

Keeping you informed – October 2021

QTranscripts – what it means for you



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.

New, secure way to request transcripts

Soon there will be a new way to request transcripts. QTranscripts, DJAG's in-house, web-based portal, will replace the current Auscript portal.

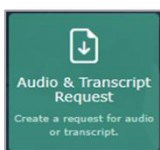
QTranscripts provides a secure platform to request and receive transcripts and audio.

When the portal is available, you will use your QGov account to log in. If you do not already have a QGov account, you can register for one at <https://identity.qld.gov.au/login/login.html>.

In the meantime, Auscript will continue to provide transcript services until QTranscripts is implemented, which is now expected to be during the second quarter of 2022.

How do I request a transcript?

To get you prepared for the new service, here's a step-by-step guide to requesting a transcript.



Step 1: Once you have logged into QTranscripts, click on the Audio and Transcript Request tile.

Step 2: An Audio and Transcript Request form will appear with the Requestor field auto-populated with your name.

Step 3: Complete the form noting all fields with an asterisk are mandatory.

For example, you will be required to enter your involvement and details of the proceeding.

Complete the details of the proceedings you are requesting below and click the Search button

* Matter Title - Hide

Citizen

* Select Court Location

Cairns

Select Date

13 / 05 / 2021 Search

Scheduled start date	Matter number	Matter title	Court	Event type
13/05/2021 10:01:06	SUP-CRNS21/21	CITIZEN, JOHN	SUPREME COURT	Application

< > Rows 1 - 1 of 1

Next you will need to select the type of audio or transcript you are requesting.

Before selecting a preferred Transcription Service Provider, you can view the estimated fee for the product type and turnaround time.

Step 4: Once submitted, your request status can be viewed under 'My Activities'.



QTranscripts link validity

It's important to remember that once you receive your transcript, you have 30 days to download it.

When your transcript request is finalised, you will receive a secure link via your email address to download the transcript.

The link is active for 30 days for you to download the transcript.

Glossary of new terms

When the new recording and transcription service model is implemented, some terminology will change. Listed below are some new terms.

Term	Definition
Mandatory Request (MR)	<p>A transcript task automatically generated by QTranscripts based on the type of matter and jurisdiction per listings information in the Court Event List. MR transcripts are generally provided the day the matter was heard.</p> <p><i>Note: in the current Auscript portal, this type of request is called a Standing Order.</i></p>
Recording and Transcription Services (RTS)	<p>Under the new model, the RTS team, within Court Services Queensland will liaise with various stakeholders including Judicial Officers and Associates, Court staff, legal professionals, vendors, and members of the public to manage and support the operations of the recording and transcription of Queensland Courts and Tribunals. This team was established in July 2021 and replaces the Transcript Coordination Team (TCT).</p>

Transcription Service Provider (TSP)	An external organisation contracted by DJAG to record, monitor and annotate court proceedings and generate transcripts of legal proceedings.
Audio and Transcript Request (ATR)	A request for audio and/or transcripts.

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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