

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 myGovID or QGov 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 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 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 myGovID or QGov account where you will need to prove your 'digital identity'.

If you do not have a myGovID, find out more information and set one up at www.mygovid.gov.au.

Or to create a QGov account, you can register for one at <https://identity.qld.gov.au>.

Please note, if you have multiple QGov accounts, you can also choose to link these accounts.

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

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 myGovID or QGov account.
- › **Step. 4** If you do not have a myGovID or QGov account, you will be prompted to create one. Follow the prompts to establish your myGovID or QGov account.
- › **Step. 5** Follow the prompts in QTranscripts to request your product.



Tip: Ordering audio or transcripts will be quicker if a myGovID or QGov 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.