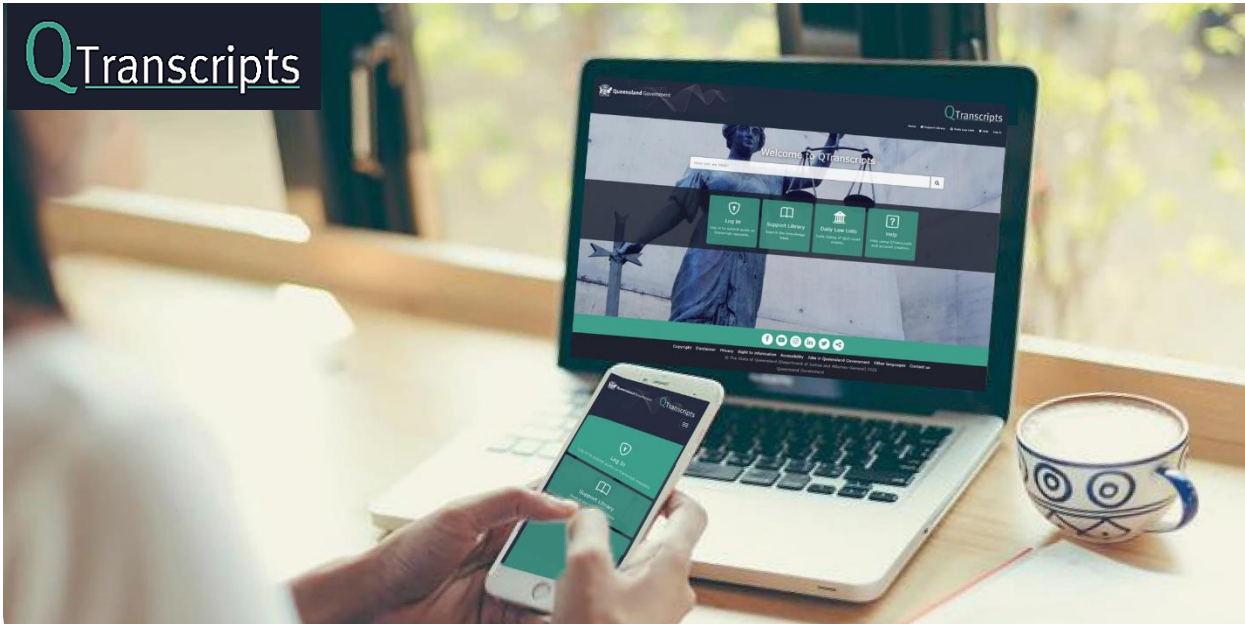


Keeping you informed – June 2022 (Issue Two)



New platform, QTranscripts, is coming!

The Department of Justice and Attorney-General (DJAG) is moving to a new way of delivering recording and transcription services across Queensland Courts and Tribunals. QTranscripts will be the new online platform for requesting audio or transcripts of court proceedings.

Stage 1 sites ready for rollout

The new Recording and Transcription (R&T) service delivery model will commence its staged rollout from 11 July 2022 at Stage 1 locations.

If you will be ordering court audio or transcripts from Stage 1 locations, from 4 July 2022 you can create your QTranscripts account in preparation for using the new platform to request, track and receive transcripts from 11 July 2022.

Once your access has been finalised, the QTranscripts Support Library will be available, giving you access to instructions, articles and FAQs to assist you in using QTranscripts.

In the new R&T model, QTranscripts will be the new way for court users to request and receive transcripts and audio.

QTranscripts is DJAG's in-house, web-based platform that is secure and easy to use. It will replace the current MyAuscript portal.

Planned rollout dates

11 July 2022 – Stage 1

Brisbane Magistrates Court (including Arrest Courts and Coroners Court), Southport District and Magistrates Courts (including Queensland Civil and Administrative Tribunal (QCAT) and Coroners Court), The Land Court, and Queensland Industrial Relations Commission (QIRC).

25 July 2022 – Stage 2

All courts within the Brisbane QEII complex.

15 August 2022 – Stage 3

All other sites across Queensland.

Auscript will continue to provide transcript services during the staged rollout of QTranscripts. For example, once Stage 1 rolls out Auscript will discontinue its services at Stage 1 locations, but continue services at Stages 2 and 3, until each respective stage has rolled out.



How to set up your account

When you visit QTranscripts for the first time, it will ask you to login with either your myGovID or QGov account where you will need to prove your 'digital identity'.

If you do not have a myGovID, find out more information and set one up at www.mygovid.gov.au.

Or to create a QGov account, you can register for one at <https://identity.qld.gov.au>.

Please note, if you have multiple QGov accounts, you can also choose to link these accounts.

For more information about QGov accounts, including FAQs, visit <https://identity.qld.gov.au/help/faq.html>.



Don't forget to use your business email account, not your personal email account, when you set up a QGov account. This is to ensure people who

are ordering transcripts for work/clients are doing so using their business email address, opposed to their personal email address.

New fee waiver policy

DJAG has recently released a new fee waiver policy to make the application process simpler for requestors.

The big changes are around what information and supporting documents are required. It allows for anyone with an approved concession card or anyone receiving a Centrelink payment to provide the respective card or income statement to apply for a fee waiver – see below.

For applicants in receipt of a current Commonwealth Health Care or Pensioner Concession Card (including Service Pension) a copy of one of the following must be provided:

- Commonwealth Healthcare card
- Pension card (both sides); or
- Services Australia Centrelink income statement; or
- Department of Veterans' Affairs service pension card (both sides).

There are no changes to the current eligibility arrangements for Legal Aid Queensland or Community Legal Service letters – these documents will still be accepted. Furthermore, an applicant can still apply through the full process of providing all their financials if they don't meet the above criteria.

More information can be found at [Queensland Courts Transcripts and Recordings](#).

Keeping our stakeholders informed



We continue to work with our stakeholders across the State to provide information on the new service delivery model and how the changes can best meet their needs, including those in regional service areas.

For more information or to provide feedback

This newsletter and more information are available on our web page

www.justice.qld.gov.au/initiatives/recording-and-transcription-project

OR

Email the Transition Team at

RTS-Transition@justice.qld.gov.au.



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