

# Keeping you informed – November 2021



## QTranscripts – a secure system for requesting transcripts

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 way forward

In 2022, QTranscripts will be the new way to request and receive transcripts and audio.

This secure platform is DJAG's in-house, web-based portal, and will replace the current Auscript portal.

When QTranscripts becomes available during the second quarter of 2022, 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.

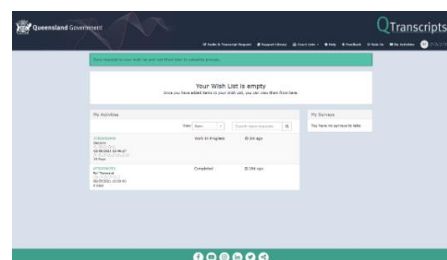
### My Activities – View Requests, Correspond and Download

All audio and transcript requests submitted in QTranscripts are recorded under My Activities.

You'll be able to view your requests to check progress, correspond with DJAG through the Recording and Transcription Services Team (RTS) and download audio and transcripts once available.

### View Requests

1. Once logged into QTranscripts, click on the 'My Activities' tile or link from the top menu.
2. A list of all your open requests will appear. A request will update to Completed once the audio or transcript is ready. Remember, you will have 30 days to download your transcript or audio.



3. Click on the relevant Audio Transcript Request (ATR) link to open a request.

### Download

1. To download an available transcript or audio click on the Request File button.



2. The Download Now button will appear and after clicking the button, a web browser will appear.

## Correspond

If you have a query regarding an audio or transcript request, you can contact the RTS team directly through your existing request. You can also upload any supporting documentation for your request if required.

1. Open the request and scroll down to enter your message in the Request Correspondence section, then click Send.

2. You will receive an email notification when a response is posted and you can view the response by accessing the request in QTranscripts.
3. To upload documentation to your request, click on the paperclip icon to upload or drag and drop the file from your computer.

## A secure system

To maintain security, all correspondence regarding your transcript or audio requests will be made via QTranscripts. You can follow up a request and lodge a query via 'My Activities' within the portal.

Communicating with us via QTranscripts (opposed to phone calls or emails) ensures your identity and personal information are protected. The QGov identity management system allows account holders to be verified to protect their personal information and allow more certainty around who is receiving what information.

## 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.

## Christmas closure

The Recording and Transcription transition team will be unavailable from Monday 20 December 2021 to Monday 4 January 2022. Please be advised there will be no December edition of our Keeping you informed newsletter, however, stay tuned for the January edition.

We thank you for your support during this past year and look forward to delivering the new service model to you in 2022.

## 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).



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Government**