

Keeping you informed – June 2021



Recording & Transcription

Introducing QTranscripts

The Department of Justice and Attorney-General is moving to a new way of delivering recording and transcription services across Queensland Courts and Tribunals.

Background

By the end of 2021, the Department of Justice and Attorney General (DJAG) and a selected panel of transcription service providers will be responsible for recording and transcription services for all Queensland Courts and Tribunals.

Currently Auscript Australasia provides recording and transcription services to Queensland Courts, the Queensland Civil and Administrative Tribunal (QCAT) and the Queensland Industrial Relations Commission (QIRC).

Ordering transcripts

When the new service goes live, court users will order transcripts through the web based QTranscripts platform instead of the current Auscript portal. More information will be provided as we move closer to the new service going live.



We will be business ready

- A vigorous testing regime is in place to assess system stability and security including a successful validation test with shortlisted transcript service providers.
- A suite of training modules will be delivered to ensure staff are well trained to support court users once the new service goes live.
- A new Recording & Transcription Services (RTS) Team has been put together as the customer interface for transcription services.
- System access processes and protocol are tested and well documented to provide QTranscripts users' secure access.

Keeping our stakeholders informed

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



The QTranscripts homepage



Accessing QTranscripts

Users will have to create a QTranscripts account to log in and order transcripts. Proof of identity will also be required to not only safeguard the security of transcripts but also your identity.

More information of how to create an account and getting access will be available shortly.



For more information or to provide feedback

Information is 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.



**Queensland
Government**