

Transcript Cost-Sharing Policy

1. Purpose

The *Recording of Evidence Regulation 2018* allows for a joint request for a transcript to be made, giving parties the opportunity to save on costs. This Policy is designed to inform customers ordering a transcript (requestors) of their obligations and considerations when making a joint request for a transcript (cost-share order).

2. Background

As of 18 April 2023, amendments to the *Recording of Evidence Regulation 2018* came into effect allowing joint requests to be received for the production of transcripts if the transcript has not already been produced. This change is intended to assist parties in minimising court costs.

Parties are able to determine the details for the cost-share agreement, including the turn-around time and what percentage of the cost each party pays. Once an agreement is made, one part may submit a cost-sharing order a transcript on behalf of all parties, and all parties will have access the transcript under that request.

3. Policy Statement

Cost-sharing principles

- 3.1 A cost-sharing order is a voluntary, consent-based application to share the cost of producing a transcript by a Transcription Service Provider (TSP).
- 3.2 A cost-sharing order can only be made on a transcript that has not been previously produced.
NB: If it has previously been produced by a TSP, all parties will have to apply to DJAG and pay the regulated fee to access the transcript.
- 3.3 All parties to a cost-sharing order must be a party (or their legal representative) to a proceeding. If a party is ineligible for a transcript, the order will not be accepted.
- 3.4 Any party wishing to make a joint application **must** agree on the particulars of the order:
 - What type of transcript is being ordered (i.e hearing, judgement or order etc.)
 - Turn-around time for the transcript
 - How the cost is to be split (as a percentage)
 - Which party is submitting the order
- 3.5 All parties must create and use a QTranscript account (or agree to make use of a hardcopy application form on behalf of all parties) to order and pay for the transcript.
- 3.6 All parties should pay the deposit and any additional balance promptly.
- 3.7 When making a cost share agreement, ensure each party has correct contact details and accept mutual accountability for doing all things necessary and avoid delays for delivery of a transcript.
- 3.8 As it is the responsibility of the parties to agree on particulars, neither DJAG or TSPs will take responsibility where disagreements between parties about particulars of a cost-sharing order arise.

Disagreement, cancellation and final payment

- 3.9 If a party to the cost-sharing order does not agree to the details of cost-share order placed on their behalf, they can refuse to pay the deposit.
- 3.10 If a party refuses to pay a deposit or does not pay within the allocated timeframe, the order will be cancelled and parties will be required to re-apply, either separately or under a different agreed arrangement.

3.11 If a party has outstanding costs for a transcript, the party may not receive the transcript until their portion of the total transcript balance is paid.

NB: For more information on deposits and cancellations, see the [deposit, cancellation and refund policy](#)

4. Roles and Responsibilities

- Joint applicants are responsible for:
 - Agreeing on the terms of the cost share arrangement prior to requesting a transcript
 - Communicating with the other parties of the cost-share arrangement if a party has issues with the request
 - Pay the deposit in a timely manner
- RTS are responsible for:
 - Assessment of eligibility of transcript requestors
 - Assessing the order and providing it to a TSP for transcription
- TSPs are responsible for:
 - Collecting deposits and final payment from joint applicants
 - Producing and delivering transcripts according to the agreed turn-around time requested

5. Glossary

Term	Definition
Cost-share agreement	An informal arrangement between parties to a cost share order, prior to submitting a request for a transcript.
Cost-sharing order	An order for a transcript submitted by one party on behalf of 2 or more customers under an arrangement pursuant to section 4A of the <i>Recording of Evidence Amendment Regulation 2023</i> (Qld).
Courts Technology Services (CTS)	A unit within the Department of Justice and Attorney-General responsible for providing IT support and management for court applications utilised throughout Court Services QLD.
Recording and Transcription Services (RTS)	A unit within the Department of Justice and Attorney-General responsible for operational management and oversight of transcription services.
QTranscripts	The service portal for lodging and tracking transcription services.
Transcription Service Provider (TSP)	Service providers contracted by DJAG to facilitate Transcription Services relating to Queensland Court matters. The two providers are VIQ Solutions Australia Pty Ltd and Epiq Australia Pty Ltd.

6. Related Documents

eDOCS reference	Name of document
6557687	Cancellation Policy

Appendix A – Informal cost share agreement form

To assist parties, the information below should be captured for the party making the joint application on QTranscripts

Relevant details for a cost-share agreement for transcription of a court proceeding					
Name and date/s of the proceeding					
Turnaround time	(i.e. 24 hrs, 3 days, 5 days)		Transcript Type	(i.e. Hearing; Judgement)	
Requestor Name (fill as many columns as necessary for all parties to the agreement)	(Party submitting order in this column):				
Email contact					
Phone contact					
Proportion of cost (can be split to 0.01%, total must equal 100%)					
Date of agreement					