE, Noah - Reiby JJC'. At the top, there are navigation links: Home, Schedules, Account, Contacts, and Support. The user 'Alan Paol' is logged in. The appointment title is 'WYLIE, Noah - Reiby JJC'. There are two buttons: 'CANCEL APPOINTMENT' and 'EDIT APPOINTMENT'.

The appointment details are as follows:

- When:** Tuesday, April 24, 2018, 11:30 am - 12:00 pm (marked with a red circle 1)
- Agenda:** Correctional Meeting (Video) Conference with Client
- Status:** Scheduled (marked with a red circle 2)

The attendees list includes:

- BOYD, David (VIN 812345, Sydney Legal Aid, RM.110 (Dial: 10110), Owner)
- WYLIE, Noah (CIM5 1622753, Juvenile Detainee, Reiby JJC, Reiby JJC Professional3 (Dial: 91627)) (marked with a red circle 3)

There is a 'Hide history' dropdown menu (marked with a red circle 4).

The history section shows the following actions:

Date & time	Previous status	Action taken	Edited by	Agency
23/04/2018 13:09 pm		Scheduled appointment created	Alan Paol	Juvenile Justice

The changelog section shows the following changes:

Change	Value
Participant added	David Boyd
Participant added	Noah Wylie
Owner set	David Boyd
Start date set	24/04/2018 10:30 am
End date set	24/04/2018 11:00 am
Interpreter set	Not required
Purpose set	Conference with Client
Mode set	Video

The history section also shows the following actions:

Date & time	Previous status	Action taken	Edited by	Agency
23/04/2018 13:09 pm	Scheduled	Appointment edited	Alan Paol	Juvenile Justice

The changelog section shows the following changes:

Change	Value
Start date changed	24/04/2018 10:30 am
End date changed	24/04/2018 11:00 am

1. Shows the **Date, Time** and **Agenda** for the appointment
2. Shows the **Status** of the appointment
3. Lists **attendees** and their details
4. Click **Show/Hide History** down arrow to show or hide history of any changes made to appointment.

Activity 6 – Viewing the Schedule

Refer to Appendix 1 for Training Accounts log-ins.

Instructions	Review the appointments you have created using the following schedule views: • Appointment list • Day view • Week view
	View the appointment list: • Select a day containing appointments • Download the appointment list

Notes:

[illegible]

Managing Appointments

Managing an appointment includes the following functions:

- Edit appointment details (eg add attendees, change locations, rooms, date or time)
- Cancel an appointment.
- Accept or Decline an appointment
- Mark appointments as Did Not Occur

When cancelling, declining or marking appointments that did not occur, a reason pop-up prompt will display enabling you to select from the drop-down list. It is important that the most relevant reason is selected. If more information is required there is a free text box following the selected reason. The selected reason will be included in the email and/or SMS notifications that are sent to attendees.

Accept or Decline an Appointment

Only Juvenile Justice staff **can accept or decline** appointments with a detainee at a Juvenile Justice Centre.

All appointments made with a person-in-custody on the **same day** as it is to occur, or made **after 3pm** to occur on the following day will be assigned a status of **“Pending”** (does not apply to court appointments). The appointment **must be** reviewed by Juvenile Justice staff who must then accept or decline the appointment.

Note:

All other appointments will be automatically scheduled (confirmed) by the system, i.e. are automatically accepted

- Family and Friend appointments **are always assigned a status of Pending** regardless of how far in advance they are made.
- Court appointments always automatically scheduled regardless of when the appointment is made, ie **pending does not apply to court** appointments.

Accept an Appointment

1. From the **Home page** (or from Schedule page) click on the **Pending** appointment to display the appointment details.
2. Click the **Accept Appointment** button.
3. Displays **Appointment Scheduled** prompt, click the **OK** button.

A notification email will be sent to appointment creator, appointment owner and attendee's (excluding person-in-custody) advising the appointment has been accepted.

Decline an Appointment

When Juvenile Justice staff declines an appointment the appointment it is **removed** from the calendar (day and week). An email notification is sent to the appointment owner and attendee's.

1. From the **Home page** (or from Schedule page) click on the **Pending** appointment, opens the appointment details page.
2. Click the **Decline Appointment** button.
3. Displays **Decline prompt** window, click on the **down arrow** in the **Reason** field and select from the available options.
4. Click **Yes** button
5. Displays prompt advising appointment has been **declined**, click the **OK** button.

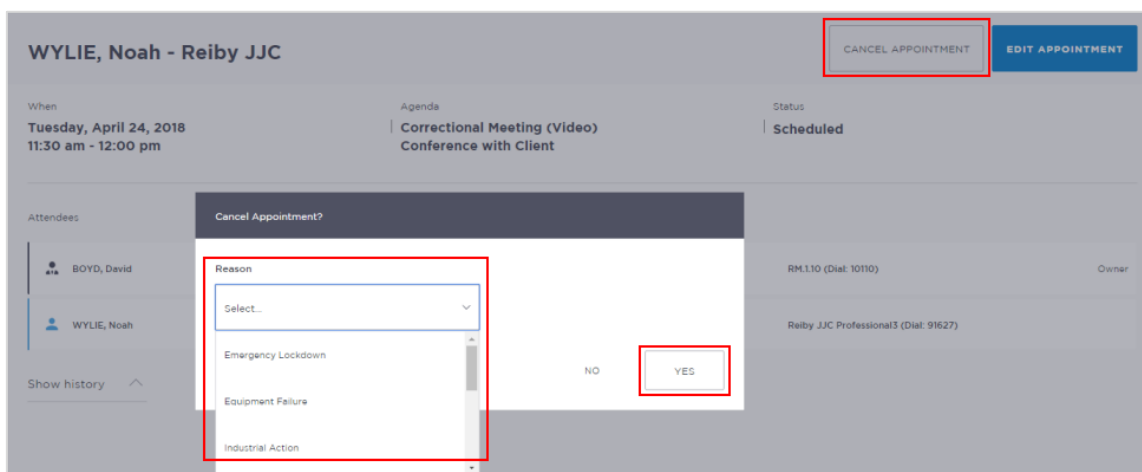
Cancel an Appointment:

Appointments can only be cancelled by:

- The person who created the appointment; or
- Appointment owner; or
- AVL Officer at a Juvenile Justice Centre
- Location Manager – can cancel any appointment in their assigned locations.

1. From **Scheduler page** open the appointment, and then click **Cancel Appointment**.
2. Displays the **Cancel Appointment** prompt, click down arrow and **select reason** for cancelling appointment.

When cancelling an appointment a **reason for cancellation** must be selected from the drop-down menu.



3. Click **Yes** button to confirm.
4. Displays cancelled prompt, click **OK** button.

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” marked in red).

A notification is sent (via email and/or sms) to the appointment creator, appointment owner and attendee’s (excluding person-in-custody) advising **reason** for the cancellation.

Once an appointment has commenced it cannot be cancelled or edited.

Activity 7 – Cancel an appointment

Refer to Appendix 1 for Training Accounts log-ins.

Instructions	Open appointment created in Activity 3 (Correctional Assessment) • Cancel Appointment • Viewing the cancelled appointment in the Appointment List
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Notes:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Did Not Occur Appointment

Appointments which were scheduled but **did not** go ahead at the allocated time need to be marked as “**Did Not Occur**” by Juvenile Justice staff.

The **Did Not Occur** option will only be visible after the scheduled appointment time has passed.

1. From Scheduler page open the appointment, then click the **Did not Occur** button.
2. Displays the **DID NOT OCCUR** dialog box, click down arrow and **select reason** that the appointment did not go ahead.
3. Click **Yes** button to confirm.
4. Displays the Did Not Occur prompt, click **OK** button.

History log

When an appointment has been edited, it will create a history log. Any appointment that has been edited, accepted, rejected or cancelled will have a history log.

Date & time	Previous status	Action taken	Edited by	Agency
🕒 23/04/2018 13:09 pm		Scheduled appointment created	Alan Paol	Juvenile Justice
Changelog				
Participant added			David Boyd	
Participant added			Noah Wylie	
Owner set			David Boyd	
Start date set			24/04/2018 10:30 am	
End date set			24/04/2018 11:00 am	
Interpreter set			Not required	
Purpose set			Conference with Client	
Mode set			Video	
🕒 23/04/2018 13:09 pm	Scheduled	Appointment edited	Alan Paol	Juvenile Justice
Changelog				
Start date changed		24/04/2018 10:30 am	24/04/2018 11:30 am	
End date changed		24/04/2018 11:00 am	24/04/2018 12:00 pm	

The history log can be viewed from the appointment details screen (open appointment), click **down arrow** next to **Show History**.

Edit an appointment

Appointments can be edited by the appointment creator, appointment owner and an attendee (excluding detainee) of the appointment. They will also receive an email and/or SMS 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 appointment with a person in-custody is edited after 3pm the day prior to when the meeting is to occur, the appointment will need to be re-accepted 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.

Any changes made to an appointment will display in the **History log** on the Appointment details screen.

The screenshot displays the 'Edit Appointment' interface for an appointment titled 'WYLIE, Noah - Reiby JJC'. At the top, there are navigation links: Home, Schedules, Account, Contacts, and Support. On the right, there's a user profile for 'Alan Paol' and a language selector 'A P'. Below the navigation, there are two buttons: 'CANCEL APPOINTMENT' and 'EDIT APPOINTMENT' (highlighted with a red box).

The appointment details section shows:

- When:** Tuesday, April 24, 2018, 11:30 am - 12:00 pm
- Agenda:** Correctional Meeting (Video) Conference with Client
- Status:** Scheduled

The attendees section lists two participants:

Attendee	Phone	Location	Room	Role
BOYD, David	VIN 812345	Sydney Legal Aid	RM.110 (Dial: 10110)	Owner
WYLIE, Noah	CIM5 1622753	Juvenile Detainee	Reiby JJC	Reiby JJC Professional3 (Dial: 91627)

Below the attendees, there's a 'Hide history' link and a 'History log' table.

Date & time	Previous status	Action taken	Edited by	Agency
23/04/2018 13:09 pm		Scheduled appointment created	Alan Paol	Juvenile Justice

Below the history log, there's a 'Changelog' section with a table of changes:

Change	Value
Participant added	David Boyd
Participant added	Noah Wylie
Owner set	David Boyd
Start date set	24/04/2018 10:30 am
End date set	24/04/2018 11:00 am
Interpreter set	Not required
Purpose set	Conference with Client
Mode set	Video

Below the changelog, there's another history log entry:

Date & time	Previous status	Action taken	Edited by	Agency
23/04/2018 13:09 pm	Scheduled	Appointment edited	Alan Paol	Juvenile Justice

Below this, there's another 'Changelog' section with a table of changes:

Change	Value
Start date changed	24/04/2018 10:30 am
End date changed	24/04/2018 12:00 pm

Activity 8 – Edit an Appointment

Refer to Appendix 1 for Training Accounts log-ins.

Instructions	Open appointment you created in Activity 2 (Correctional Meeting)
	Edit Appointment • Add a Guest Attendee (create your own fictitious details for the guest attendee). • Remove existing detainee and add another detainee

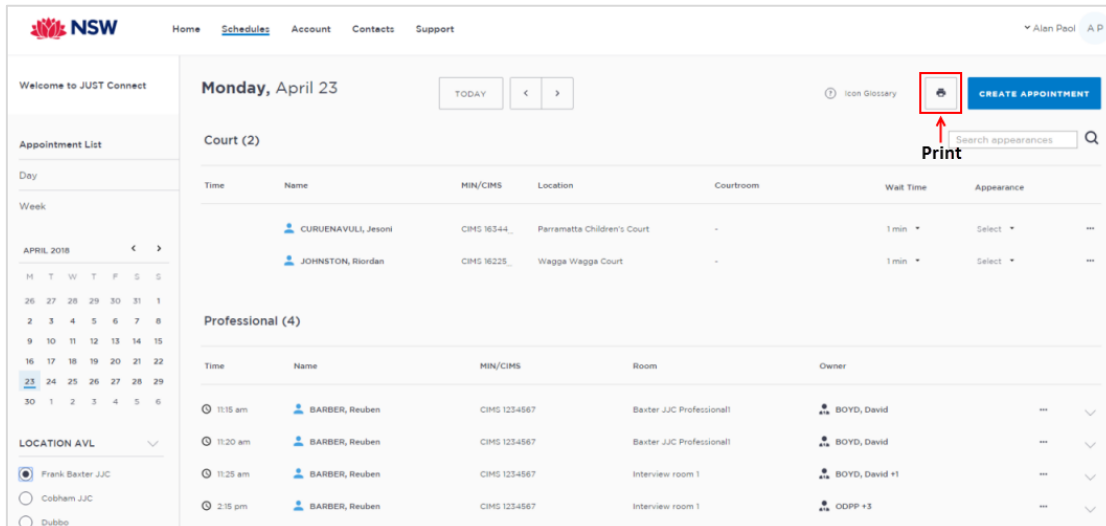
Notes:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Print Appointment List

The appointment list can be used as a daily report. The appointments list also includes an option to print the list.

1. Click **View Schedule**.
2. Click **Appointment List**
3. Click the **Print** icon in the top right corner of the screen



The screenshot shows the NSW JUST Connect web application. The top navigation bar includes links for Home, Schedules, Account, Contacts, and Support. The user is logged in as Alan Paul. The main content area is titled 'Monday, April 23' and shows a list of appointments for Court (2) and Professional (4). A red box highlights the 'Print' icon in the top right corner, with an arrow pointing to it and the word 'Print' below it.

4. The **PDF document** downloads. Click on the **downloaded document** at the bottom left of the screen to open the document.
5. The Appointments List document displays.

APPOINTMENT LIST		FRANK BAXTER JJC			23/04/2018
Court (2)					
Time	Name	Housing Location	Room	Details	Jurisdiction
	CURUENAVULI, Jesoni CIMS 1634431			Court (Video) Parramatta Children's Court	Children's Court
	JOHNSTON, Riordan CIMS 1622553			Court (Video) Wagga Wagga Court	Children's Court
Professional (4)					
Time	Name	Housing Location	Room	Details	Attendees
11:15 am	BARBER, Reuben CIMS 1234567	Baxter-Bouddi-2	Baxter JJC Professional1	Correctional Assessment (Video) Sydney Legal Aid	BOYD, David (Owner)
11:20 am	BARBER, Reuben CIMS 1234567	Baxter-Bouddi-2	Baxter JJC Professional1	Correctional Meeting (Video) Sydney Legal Aid	BOYD, David (Owner)
11:25 am	BARBER, Reuben CIMS 1234567	Baxter-Bouddi-2	Interview room 1	Mandatory Case Conference (Video) Sydney Legal Aid	BOYD, David (Owner)
2:15 pm	BARBER, Reuben CIMS 1234567	Baxter-Bouddi-2	Interview room 1	Mandatory Case Conference (Video) Sydney - Level 17	ODPP (Owner) CDPP ODPP

Managing Courts Appointments

AVL Officers will now be able to electronically manage court appointments through the use of real time electronic notifications. This will reduce the need for phone calls between court officers in the court room, and juvenile justice staff.

AVL Officers can use JUST Connect to:

- View digital requests for a person in-custody to appear in court via AVL
- Electronically notify Court Officers when an detainee has been placed in the AVL suite, or, for example, is 'unavailable'
- View basic court results in real time so AVL Officers know when an detainee is no longer required and can be placed back into their room.

Court Appointment List overview

The Court Appointment List has several columns, which are outlined in the table below:

John Morony CC						
Tuesday, April 03		TODAY	<	>	Icon Glossary	CREATE APPOINTMENT
Court (11)		Search appearances				
Time	Name	MIN/CIMS	Location	Courtroom	Wait Time	Appearance
10:30 am	REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1 min	Select
10:30 am	REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris_	-	1 min	Select
	BINION, Craig	MIN 578823	Blacktown Court House	-	1 min	Select
	FENTON, Jamie	MIN 517442	Waverley Court House	-	1 min	Select
	GOUGH, David	MIN 520355	Fairfield Court House	-	1 min	Select
	GROVES, Keith	MIN 526228	Taree Court House	-	1 min	Select

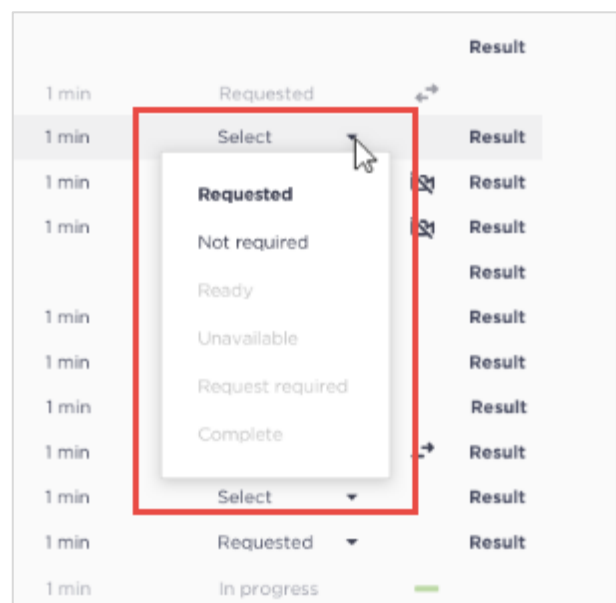
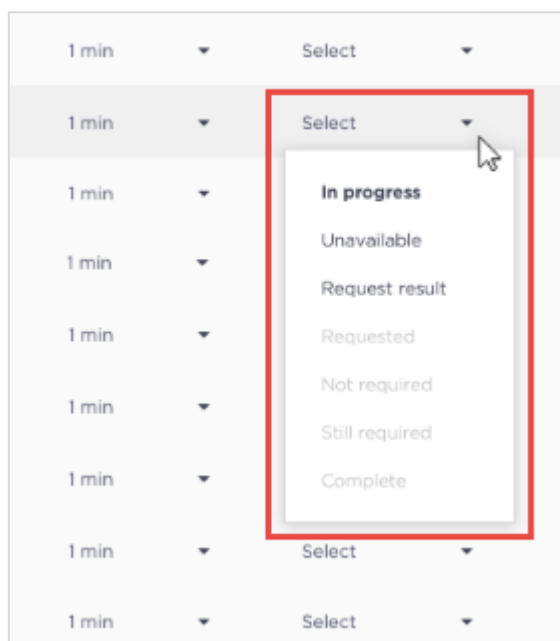
Column:	Description :
Time	Detainees who have been booked for a court appearance via a JUST Connect Appointment (that is, Supreme Court Arraignment, State Parole Authority / NCAT) will display at the top of the list and have a time allocated to their appearance. This is the time the detainee should be placed in the suite, and the Appearance column updated to 'In Progress'
Name	This is the name of the person in-custody who has a court appearance via AVL
CIMS	This is the CIMS number of the detainee 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 detainee's court appearance was made via a JUST Connect appointment, their courtroom will display in this column (excluding interstate courts)
Wait Time	Refers to the amount of time it will take an AVL Officer to place the detainee into the AVL suite after receiving the JUST Connect request from the Court Officer. It is the responsibility of the AVL Officer to update this field for each detainee, so the Court Officer can manage lead times accurately.
Appearance	Displays the status of each detainee and should be closely monitored by AVL Officer. This column is updated in real time, and is the key communication area between Court Officers and AVL Officers. For example, a Court Officer may request an detainees' appearance by changing their appearance status to 'Request', and the AVL Officer may update this status to 'In Progress' once they have placed the detainee 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 Court Appointment List contains a drop down list with appearance options. Court Officers, AVL Officers can select from a range of options, which will then notify the other agencies about the appearance of the detainee.

Please note that updating the appearance status does not replace the requirement for AVL Officers 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 detainee is now ready to appear.

03	TODAY	<	>	Icon Glossary	CREATE APPOINTMENT	Search appearances	Q
	MIN/CIMS	Location	Courtroom	Wait Time	Appearance		
LLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	1 min	Select	...	
LLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1 min	Result required	...	
ION, Jamie	MIN 244960	Sydney Central Court House	Sydney Central 2	1 min	Request	↔	...
ITON, Shane	MIN 578823	Blacktown Court House	-	1 min	Select	...	
UGH, Ryan	MIN 517442	Waverley Court House	-	1 min	Select	...	
OVES, Mark	MIN 520355	Fairfield Court House	-	1 min	In progress	—	...
RETT, Matthew	MIN 526228	Taree Court House	-	1 min	In progress	—	...
AZNADAR, David	MIN 335737	Campbelltown Court House	-	1 min	Select	...	
L, Gennaro	MIN 598985	Sydney Central Court House	Sydney Central 2	1 min	Complete	✓	
EDNER, Ryan	MIN 285611	Gosford Court House	-	1 min	Select	...	
SON, Keith	MIN 539450	Sydney Central Court House	-	1 min	Unavailable	✗	



The table below outlines the appearance options for each agency:

Appearance Status:	Actioned by:	Description :
Request	Court Officers	Used by Court Officers 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.
Available	Juvenile Justice	Use by the AVL Officer to notify the Court Officers that the detainee is available for the day's AVL session.
Not required	Court Officers	Used by Court Officers to inform AVL Officers that the detainee is no longer required to attend the AVL session.
In Progress	Juvenile Justice	Used by AVL Officer to notify Court Officers that the detainee has been placed in the AVL suite and the session is now in progress.
Unavailable	Juvenile Justice	Used by AVL Officer to notify Court Officers that the detainee is temporarily unavailable and will be placed in the suite when they become available. No further details are provided about the availability of the detainee.
Result required	Juvenile Justice	Used by AVL Officer to request that Court Officers add the court result into JUST Connect.
Complete	JUST Connect	Assigned by JUST Connect when a result has been recorded following a court appearance. Completed appearances will display in bold font.

Notes:

Appearance Status symbols

The symbols below may appear onscreen alongside the detainee when the appearance has been actioned by an agency.

03

TODAY

<

>

Icon Glossary

CREATE APPOINTMENT

Search appearances

Q

	MIN/CIMS	Location	Courtroom	Wait Time	Appearance	
LLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	1 min	Request	↔ ...
LLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1 min	Result required	...
ION, Jamie	MIN 244960	Sydney Central Court House	Sydney Central 2	1 min	Request	↔ ...
ITON, Shane	MIN 578823	Blacktown Court House	-	1 min	Request	↔ ...
JGH, Ryan	MIN 517442	Waverley Court House	-	1 min	Select	...
OVES, Mark	MIN 520355	Fairfield Court House	-	1 min	In progress	— ...
RETT, Matthew	MIN 526228	Taree Court House	-	1 min	In progress	— ...
AZNADAR, David	MIN 335737	Campbelltown Court House	-	1 min	Select	...
LL, Gennaro	MIN 598985	Sydney Central Court House	Sydney Central 2	1 min	Complete	✓ ...
EDNER, Ryan	MIN 285611	Gosford Court House	-	1 min	Select	...
SON, Keith	MIN 539450	Sydney Central Court House	-	1 min	Unavailable	✗ ...

Pending	Not required on screen	Still required (blank)
Cancelled	In progress (placed in suite)	Result has come through (complete)
Requested	Waiting on result (blank)	Read result
Unavailable	Request required (blank)	Appointment finished

Notes:

Actioning the Court Appointment List

As an AVL Officer your role will be to use the Court Appointment List to:

- Update the wait time for each detainee as required
- Place detainees into the AVL suites once requested, and mark their appearance as 'In Progress' (or alternate as required)
- Review results and return the detainee to their cell or room

These processes are outlined below.

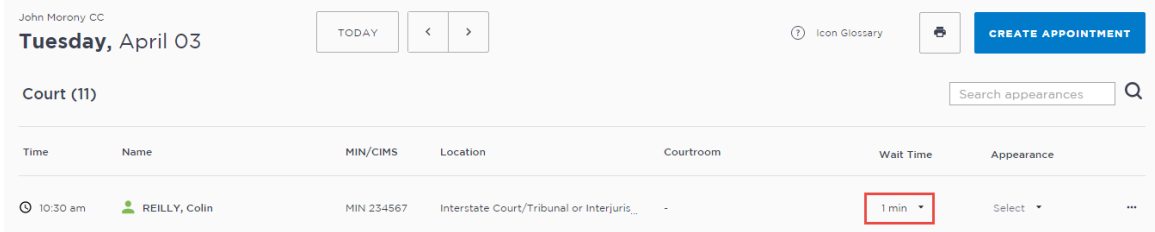
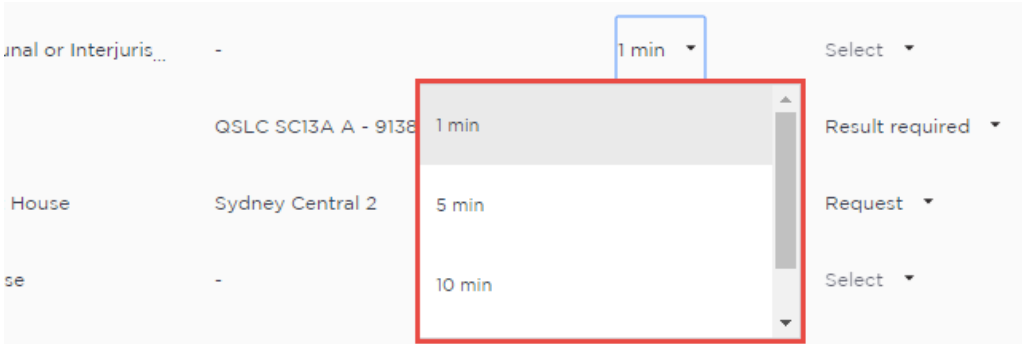
Update the Wait time

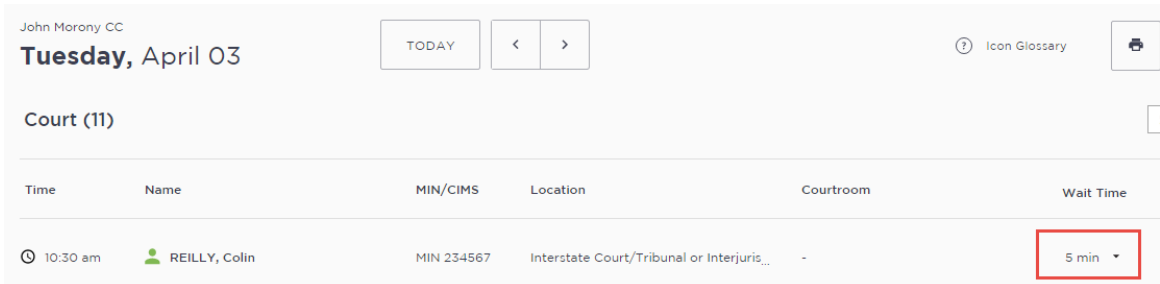
By default, all wait times will be listed as 1 minute until updated by a Juvenile Justice Officer.

If you are an AVL Officer 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 detainee 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.

Follow the process below to update the wait time for any detainee that require longer.

Step	Action
1	Go to the Appointment List page, and review the court appearance list Locate the detainee and click the drop down list in the Wait time column beside that detainee's name 
2	Select the time that best reflects how long it may take to place that detainee into the AVL suite; the options include 1 minute, 5 minutes, 10 minutes and 'please call' 

Step	Action												
3	The wait time will be update in real time in the Court Officers JUST Connect Custody List  John Morony CC Tuesday, April 03 TODAY < > Icon Glossary Court (11) <table border="1"> <thead> <tr> <th>Time</th> <th>Name</th> <th>MIN/CIMS</th> <th>Location</th> <th>Courtroom</th> <th>Wait Time</th> </tr> </thead> <tbody> <tr> <td>10:30 am</td> <td>REILLY, Colin</td> <td>MIN 234567</td> <td>Interstate Court/Tribunal or Interjuris...</td> <td>-</td> <td>5 min</td> </tr> </tbody> </table>	Time	Name	MIN/CIMS	Location	Courtroom	Wait Time	10:30 am	REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	5 min
Time	Name	MIN/CIMS	Location	Courtroom	Wait Time								
10:30 am	REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	5 min								

Smaller Juvenile Justice Centres

Small Juvenile Justice Centres who do not have someone available to monitor the JUST Connect system at all times, or who may only have a few court appearances on the day, may need to update all wait times to "Please call". This will notify the Court Officer that they should call that facility, and will not require a person to monitor JUST Connect system at all times.

Please note this ONLY applies to limited Juvenile Justice Centres. The expectation is that in the first instance, Juvenile Justice Centre locations use JUST Connect to manage their Courts List.

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

- From the Appointment List page, locate all detainees with an Appearance status of 'Request'. Note that when a request is made by a Court Officer, that detainee will move to the top of the list, so all 'requested' detainees will display at the top of the list

Following standard business processes, move all requested detainees from the AVL holding area and place them into the AVL suite

Click the drop down list and select the option that applies to your situation

Name	MIN/CIMS	Location	Courtroom	Wait Time	Appearance
REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	5 min	Select
REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1 min	Result required
NELSON, David	MIN 244960	Sydney Central Court House	Sydney Central 2	1 min	Request
BAR, Daniel	MIN 3456789	Sydney Central Court House	Sydney Central 2	1 min	In progress
HANNA, Andy	MIN 578823	Blacktown Court House	-	1 min	Unavailable
KOBEISSI, Hussein	MIN 517442	Waverley Court House	-	1 min	Result required

- The Court Officers JUST Connect Custody List will now show the appearance status for this detainee to reflect the option selected in step 1 above
Note that the Court Officer options will display in the Juvenile Justice drop down list, however these are greyed out and cannot be selected by the AVL Officer.

Wait Time

Appearance

5 min

Select

1

Result required

1

Request

1

Not required

1 min

Select

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 Juvenile Justice Centre of the basic result for that case, so they can move the detainee from the AVL holding area back to their room.

Please note this does not replace the official final court outcomes from CIMS. This should only be used as an indication that the detainee is no longer required for court proceedings that day.

Step Action



All completed court appearances that have a result entered by a Court Officer will display in **bold** text on the Court Appointment List page

- 1 Review the Court Appointment List page and locate any **complete court appearances**
Click the **name** of the detainee

John Morony CC

Tuesday, April 03 TODAY < >

Icon Glossary

CREATE APPOINTMENT

Court (12) Search appearances

Time	Name	MIN/CIMS	Location	Courtroom	Wait Time	Appearance
10:30 am	REILLY, Colin	MIN 234567	Interstate Court/Tribunal or Interjuris...	-	5 min	Select
11:11 am	REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1 min	Complete
01:30 pm	SIMS, Dwayne	MIN 34567...	Sydney Central Court House	Sydney Central 2	1 min	Complete

- 2 The appearance details will display onscreen
View the brief result notes. If the results indicate the detainee is no longer required. Follow standard business procedures and return that detainee to their cell or room
Click **Back** to return to the Appointment List page

< Back

Local Court - SIMS, Dwayne DID NOT OCCUR

When	Agenda	Status
Tuesday, April 03, 2018 01:30 pm - 02:00 pm	Court (Video) Local Court Hearing	Scheduled

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...	

Step Action

- 3** Completed appointments that have been viewed by any AVL Officer at your location will display as greyed out text. You can still click the detainee name to view the results again if required

John Morony CC
Tuesday, April 03 TODAY < > Icon Glossary **CREATE APPOINTMENT**

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...	-	5 min	Select
11:11 am	REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1 min	Complete
01:30 pm	SIMS, Dwayne	MIN 3456789	Sydney Central Court House	Sydney Central 2	1 min	Complete



In some instances, the result may be changed by a Court Officer from a **'Complete'** status, to **'Still required'**. In this instance the detainee will display as standard black text, and will have the appearance status listed as **'Still required'**. The AVL Officer will need to ensure the detainee remains in the AV holding area until the status is updated again.

John Morony CC
Tuesday, April 03 TODAY < > Icon Glossary **CREATE APPOINTMENT**

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...	-	5 min	Select
11:11 am	REILLY, Colin	MIN 234567	Supreme Court	QSLC SC13A A - 91387	1 min	Complete
01:30 pm	SIMS, Dwayne	MIN 3456789	Sydney Central Court House	Sydney Central 2	1 min	Still required

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)	

Frequently Asked Questions – Court List

When is the Court Appointment List data retrieved from CIMS?

At approximately 5am each morning, JUST Connect receives the Court List information from CIMS. This is the only update JUST Connect receives per day.

Any changes that occur after this time will need to be manually dealt with, as per previous business procedures.

What happens if JUST Connect crashes or I lose internet connection?

In the rare event that you may lose internet connect or access to JUST Connect entirely, you will need to revert to manual processes and the Court Officers will need to phone the Juvenile Justice Centre.

If an AVL Officer at an alternate location still has access to JUST Connect, and can access your location's court appointment list, they should, on your behalf, set the status of each detainee at your location to 'Please call', to ensure the Court Officer knows they need to revert to manual processes at that time.

In what circumstances will a Court Officer phone the correctional facility?

Court Officers will continue to phone a Juvenile Justice Centre when they have appearance listed as 'Cells' or 'Phone'. For any 'Video' appearances, Court Officers should use JUST Connect. Court Officers may also be required to call if requested by the Juvenile Justice Centre.

If there are any issues using JUST Connect, the AVL Officers should revert to manual processes. Processes to phone Juvenile Justice Centre do not change following the implementation of JUST Connect.

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.

Examples:

Appointment is Created	Pending Appointment Accepted
YOU HAVE A NEW APPOINTMENT WITH Brett GREEN (MIN 123456) WHEN Tuesday, 28/08/2018 - 11:45am to 12:15pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 DIAL IN You will receive dial-in details in the appointment reminder email on the day of appointment. Please come to Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map APPOINTMENT NOTES Booked by Kim FLETCHER, Legal Aid NSW kim.fletcher@mailinator.com To view or edit this appointment, visit: https://test.iustconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000fab298e For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx	PENDING APPOINTMENT HAS BEEN ACCEPTED AND IS NOW SCHEDULED Updated by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com WITH Brett GREEN (MIN 123456) WHEN Friday, 24/08/2018 - 11:30am to 12:00pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 Please come to Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map APPOINTMENT NOTES To view or edit this appointment, visit: https://test.iustconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5edba6098d000f926eb1 For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx

Appointment has been edited	Cancelled Appointment
 APPOINTMENT UPDATED Updated by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com WITH Brett GREEN (MIN 123456) WHEN Wednesday, 29/08/2018 - 11:45am to 12:15pm Tuesday, 28/08/2018 - 11:45am to 12:15pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 Please come to Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map APPOINTMENT NOTES To view or edit this appointment, visit: https://test.iustconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000fab298e For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx	 APPOINTMENT CANCELLED Cancelled by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com WITH Brett GREEN (MIN 123456) WHEN Saturday, 25/08/2018 - 11:30am to 12:00pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 APPOINTMENT NOTES Cancellation Reason Emergency Lockdown

Manage Personal Account Settings

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

To make changes to your details:

- Click **Account** link in menu bar
- Make your changes
- Click **Update Settings** to save the changes.

Changing your password:

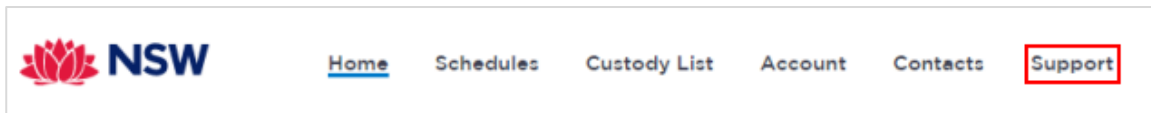
Your JUST Connect log-in is linked to your network password. If it needs to be changed, you should contact your normal IT support.

The screenshot shows the 'Account settings: Colin Corowa' page. At the top, there is a navigation bar with links: Home, Schedules, **Account** (highlighted with a red box), Contacts, Support, Terms & Conditions, and a user profile dropdown for Colin Corowa. Below the navigation bar, the page title is 'Account settings: Colin Corowa' with a sub-header 'CSNSW Community Corrections • City Community Corrections'. A red box highlights the 'UPDATE SETTINGS' button in the top right corner. The main content area is titled 'Manage your personal account settings here' with a note 'Fields marked * are mandatory'. It is divided into two sections: 'Name' and 'Contact details'. The 'Name' section has fields for 'First Name' (Colin) and 'Last Name' (Corowa). The 'Contact details' section has fields for 'User Name / Email Address*' (colin.corowa@mailinator.com), 'Phone number', and 'Mobile number'. Below these fields is a section for 'Manage your system notification preferences here' with four radio button options: 'Receive only SMS notifications', 'Receive only email notifications' (selected), 'Receive both email and SMS notifications', and 'Receive no notifications'. There is also a field for 'Email notification address*' (colin.corowa@mailinator.com). At the bottom, there is a section for 'Manage your JUST Connect Password here' with a sub-header 'Change password'. It includes fields for 'Old password', 'New password', and 'Confirm new password'. A note states: 'Your password should have 7 characters minimum and 3 of the following characters'. Below this note are four checkboxes: 'One lowercase character', 'One uppercase character', 'One number', and 'Special character'.

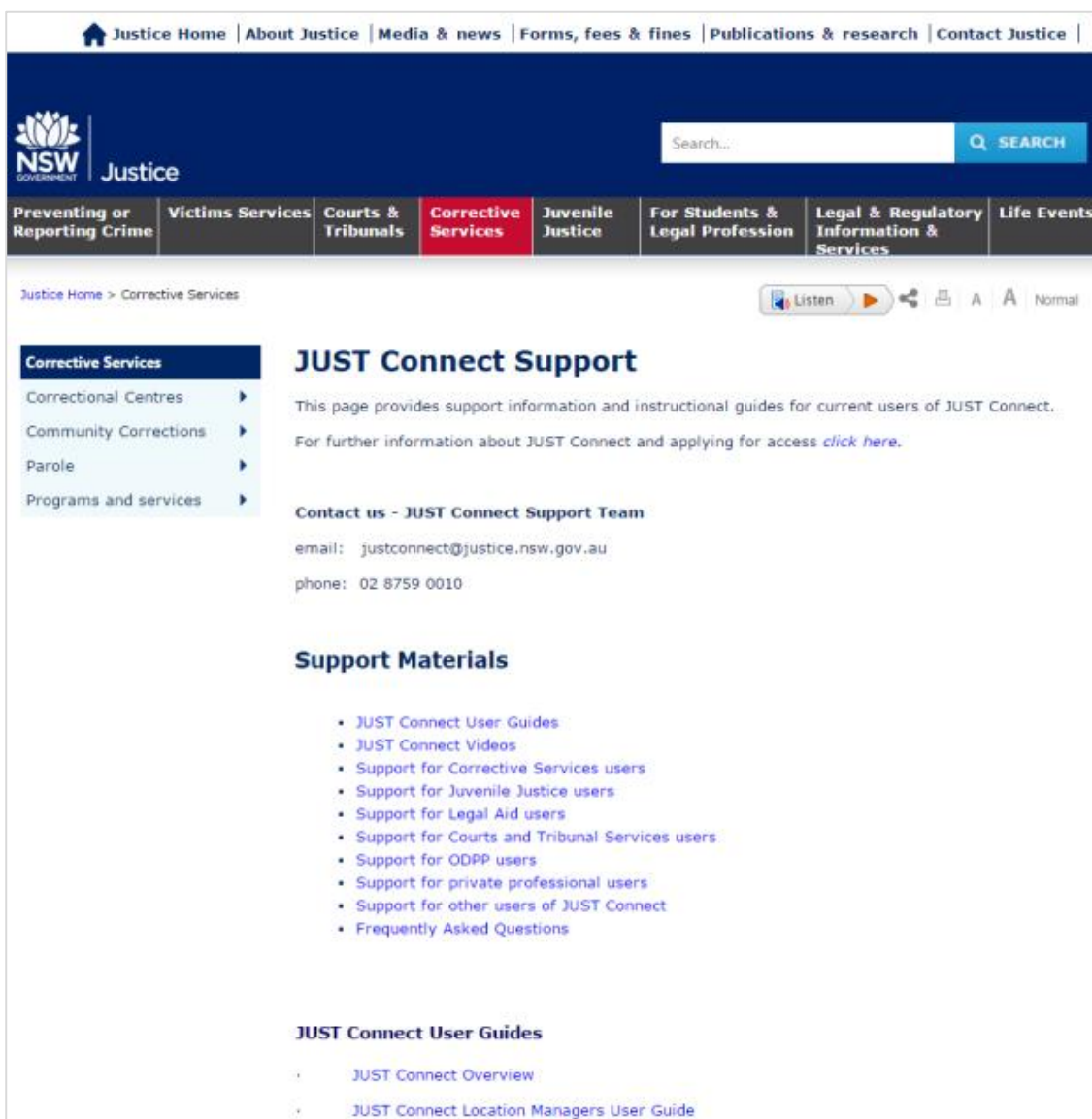
Support

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.



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

Appendix 1 – Training Accounts

Please find listed below Training accounts for use in the training environment in conjunction with activities in this workbook. You can select any of the following accounts to log into the training environment and practice.

Each account lists username log-in and password, as well as detainee which can be added when creating appointments (correctional meeting & assessments).

Please keep in mind the following accounts may be used by multiple people simultaneously. This may lead to some time slots not being available when creating appointments. If this occurs, please selected an alternative time and/or date.

Training Link: <https://training.justconnect.justice.nsw.gov.au/login>

JJ Training Account No.1			
Role	Log-in	Password	Default Location
JJ AVL Officer	brooke.cobham@mailinator.com	abc1234!	Cobham JJC
JJ Case Worker	amanda.caseworker@mailinator.com	abc1234!	Dubbo
ALS Officer	Anastasia Alsdubbo	Location: Dubbo ALS	
Private Lawyer	Alex Privatelawyer		
Family & Friends	Adam Urban	CIMS: 1544122	
Family & Friends	Abbie Obeid	CIMS: 1153444	
Detainee:	Jayden Urban	CIMS: 1617984	Location: Cobham JJC
Detainee:	Ibrahim Musa	CIMS: 1614972	Location: Cobham JJC

JJ Training Account No.2			
Role	Log-in	Password	Default Location
JJ AVL Officer	mick	abc1234!	Frank Baxter JJC
JJ Case Worker	phillip.caseworker@mailinator.com	abc1234!	Maitland
ALS Officer	Garrett Alsmoree	Location: Moree ALS	
Private Lawyer	Amy Privatelawyer		
Family & Friends	Anthony Knight	CIMS: 1307071	
Family & Friends	Esther Hancocks	CIMS: 1383365	
Detainee:	Jerome Charles	CIMS: 1234568	Location: Frank Baxter JJC
Detainee:	Dayne Hancocks	CIMS: 2345678	Location: Frank Baxter JJC

JJ Training Account No.3			
Role	Log-in	Password	Default Location
JJ AVL Officer	charlie.baxter@mailinator.com	abc1234!	Frank Baxter JJC
JJ Case Worker	mick.caseworker@mailinator.com	abc1234!	Wagga Wagga
ALS Officer	Judy Alstamworth	Location: Tamworth ALS	
Private Lawyer	John Privatelawyer		
Family & Friends	Maddie Burton	CIMS: 1164628	
Family & Friends	Kate Hammond	CIMS: 1813133	
Detainee:	Adam Burton	CIMS: 1572588	Location: Frank Baxter JJC
Detainee:	Rusty Nails	CIMS: 2345679	Location: Frank Baxter JJC

JJ Training Account No.4			
Role	Log-in	Password	Default Location
JJ AVL Officer	john.reiby@mailinator.com	abc1234!	Reiby JJC
JJ Case Worker	catherine.caseworker@mailinator.com	abc1234!	Wagga Wagga
ALS Officer	William Alsismore		

JJ Training Account No.5			
Role	Log-in	Password	Default Location
JJ AVL Officer	alice.reiby@mailinator.com	abc1234!	Reiby JJC
JJ Case Worker	darren.caseworker@mailinator.com	abc1234!	Dubbo
ALS Officer	Christy Alsbourke Location: Bourke ALS		
Private Lawyer	Susan Privatelawyer		
Family & Friends	Ruby Mateai	CIMS: 1412642	
Family & Friends	Gloria French	CIMS: 1131922	
Detainee:	Dawson Mateai	CIMS: 1631231	Location: Reiby JJC
Detainee:	Ruby Kimberley	CIMS: 1643938	Location: Reiby JJC

JJ Training Account No.6			
Role	Log-in	Password	Default Location
JJ AVL Officer	nick.riverina@mailinator.com	abc1234!	Riverina JJC
JJ Case Worker	selena.caseworker@mailinator.com	abc1234!	Wagga Wagga
ALS Officer	Tess Alsdubbo Location: Dubbo ALS		
Private Lawyer	Kate Privatelawyer		
Family & Friends	Mary Cochran	CIMS: 1743112	
Family & Friends	Suzie Kennedy	CIMS: 1543451	
Detainee:	Daimon Cochran	CIMS: 1617381	Location: Riverina JJC
Detainee:	Jackson Kennedy	CIMS: 1607755	Location: Riverina JJC