

## Keeping you informed – March 2022

# Recording & Transcription services

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.



## DJAG's new service model

The new recording and transcription service across Queensland Courts and Tribunals will commence rollout mid-2022.

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.

## A staged rollout

The new recording and transcription service model is expected to commence a staged rollout from 27 June 2022.

The planned rollout dates are:

**27 June 2022 – Stage 1:** Brisbane Magistrates Court (including Arrest Courts and Coroners Court), Southport District and Magistrates Courts (including Queensland Civil and Administrative Tribunal (QCAT)), The Land Court, and Queensland Industrial Relations Commission (QIRC).

**11 July 2022 – Stage 2:** All courts within the Brisbane QEII complex.

**1 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 sites, but continue services at Stages 2 and 3, until each respective stage has rolled out.

## How to access support

During the transition to the new service model, the Transition Team will provide regular newsletters and communication. During go live, you can commence access to the knowledge-based articles in QTranscripts Support Library.

The Recording & Transcription Services Team (RTS) will provide support to external clients as well as internal users. Once a user has created their account, general enquiries can be submitted through to RTS via the QTranscripts portal using the Feedback option.

## Increased security



It is important that DJAG safeguards the appropriate and secure release of transcripts.

To protect the security of transcripts and your identity as a requestor of a transcript, secure access through a QGov account will be required when you log into QTranscripts.

All interactions relating to requests will be handled through QTranscripts. You will be able to search and place orders directly in the system.

As these orders progress, you will be able to log queries and receive updates from the Recording and Transcription Services team. Transcripts will be downloaded via QTranscripts using a secure link ensuring end-to-end security.

## Your QGov account

In our last edition we featured an article on how to set up a QGov account using your business email account in order to access QTranscripts.

Closer to the staged rollout dates, it would be a good idea to ensure you and your team have set up their QGov accounts in preparation for the new service model implementation.

You can register for a QGov account at <https://identity.qld.gov.au/login/login.html>.

Until the new R&T model is implemented, you will still request transcripts through Auscript.

## QGov account FAQs

Below are some FAQs that you may find useful ahead of setting up your QGov account.

**Q:** Does each person who will be requesting transcripts require an individual account or is it acceptable to have one QGov account for the entire firm using a generic firm email?

**A:** Yes, each person who requests a transcript requires an individual QGov account. This is because when an individual registers for a QGov account, they are authenticated as an individual (i.e., their personal driver licence and Medicare card). Therefore, the individual's digital ID details need to be linked to the individual's email address, not a generic firm email address.

**Q:** My work email address does not have a firm or business name, instead it's a Gmail/Yahoo/other account. Can I still use it?

**A:** Yes you can. To clarify, so long as the email address you use to register with QGov is the email address you use for work/business that is fine. It doesn't matter if it has a firm name within the email address or not. It's more about ensuring people who are ordering transcripts for work/clients are doing so using their business email address, opposed to their personal email address.

## Questions about QGov accounts?

If you have any further questions about setting up a QGOV account to access QTranscripts, please let us know by emailing [RTS-Transition@justice.qld.gov.au](mailto:RTS-Transition@justice.qld.gov.au).

## 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