

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 Digital ID account will be required when you log into QTranscripts.

All interactions relating to your request will be handled through QTranscripts. You will be able to search and place orders directly in the system. As your order progresses, 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.

Unable to complete online

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



For more information and assistance

More information about recording and transcription services is available at www.courts.qld.gov.au.

If you have trouble accessing QTranscripts or require assistance during the process of requesting a transcript, contact Recording and Transcription Services on **1800 842 122**.

QTranscripts

The new way to request audio
and transcripts from Queensland
Courts and Tribunals

QTranscripts

The Department of Justice and Attorney-General, with a selected panel of transcription service providers, will be responsible for recording and transcription services for all Queensland Courts and Tribunals.

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

Who can order?

Parties to the proceedings or their legal representatives can order audio or transcripts. Upon request other parties (like media, other law firms, or parties not directly involved in the proceeding) may request audio or transcripts, however eligibility requirements must be met.

What can I order?

There are many products available to request in QTranscripts. Listed below is an example of some products you can order:

Hearing	Trial	Sentence / Decision
Order	Verdict	Extract
Opening / Closing Addresses	Ceremonial Proceedings	Audio of Proceeding

Further information relating to the full list of available products can be found in the Support Library at qtranscripts.justice.qld.gov.au.

Proof of identity

When you visit QTranscripts for the first time, it will ask you to login with either your Digital ID account where you will need to prove your 'digital identity. To register for a Digital ID account, you will need to provide certain identification documents

A person may associate their digital ID with more than one email address to enable separation of personal and work-related activities requiring authentication. Read more at <https://www.digitalidsystem.gov.au/what-is-digital-id/digital-id-proofing-levels>.

Pricing and turnaround times

For further information regarding product pricing and turnaround times, search for the article 'Pricing and Turnaround Times' in the Support Library at qtranscripts.justice.qld.gov.au.

How to request a product

- Step. 1** Go to qtranscripts.justice.qld.gov.au
- Step. 2** Select Public Login.
- Step. 3** Login with your Digital ID.
- Step. 4** If you do not have a Digital ID, you will be prompted to create one. Follow the prompts to establish your Digital ID.
- Step. 5** Follow the prompts in QTranscripts to request your product.



Tip: Ordering audio or transcripts will be quicker if a Digital ID account is created before you access QTranscripts for the first time.

Receiving your product

In QTranscripts you can track the progress of your order, query your request, and view any communication from DJAG.

When your audio or transcript request is finalised, a secure link to download the product will be sent to you. This safeguards audio or transcript security.

You have **30 days** to download your audio or transcript before the link expires.