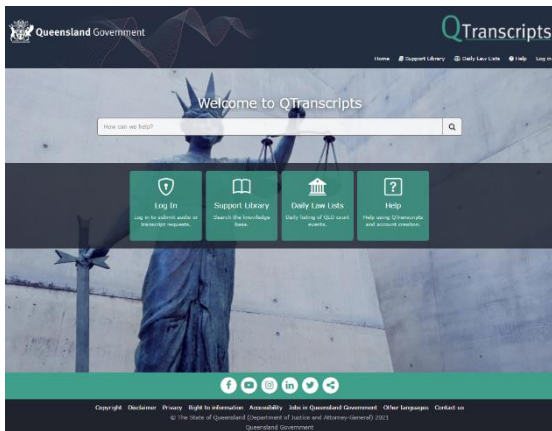


# Keeping you informed – January 2022



## Getting you ready for the new R&T service

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.

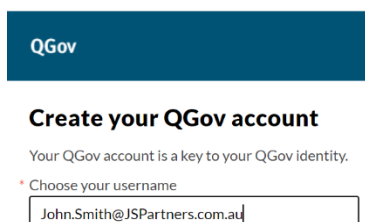
### Welcome to 2022

This year DJAG will launch the new recording and transcription service across Queensland Courts and Tribunals.

Once live, 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.

Auscript will continue to provide transcript services until QTranscripts is implemented.

### QGov business email



When you visit QTranscripts for the first time, you will be asked to log in with your QGov account where you will

need to prove your 'digital identity'.

To request transcripts, it is important to note that you will need to set up your QGov account using your business email account, not a personal account. For example, John.Smith@JSPartners.com.au

You can have more than one QGov ID by using different email addresses, like a personal email and business email. You can also choose to link these accounts. Register for a QGov account at <https://identity.qld.gov.au/login/login.html>.

### Recording and Transcription Services Team (RTS)

As part of the transition to the new R&T service delivery model, DJAG's Transcription Coordination Team (TCT) is now the Recording and Transcription Services Team (RTS).

RTS will manage the service, including QTranscripts client interactions and the Transcript Service Providers (TSP) who transcribe and deliver ordered transcripts.

The new model will be supported by a phone system staffed by DJAG for general information, while users will access QTranscripts for specific enquiries on their order or requests.

In the new portal you will be able to view your requests to check progress, correspond with the RTS team and download audio and transcripts once orders are completed.

### Historical transcripts access

Queensland transcripts and audio are stored in a variety of different locations depending on the date of the proceeding.

In the new model, court users will still be able to request access to historical transcripts for proceedings before 2007 (held at Queensland State Archives) via the [QSA public search portal](#) or submit a request through QTranscripts to be serviced by the Recording and Transcription Services team.





Coming soon...

*QTranscripts – a new and secure way to request transcripts.*



## Support library

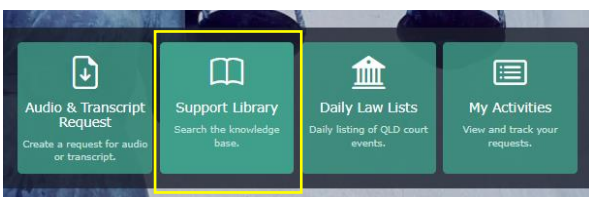
The QTranscripts support library will be your one-stop shop for support and information about how to request transcripts and audio through the new portal.

In the support library you will find various resources like articles and FAQs. There will be general information articles available too.

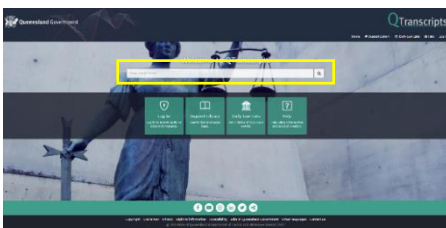
When you log into QTranscripts and access the support library, you will see relevant resources based on your user access. Some content, like FAQs, is available for the public with no log in required.

### How to search

There are two ways to search in the support library. You can perform a keyword search within the support library. Log in, then select 'Support Library', the search field is in the top right.



Alternatively, you can search via the QTranscripts portal home page.



## 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](http://www.justice.qld.gov.au/initiatives/recording-and-transcription-project)

OR

Email the Transition Team at

[RTS-Transition@justice.qld.gov.au](mailto:RTS-Transition@justice.qld.gov.au).



Queensland Government