

# Keeping you informed – June 2022 (Issue One)



## Get ready for QTranscripts

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.

QTranscripts will be the new online platform for requesting audio or transcripts of court proceedings.

### New R&T model is coming

The new Recording and Transcription (R&T) service delivery model is on track to commence its staged rollout from 11 July 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.

The planned rollout dates are:

#### 11 July 2022 – Stage 1

Brisbane Magistrates Court (including Arrest Courts and Coroners Court), Southport District and Magistrates Courts (including Queensland Civil and Administrative Tribunal (QCAT) and Coroners Court), The Land Court, and Queensland Industrial Relations Commission (QIRC).

#### 25 July 2022 – Stage 2

All courts within the Brisbane QEII complex.

#### 15 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.

### A secure platform requires proof of identity

When you visit QTranscripts for the first time, it will ask you to login with your QGov account where you will need to prove your 'digital identity'.

If you do not have a QGov account you can register for one at <https://identity.qld.gov.au>.

If you have multiple QGov accounts, you can also choose to link these accounts.

Don't forget to use your business email account, not your personal email account, when you set up a QGov account.

This is to ensure people who are ordering transcripts for work/clients are doing so using their business email address, opposed to their personal email address.

It is a good idea to have your QGov account set up, ready for the transition to QTranscripts.

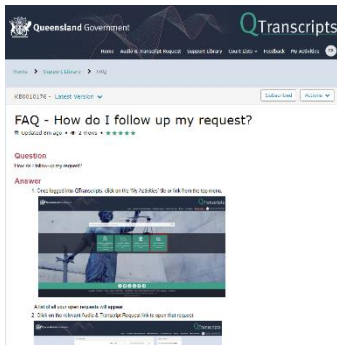
Until the new R&T model is implemented you will still request transcripts via Auscript.

For more information on QGov accounts, including FAQs, visit <https://identity.qld.gov.au/help/faq.html>



## How to access support

Support is available throughout the rollout and implementation of the new R&T model.



### QTranscripts Support Library

The QTranscripts Support Library is your one-stop-shop for resources that will assist you in using QTranscripts.

A range of online support resources, including instructions, FAQ's and articles, will be available through the QTranscripts Support Library. Searching is easy using keywords.

The Support Library content will be available closer to transition to the new model.

### Recording and Transcription Services (RTS)

In the new QTranscripts portal you will be able to view your requests to check progress, download your transcript, and correspond with the RTS team regarding your request through QTranscripts.

### Unable to complete online?

In some instances, there may be customers who do not have access to technology to use QTranscripts to submit an online transcript request.

Some customers do not have the ability to set up a QGov account as they cannot supply 100 points of identification, which is a requirement of account setup.

If you cannot create a QGov account or access online services to request a transcript or audio, you will need to complete the Request for Transcript form available from <http://www.courts.qld.gov.au> or by calling 1800 842 122. Alternatively, you can visit a Courthouse to request a copy of the form.

## 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).

### Keeping you informed...

As we get closer to the rollout of the new R&T model, stay tuned for more frequent newsletters and information about the new system.



Queensland  
Government