

AVL Scheduler

Quick Reference Guide

CREATE A COURT ORDERED
ASSESSMENT BOOKING

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Introduction

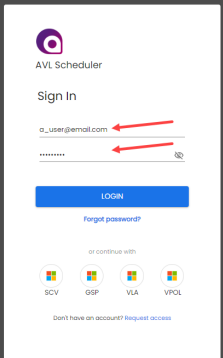
The AVL Scheduler (AVLS) enables court-ordered assessments to complete remote assessments of people in the custody of

- **Corrections Victoria**
- **Victoria Police**
- **Thomas Embling Hospital**

The information in this guide provides users with the steps required to schedule Court-Ordered assessment bookings with people in Corrections Victoria custody. The Video Conferencing Coordination Unit (VCCU) is responsible for managing AVLS bookings for individuals held in public or private adult custody locations.

Where a party is in Youth Justice, please contact ypdailymovements@justice.vic.gov.au, these bookings are not managed via the AVL scheduler.

Logging In

| AVLS GUIDE – LOGGING IN | | | |
|--|--|--|--|
| <p>Logging in</p> <p>Open Google Chrome and navigate to</p> <p>portal.avlbookings.justice.vic.gov.au</p> <p>Enter your email and password to log in</p> | |  | |

Creating An Assessment

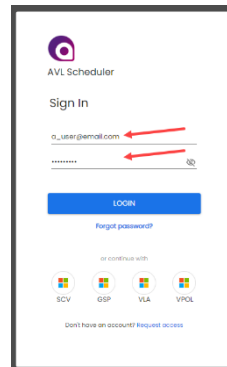
Making a Court-Ordered Assessment Booking

Logging in

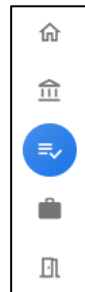
Open Google Chrome and navigate to

portal.avlbookings.justice.vic.gov.au

Enter your email and password to log in

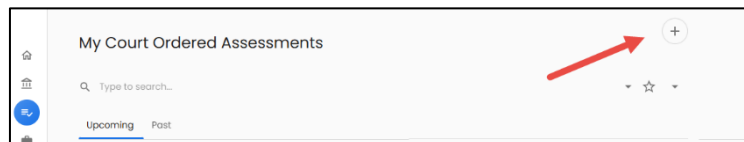


From the landing page, click on the **My Court Ordered Assessments** icon



Click on the + button to

Request a court-ordered assessment



Enter the details of the court that ordered the assessment in the **Court Details** section

Court Details

Jurisdiction*
CCV - County Court

Court Location*
Bairnsdale

Assessment Type(s)*

Court Return Date*
dd/mm/yyyy

Making a Court-Ordered Assessment Booking

-Select a Party Type

-Enter the CRN or JAID of the Accused in custody in the **Party Details** section.

-Click Check.

The program will retrieve the information for that CRN/JAID you entered. Check the name that is returned is correct.

-Enter a **Case number**. After entering the number, you must hit enter before clicking out of the field for the entry to save.

Add Participants to the booking

Add the email of the assessor completing the assessment, click **Check**

If the email is linked to an AVLS account, the person's details will be populated and cannot be edited.

If the email is not linked to an AVLS account, you will be able to enter the person's details. The participant must be validated by VCCU before approval.

Note: If you require an interpreter, you must add them as a participant in the booking

Link Type is set to **Webex** by default.

If you select **Not Required**, no link will be created. Please contact VCCU prior to selecting this **Link Type**.

In the **Resources Required** section, the **TMS** will automatically tick if the Party is in Corrections Victoria custody. Please do not change this setting.

Making a Court-Ordered Assessment Booking

In the **Time Details** section, you must enter a duration before you can select a date and time.

The duration is in 15-minute increments and will automatically adjust to the next 15-minute interval if you enter a different duration.

Eg, if you enter 20 minutes, the system will update the duration to 30 minutes.

Time Details

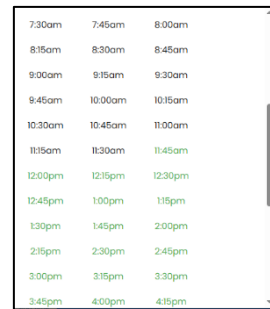
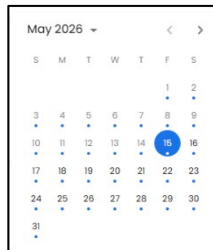
Duration*
= 0m

In the **Time Details** section, once you select an assessment duration, the date and time options will become available.

When selecting a date, the blue dots beneath each date indicate that day has at least one available time.

Green times indicate the prison has availability at that time.

Black times are not available. If you select a black time, the booking will not be confirmed until VCCU contacts you to reschedule to an available time.



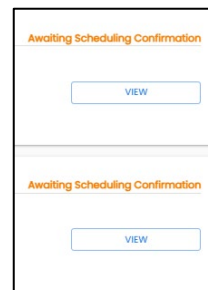
Click **Save**.

After the assessment has been created, you will be taken back to your **My Court Ordered Assessments** section.



The bookings status **-Awaiting Scheduling Confirmation**, or **-Confirmed** are both in a confirmed status.



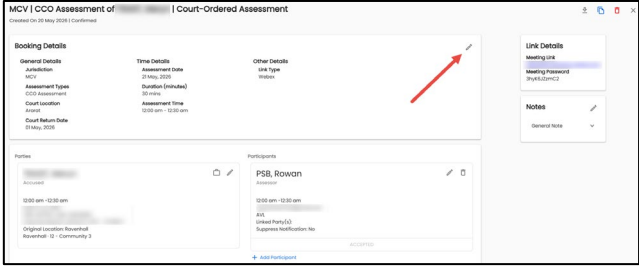
A booking with any other status is not confirmed and will be reviewed by VCCU. VCCU may contact you to discuss the booking.



Updating An Assessment

Date or Time

AVLS GUIDE – UPDATING THE TIME / DATE

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---------|----|----|----|----|---|---|--|--|--|--|--|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|--|--|--|--|--|---------|---------|---------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <p>Find your booking by</p> <ol style="list-style-type: none"> a) Scrolling through your bookings b) Using the search bar <p>Click on the VIEW button on the booking</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Select the EDIT pencil in the top right-hand corner of the Booking Details section</p> <div style="text-align: center; margin-top: 20px;">  </div> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>On the next page, update the fields in this order</p> <ul style="list-style-type: none"> - Update the duration - Select a new date - Select a new time | <div style="border: 1px solid black; padding: 10px;"> <p>Time Details</p> <p>Duration* <input type="text" value="15m"/> = 15m Booking Date* <input type="text" value="21 May, 2026"/></p> <p>Start time* <input type="text" value="12:00am"/></p> </div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>The blue dots underneath a date indicate there is some availability on that date.</p> <p>Green times indicate the prison has availability at that time.</p> <p>Black times are not available. If you select a black time, the booking will not be confirmed. VCCU will contact you to reschedule to an available time.</p> <p>Press SAVE</p> | <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px;"> <p>May 2026</p> <table border="1" style="width: 100%; text-align: center; font-size: small;"> <tr><td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr> <tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr> <tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr> <tr><td>31</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table> </div> <div style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; text-align: center; font-size: x-small;"> <tr><td>12:00am</td><td>12:15am</td><td>12:30am</td></tr> <tr><td>12:45am</td><td>1:00am</td><td>1:15am</td></tr> <tr><td>1:30am</td><td>1:45am</td><td>2:00am</td></tr> <tr><td>2:15am</td><td>2:30am</td><td>2:45am</td></tr> <tr><td>3:00am</td><td>3:15am</td><td>3:30am</td></tr> <tr><td>3:45am</td><td>4:00am</td><td>4:15am</td></tr> <tr><td>4:30am</td><td>4:45am</td><td>5:00am</td></tr> <tr><td>5:15am</td><td>5:30am</td><td>5:45am</td></tr> <tr><td>6:00am</td><td>6:15am</td><td>6:30am</td></tr> <tr><td>6:45am</td><td>7:00am</td><td>7:15am</td></tr> <tr><td>7:30am</td><td>7:45am</td><td>8:00am</td></tr> <tr><td>8:15am</td><td>8:30am</td><td>8:45am</td></tr> </table> </div> </div> | S | M | T | W | T | F | S | | | | | | 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 | 31 | | | | | | | 12:00am | 12:15am | 12:30am | 12:45am | 1:00am | 1:15am | 1:30am | 1:45am | 2:00am | 2:15am | 2:30am | 2:45am | 3:00am | 3:15am | 3:30am | 3:45am | 4:00am | 4:15am | 4:30am | 4:45am | 5:00am | 5:15am | 5:30am | 5:45am | 6:00am | 6:15am | 6:30am | 6:45am | 7:00am | 7:15am | 7:30am | 7:45am | 8:00am | 8:15am | 8:30am | 8:45am |
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| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 31 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 4:30am | 4:45am | 5:00am | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5:15am | 5:30am | 5:45am | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 7:30am | 7:45am | 8:00am | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8:15am | 8:30am | 8:45am | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

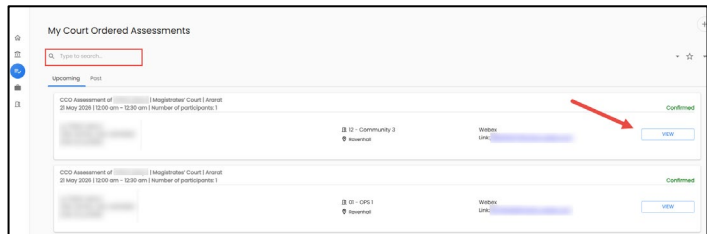
Adding a Participant

AVLS GUIDE – ADDING A PARTICIPANT

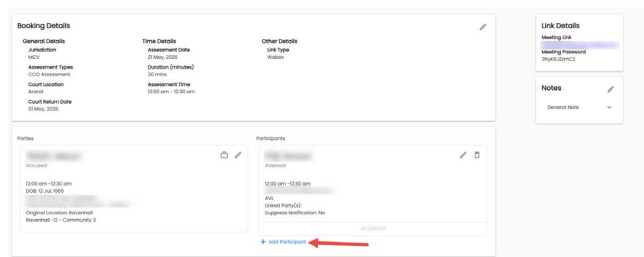
Find your booking by

- Scrolling through your bookings
- Using the search bar

Click on the **VIEW** button on the booking



Click on the **+Add Participant** link underneath the last listed participant



Enter the email address of the additional participant, and click **CHECK**

- Where the email entered exists within the AVLS, the First Name and Last Name will be auto-populated and cannot be edited.
- If the email does not exist in the AVLS, you will need to enter the First Name and Last Name of the participant. Where this occurs, VCCU will be required to verify these participants before they are accepted.

Click **SAVE**

Joining An Assessment

AVLS GUIDE – JOINING AN ASSESSMENT

Find your booking by

- a) Scrolling through your bookings
- b) Using the search bar

Click on the **VIEW** button on the booking



Joining via SIP

If you are joining from a VC machine or other technology, you can join using the SIP address shown. If you connect with this method, you will need the meeting password shown below.

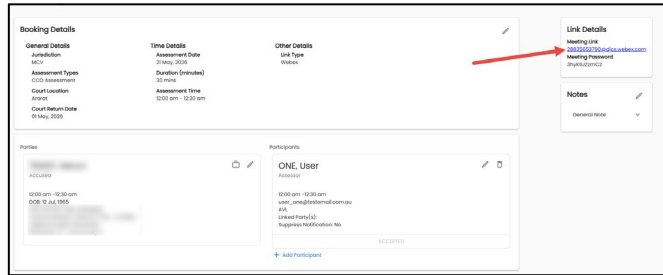
Joining via URL

Smart Device

If your smart device does not have the Webex app installed, you will be prompted to download the software to be able to join the meeting. The app is free to use and does not require you to have an account.

Computer/Laptop

The meeting can run on a computer via the desktop app or an internet browser.



Cancelling An Assessment

AVLS GUIDE – CANCELLING AN ASSESSMENT


Find your booking by

- a) Scrolling through your bookings
- b) Using the search bar

Click on the **VIEW** button on the booking

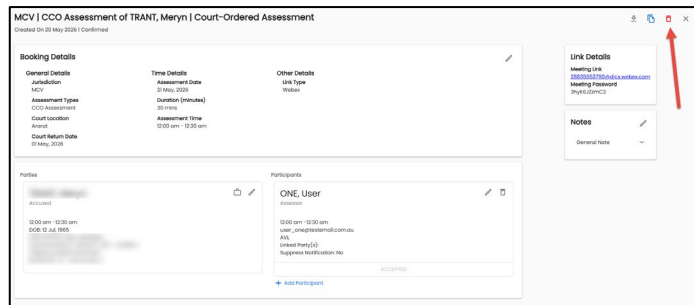


Click on the red bin icon in the top right corner



You will be prompted to select a reason for the cancellation.

The AVLS will not allow you to cancel a conference if it is within one hour of the start time. Please contact VCCU to inform of any short notice cancellations.



AVLS Troubleshooting

System Does Not Return A Result

- **‘Prisoner is at freedom’**

This means the prisoner is not in Corrections Victoria, Victoria Police, Youth Justice or Thomas Embling custody. You will not be able to use the AVLS to make the booking.

- **‘Other Location’**

The party is at a location not under AVLS control. Alternative arrangements will be required outside of the AVLS.

No Available (Green) Times Are Shown

This may be due to the assessment's duration or the availability at the custody location. If possible, select another date that has available times. If the assessment must be done that day, you can submit a request for an unavailable time, and VCCU will contact you to discuss it.

AVL Scheduler Assistance

Contact the VCCU team with any feedback or assistance with creating an assessment:

- **Phone:** 1300 160 214
- **Email:** vc.prisons@justice.vic.gov.au
- If you experience technical issues with the AVL Scheduler application, contact the support team:
AVL-Scheduler-Support@courts.vic.gov.au