

Booking a Remote Witness of Multipurpose Suite

AV, Strategy and Business Links

Document Version: 1.1

Date: 12 September 2021

© 2018 Copyright Department of Justice

This document has been prepared by the Department of Justice for internal training purposes only. It must not be copied, reproduced, sold, modified or distributed to external parties, electronically or otherwise, in any way except with the express written consent of the Department. It contains highly confidential information which must be kept confidential by the recipient at all times. The recipient must ensure that at all times the information remains within the custody and control of the Department, its staff and its contractors. The recipient is only authorised by the Department to make a copy of the material for personal use only provided this copyright notice appears on any copy material. The recipient must immediately return the material to the Department if the recipient ceased to be employed or engaged by the Department.

Table of Contents

Introduction.....	4
Creating an Appointment for a Remote Witness Room or MPS	5
Editing a Remote Witness or MPS Appointment.....	8
Requesting a Remote Witness Room at another Court Location.....	9
Managing External Requests for a Remote Witness Room	13
Rejecting a Pending Appointment.....	17

Introduction

JUST Connect enables you to book a Remote Witness (RW) room for vulnerable witnesses to give evidence from a place other than a court room. JUST Connect also enables court staff to request a RW room for a witness at another court location. This guide will step you through:

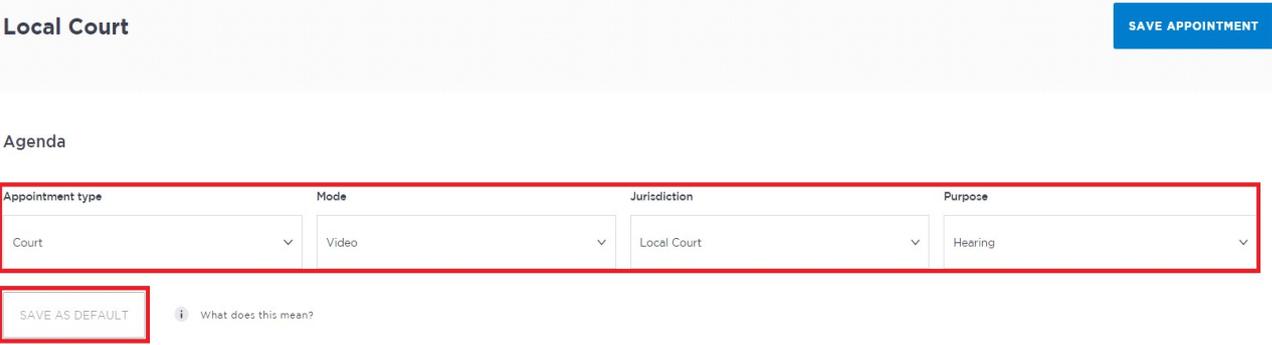
- [Booking a RW room at your own court;](#)
- [Requesting a RW room at another location and;](#)
- [How to approve or reject external RW room booking requests.](#)

Multi-purpose suites (MPS) can also be booked in JUST Connect for:

- Legal or Medical professionals to connect with clients in custody
- Interstate witnesses
- A second 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.

Creating an Appointment for a Remote Witness Room or MPS

Step	Action
1	<p>From the Home or Schedule page, click the Create Appointment button</p> 
2	<p>The new appointment screen displays, complete the Agenda details by clicking the drop-down arrow and select the following option for:</p> <ul style="list-style-type: none">• Appointment Type – select Court• Mode – select Video• Jurisdiction – eg Local Court• Purpose – eg Hearing 
	<ul style="list-style-type: none">• If your appointments have common agenda types, you can save these options by clicking the Save as Default button. JUST Connect will then pre-select these options each time you create an appointment.• The Appointment owner defaults to your name.

Step Action

- 3** The *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**.

Local Court SAVE APPOINTMENT

Attendees & Time

Appointment owner	Date	From	To
PINACOLADA, Carla	17/09/2018	09:30 am	04:00 pm

Court: Burwood Court Burwood RW

- 4** **Location and Rooms:** Remote witness rooms can be identified by the letters '**RW**' that are included at the end of the room name, e.g. Burwood RW.
Select required **Room** by clicking on the drop-down arrow.

Local Court SAVE APPOINTMENT

Attendees & Time

Appointment owner	Date	From	To
PINACOLADA, Carla	17/09/2018	09:30 am	04:00 pm

Court: Burwood Court

Burwood RW (dropdown menu open):
Burwood RW
Burwood 6
Burwood PS

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

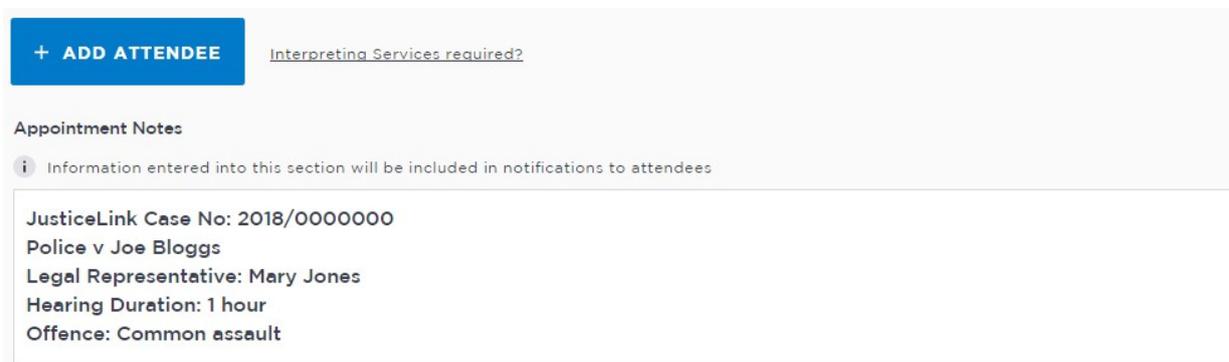


For Multi-purpose suites can be identified by the letters '**PS**' that are included at the end of the room name.
e.g. Burwood PS.

5 Appointment Notes:

The Appointments Notes is a free text field and it is important that the relevant case information is entered.

Enter **case information or booking details** into the **Appointment Notes** field. The information required here may differ between court locations.

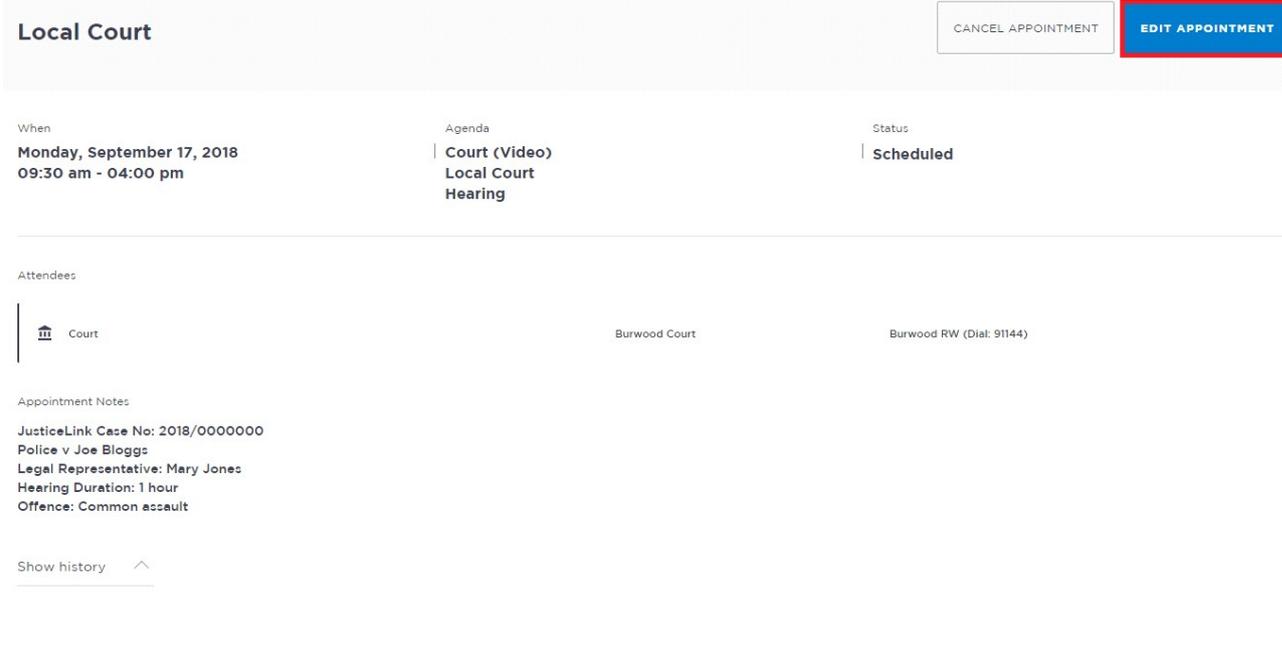


The screenshot shows a software interface for entering appointment details. At the top left, there is a blue button labeled '+ ADD ATTENDEE'. To its right is a link labeled 'Interpreting Services required?'. Below these is the 'Appointment Notes' section, which includes an information icon and the text 'Information entered into this section will be included in notifications to attendees'. A text area below contains the following details: 'JusticeLink Case No: 2018/0000000', 'Police v Joe Bloggs', 'Legal Representative: Mary Jones', 'Hearing Duration: 1 hour', and 'Offence: Common assault'.

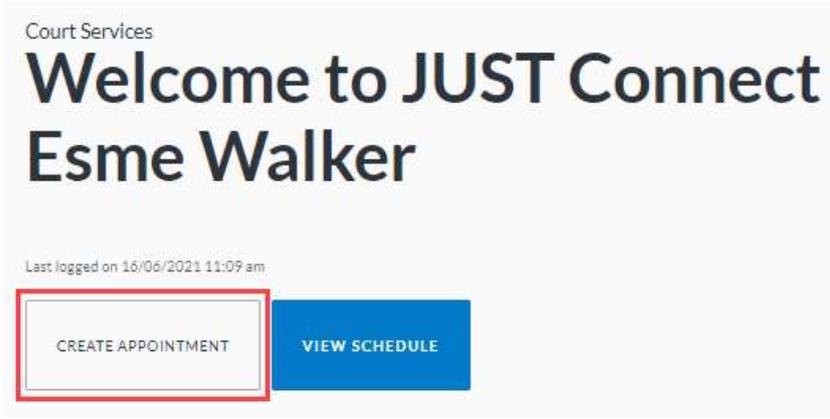
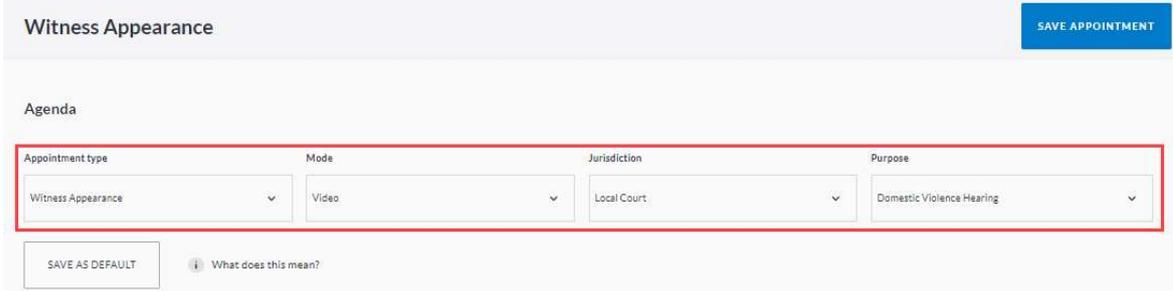
6 Save appointment:

- 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**. Click **OK** button.

Editing a Remote Witness or MPS Appointment

Step	Action
1	From the Schedule page (or from Appointment List, Day or Week view)
2	Click on the appointment to open the <i>appointment details page</i> .
3	<p>Click the Edit Appointment button;</p> <p>Click in the required field to make changes (e.g. edit witness information; change date and/or time, change room, remove an entry, add an attendees).</p> 
4	When complete, ensure to check details are correct, then click the Save Appointment button to keep the changes.
5	<p>The appointment updated screen displays, click the OK button.</p> <p>The Appointment details page will display again showing the new details.</p>
	If the remote witness room or multi-purpose suite appointment is no longer required select 'Cancel appointment'

Requesting a Remote Witness Room at another Court Location

Step	Action
1	<p>From the <i>Home</i> or <i>Schedule</i> page, click on the Create Appointment button</p>  <p>Court Services Welcome to JUST Connect Esme Walker</p> <p>Last logged on 16/06/2021 11:09 am</p> <p>CREATE APPOINTMENT VIEW SCHEDULE</p>
2	<p>The new appointment screen displays, complete the Agenda details by clicking the drop-down arrow and select the following option for:</p> <ul style="list-style-type: none">• Appointment Type – select Witness Appearance• Mode – select Video• Jurisdiction – e.g. Local Court• Purpose – Domestic Violence Hearing  <p>Witness Appearance SAVE APPOINTMENT</p> <p>Agenda</p> <p>Appointment type Mode Jurisdiction Purpose</p> <p>Witness Appearance Video Local Court Domestic Violence Hearing</p> <p>SAVE AS DEFAULT <small>What does this mean?</small></p>
	<p> If your appointments have common agenda types, you can save these options by clicking the Save as Default button. JUST Connect will then pre-select these options each time you create an appointment.</p> <p>The Appointment owner defaults to your name.</p>
6	<p>Date and Time: defaults to today's date and current time.</p> <p>Select required Date, then adjust the From and To time fields to book the room for the full day.</p>  <p>Attendees & Time</p> <p>Appointment owner</p> <p>WALKER, Esme</p> <p>Date From To</p> <p>17/11/2021 09:30 am 04:00 pm</p>

Step Action

7 Location and Rooms: Remote witness rooms can be identified by the letters **'RW'** that are included at the end of the room name, e.g. Burwood RW.

Select the **courtroom** where the hearing will be heard

Appointment owner: WALKER, Esmé
Date: 17/11/2021
From: 09:30 am
To: 04:00 pm
Full day:
Court: Burwood Court
Room: Unassigned (dropdown menu open)
+ ADD ATTENDEE Interpreting Services required?



If the courtroom has not been allocated, select **Unassigned**. The courtroom can be allocated at a later time.

8 Add Attendee: Requests can be made for witnesses to give evidence from another court location.

Select **Add Attendee**. A pop-up box will appear.

Select **Remote Witness**

Court: Burwood Court
Room: Unassigned
+ ADD ATTENDEE Interpreting Services required?

Step Action

9 Enter details for the Witness: These details will appear on the appointment and will be sent in the booking request to the remote court location.

Enter the **Case Name**, **Witness Name** and **Case Number** into the relevant fields.

Enter **case information or booking details** into the free text field. The information required here may differ between court locations.

Select **Finish** once all appropriate details are entered. The **Remote Witness** details will appear.

← Add Attendee: Remote Witness Details ×

Enter details for this Witness

These details will be temporarily stored in JUST Connect for the purposes of contacting the witness. The details will be deleted from the system after the court appearance has occurred.

* these fields are mandatory

Case Name or Witness Name*	Case number
P v Smith - Witness: Jane Doe	2021/0000000
Email	Mobile number
Enter email address	E.g. 0412345678

Police witness and complainant.

[Clear](#)

FINISH



If the details of the witness are not known, the **email** and **mobile number** should be left blank

10 Select remote courthouse location: The **Remote Witness** details will appear.

Select the **court location** where the witness will attend to give evidence. The room will appear **unassigned**.

Appointment owner	Date	From	To	
WALKER, Esme	17/11/2021	09:30 am	04:00 pm	<input checked="" type="checkbox"/> Full day
Court		Burwood Court		Unassigned
Remote Witness		P v Smith - Witness: Jane Doe	Coffs Harbour Court	Unassigned

Step Action



The room will be **unassigned** until the booking request is managed by the remote court location.

11 The Appointments Notes is a free text field and it is important that the relevant case information is entered.

Enter **case information or booking details** into the **Appointment Notes** field. The information required here may differ between court locations.

Appointment Notes

i Information entered into this section will be included in notifications to attendees

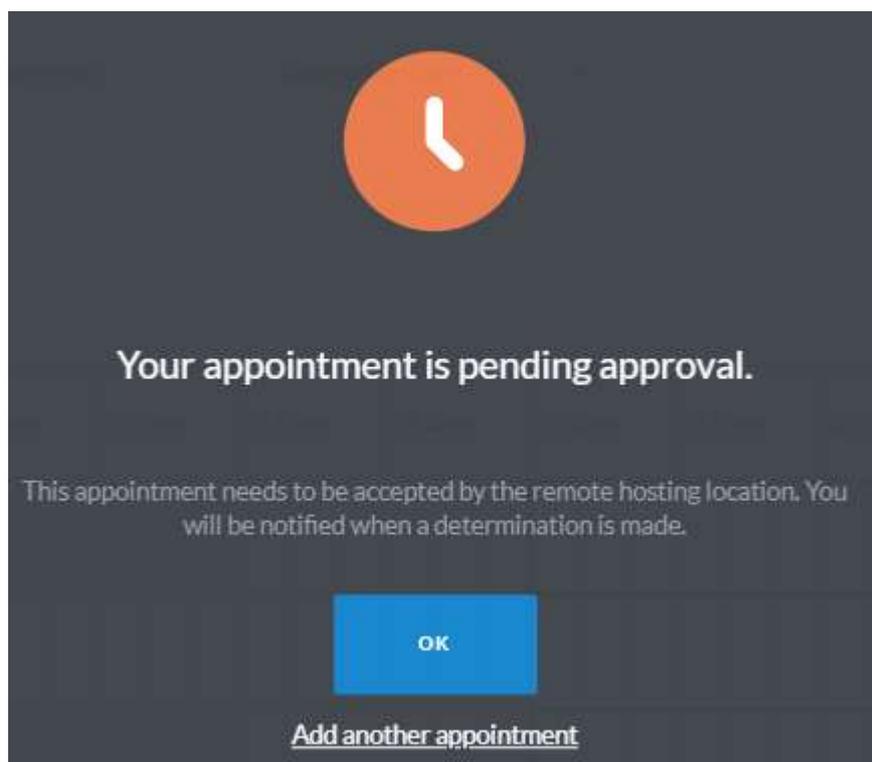
Justicelink Case No: 2021/0000000
Police v James Smith
Legal Representative: Susan Boyle
Hearing duration: 3 hours
Offence: Contravene AVO

12 Check you have selected and/or entered all the required appointment details.

Click the Save Appointment button.

A prompt advising Appointment is **pending approval will be displayed.**

Click **OK** button.



Step Action

1

Appointments can be made to request **remote witness rooms** at other court locations. If an external request is made, Courts are notified by email generic mailbox. The email will notify you of:

- The person who created the appointment
- The purpose of the request
- The date, time and place
- Appointment notes



The screenshot shows an email notification with a clock icon in the top left. The main heading is 'NEW PENDING APPOINTMENT NEEDS ATTENTION' in large, bold, blue letters. Below this, there are three red-bordered boxes containing appointment details:

- Updated by:** Esme WALKER, Court Services
esme.walker@mailinator.com
- PURPOSE:** Domestic Violence Hearing
TYPE: Witness Appearance (Video)
WHEN: Wednesday, 17/11/2021 - 9:30am to 4:30pm
WHERE: Coffs Harbour Court, please assign a room
- APPOINTMENT NOTES:** Justicelink Case No: 2021/0000000 Police v James Smith Legal Representative: Susan Boyle
Hearing duration: 3 hours Offence: Contravene AVO

At the bottom, there is a link to view or edit the appointment: <https://ust.justconnect.justice.nsw.gov.au/schedules/summary?id=80caa987e8c5e10012ae190b>. A footer note states: 'All times are in the Australia/Sydney time zone and are subject to change.'

Step Action

- 2 Accessing the appointment:** The booking request must be approved or rejected in JUST Connect. The booking can be accessed by locating the matter in the Court's **Schedule** or by clicking the **hyperlink** at the foot of the email. An example of the link is shown below.

To view or edit this appointment, visit:

<https://uat.justconnect.justice.nsw.gov.au/schedules/summary?id=60caa987e8c5e10012ae190b>



Clicking on the **hyperlink** will take you directly to the booking request in your Court's schedule.

- 5 Approving the appointment request:** The booking request will be in a **pending** status until the Appointment is approved or rejected. To **approve** the booking:

Select **Edit Appointment**

The screenshot shows the JUST Connect user interface. At the top, there is a navigation bar with links for Home, Schedules, Court AVL Lists, Account, Contacts, and Support. On the right, the user's name 'Carla Pinacolada' and initials 'C.P.' are displayed. The main content area is titled 'Witness Appearance - P v Smith - Witness: Jane Doe'. Below the title, there are two buttons: 'CANCEL APPOINTMENT' and 'EDIT APPOINTMENT', with the latter highlighted by a red box. The appointment details are organized into sections: 'When' (Wednesday, November 17, 2021, 09:30 am - 04:30 pm), 'Agenda' (Witness Appearance (Video), Local Court, Domestic Violence Hearing), and 'Status' (Pending). Below this is an 'Attendees' table with two rows: one for the Court (Burwood Court, Unassigned) and one for the witness (P v Smith - Witness: Jane Doe, Remote Witness, Coffs Harbour Court, Unassigned). At the bottom, there is an 'Appointment Notes' section with the text: 'JusticeLink Case No: 2021/0000000 Police v James Smith Legal Representative: Susan Boyle Hearing duration: 3 hours Offence: Contravene AVO'. A 'Show history' link is also visible.

Step Action

6 Location and Rooms: The booking will appear, showing details of the requesting court and other information included in the email. The booking will need to be assigned to a **Remote Witness** room to be approved.

Select the **room** where the witness will give evidence

Appointment owner: WALKER, Esme
Date: 17/11/2021
From: 09:30 am
To: 04:30 pm
 Full day

Court: Burwood Court
Remote Witness: Coffs Harbour Court
Unassigned

7 Check you have selected and/or entered all the required appointment details, when complete.

Click the **Save Appointment** button.

A prompt will be displayed advising Appointment has been **updated**.

Click **OK** button.

NSW Home Schedules Court AVL Lists Account Contacts Support
Carla Pinacolada C.P.

Witness Appearance - P v Smith - Witness: Jane Doe
SAVE APPOINTMENT

Agenda

Appointment type: Witness Appearance
Mode: Video
Jurisdiction: Local Court
Purpose: Domestic Violence Hearing

Attendees & Time

Appointment owner: WALKER, Esme
Date: 17/11/2021
From: 09:30 am
To: 04:30 pm
 Full day

Court: Burwood Court
Remote Witness: Coffs Harbour Court
Coffs Harbour RW1



The booking will appear in the **Schedules** on the allocated date once it has been **approved**.

Step Action

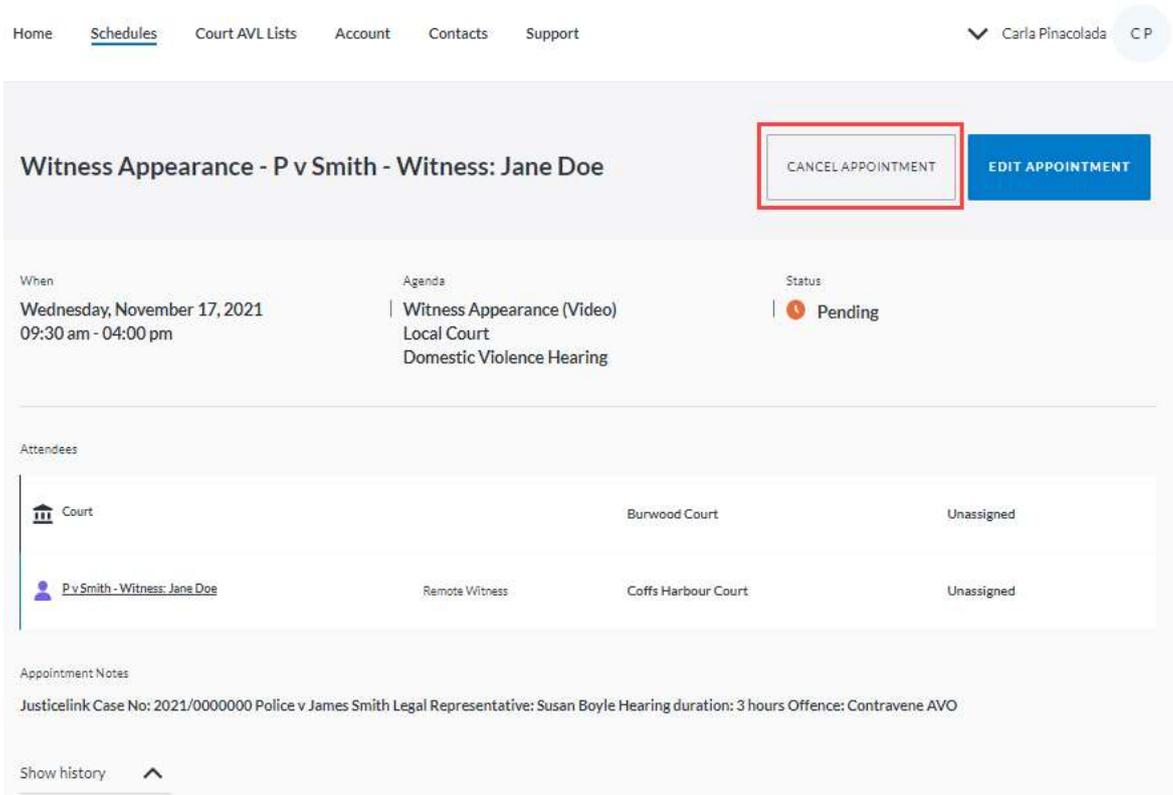
Home Schedules Court AVL Lists Account Contacts Support

Coffs Harbour Court
15 - 21 Nov 2021

TODAY < >

	MONDAY 15	TUESDAY 16	WEDNESDAY 17	THURSDAY 18	FRIDAY 19
Coffs Harbour LC 3					
Coffs Harbour LC 5					
Coffs Harbour PS 1					
Coffs Harbour RW1		09:30 am Local Court	09:30 am Witness Appearance -		

Rejecting a Pending Appointment

Step	Action
	<p>As with all court appearances, you will receive a request for the inmate to appear using the JUST Connect Scheduling System.</p> <p>A list of Court Meeting Space addresses is located at the end of this document.</p>
1	<p>Rejecting the appointment request: The booking request will be in a pending status until the Appointment is approved or rejected. To reject the booking:</p> <p>Select Cancel Appointment</p>  <p>The screenshot shows a user interface with a navigation bar (Home, Schedules, Court AVL Lists, Account, Contacts, Support) and a user profile (Carla Pinacolada, CP). The main content area displays the appointment details: 'Witness Appearance - P v Smith - Witness: Jane Doe'. The status is 'Pending'. The agenda includes 'Witness Appearance (Video)', 'Local Court', and 'Domestic Violence Hearing'. The attendees table shows two rows: 'Court' (Burwood Court, Unassigned) and 'P v Smith - Witness: Jane Doe' (Remote Witness, Coffs Harbour Court, Unassigned). Appointment notes are visible at the bottom.</p>

Step Action

- 2 Reasons for rejection:** A pop up box will appear seeking reasons for refusal.
Select the **reason** from the drop-down box
Enter any **additional comments**

Cancel Appointment?

Reason
Suite no longer available

Additional Comments
The remote witness room is unavailable as another matter has already been booked in.
[Clear](#)

All attendees will be notified NO YES

- 5 Reject appointment:**
Check you have selected and/or entered all the required rejection details, when complete.
Click the **Yes** button.
A prompt will be displayed advising Appointment has been **cancelled**.
Click the **OK** button.

