

Recording and Transcription Services

Requestor Identity Management Policy

RTS POLICY				
Version	Status	Approver	Effective date	Next review
2.0	Active	Executive Director – Reform and Support Services	11 October 2023	10 October 2025

1. Policy Statement

The Queensland Government operates online services that require a customer login. For extra security, to access some online services, a person is required to prove their 'digital identity'. To establish a digital identity, the Document Verification Service cross-checks the personal information and reference numbers of the identity documents a person submits.

Validation of a person's identity documents can facilitate the creation of their digital identity and/or enables them to enrol in an online service. A person's digital identity and own customer login within the Queensland Government framework helps to keep their personal information safe and secure. Establishing a customer login ensures the person who makes the request is not someone else. The person validates their digital identity to access Queensland Government online services when their account is created. If the person needs to change their personal details of their digital identity, then the person must submit the information and reference number of the identity documents to support the new details.

A person may apply for a copy of a record and/or a transcript of legal proceedings in Queensland under section 5B (1) of the *Recording of Evidence Act 1962*. However, the same person may be restricted from obtaining a copy of a record and/or a transcript under section 5B (2) of the *Recording of Evidence Act 1962*.

To request a copy of a record of legal proceedings, a person must use the online QTranscripts form or the applicable offline form.

To access the online QTranscripts portal, a person (court user) must register for a Queensland Government Account (QGov) or MyGov Account. The QGov registration requires a person to provide 100 points of identification to prove their digital identity (see Table 1, Page 4).

The QTranscripts offline form requires a person to provide documentation across 3 categories of ID to prove their identity (see Table 2). Offline requests received will be data entered into *QTranscripts* by the Recording and Transcription Services (RTS) team.

Court and Tribunal (Court Services Queensland, Queensland Civil and Administrative Tribunal, and Queensland Industrial Relations Commission) staff can use QTranscripts without a QGov or MyGov login. This only applies to users with a @justice.qld.gov.au, @courts.qld.gov.au or @qirc.qld.gov.au email address. Other Departmental users e.g Queensland Health (which include Mental Health Court), Queensland Corrective Services will require a QGov or MyGov account to order transcripts. These processes are to comply and enforce legislation, court orders and to consider any human rights under the *Human Rights Act 2019* to decide matters involving any request for a record and/or transcript.

2. Purpose

To validate a person's identity and to allow the RTS team to accurately assess the eligibility of the request with confidence the identity of the requestor has been verified. RTS does not have access to information submitted to QGov or MyGov but accepts the verification of identity through the QGov and MyGov service.

3. Scope

This policy applies to Court and Tribunal staff (including the RTS Team, Queensland Court Registry's) and (where applicable) Queensland Government Agent Providers undertaking activities related to the receipt and assessment of orders for transcripts and audio from a court user (requestor).

For the purpose of this policy, a person requiring a QGOV or MyGov account to access the service is a court user. This excludes Queensland Court and Tribunal (Queensland Court Services, Judicial Officers, Associates, Queensland Civil and Administrative Tribunal, and Queensland Industrial Relations Commission) staff who will access the service through a 'staff login' function and will not be required to create a QGov or MyGov account.

4. Principles

All Court and Tribunal staff must be assured of the verification of a person's identity for a request on QTranscripts, online or offline, as part of assessing the person's right to access records under section 5B of the *Recording of Evidence Act 1962*.

The requestor is responsible for providing the evidence required to be assessed by the responsible staff.

4.1. General Principles to manage identity requirements in QTranscripts

The general principles to apply to manage the identity of a requestor on QTranscripts:

4.1.1. *Efficient, effective, and accountable*

Recording and transcription services are provided under the *Recording of Evidence Act 1962* for all court users to have lawful access to records of legal proceedings.

4.1.2. *Quality services, delivered with courtesy and respect*

Those delivering services are to respond to requestors in a respectful and helpful way, as quickly as possible, and provide required or relevant information to action requests.

4.1.3. Use digital technologies to enhance service delivery

QTranscripts enables clients to request audio recordings or transcripts or to order a new transcript and CSQ (RTS) to determine eligibility, transact and to distribute records.

4.1.4. Use a risk management approach to information security

Based on the use of QGov and MyGov to verify the identity of a requestor, CSQ will assess a person's rights to access records to uphold the security and integrity of QTranscripts.

Enforce safeguards for handling personal information

CSQ will comply with the 11 [Information Privacy Principles](#) about how personal information is collected, stored, and secured, used, accessed, and disclosed under the Information Privacy Act 2009.

5. Digital identity on QGov and MyGov

To access QTranscripts services online a person must prove who they are by registering and establishing their digital identity on QGov or MyGov.

To prove a person's digital identity, they must submit Australian, State or Territory based identity documents that are electronically verified using the Australian Document Verification Service. If a person is successful in the verification of their identity documents, QGov and MyGov creates a digital identity for that person.

A person may associate their digital identity with more than one email address to enable separation of personal and work-related activities requiring authentication through QGov and MyGov. [Verifying your identity | myGovID](#)

Table 1. 100 points of identification – Primary and Secondary Documents for QGov

<https://identity.qld.gov.au/help/faq.html#whatDocumentsDoINeedToProveMyDigitalIdentity>

Primary Documents	Point Value of Identity Document
Birth certificate	50 points
Driver licence	60 points
Passport	50 points
Australian visa	40 points
Certificate of Australian citizenship	50 points
Secondary Documents	Point Value of Identity Document
Change of name certificate	40 points
Marriage certificate	40 points
Medicare card	40 points

A person with a single name is currently unable to validate their identity online with QGov and must follow the same process as a person with insufficient identity documents to be able to order a transcript.

A person who does not have sufficient identity documents named in Table 1 is able to attend a Queensland Government counter service centre to provide alternative documentation and assistance in setting up their QGov account.

Having a digital identity on QGov enables a person to use, access and obtain Queensland Government services online. A person uses their QGov digital identity to make online QTranscripts requests.

Using QGov is an important part of collecting, storing, and keeping personal information safe and secure as this identity verification information is not shared with DJAG.

By registering and proving a person's identity, as part of the QGov Terms of Use, a person agrees to QGov storing their personal details, including:

- given name
- middle name (optional)
- family name; and
- date of birth.

Staff must use the person's personal details to assess the person's right to access records.

6. Proof of identity for an offline request

If a person cannot create a QGov or MyGov digital identity, and they are seeking to obtain copies of audio records or transcripts, they can make an offline application. Offline applications can be presented in person or sent via post.

In person offline applications can be lodged at a Queensland Magistrates Court, the Brisbane Supreme and District Court, for customer service officers to sight the original (or certified copies of) proof of ID. QCAT and QIRC will also accept offline applications for their matters only. The staff member will then forward the application to the RTS Team for processing.

If sending via post to RTS, an applicant must send copies of documents certified as a 'true and correct copy' by a qualified witness (e.g., Justice of the Peace) to the address on the Offline Application Form.

Table 2 details the different types of documents and categories that are accepted for offline applications.

Three (3) forms of current ID must be provided for offline requests:

- 1 from each category below; OR
- 2 from the Community ID category and 1 from the Home address evidence category below.

If the requestor lives overseas or uses overseas issued identity documents, they may use the local equivalent for the ID items listed.

For documents not in English, the requestor must also provide a translation from a translator accredited by the National Accreditation Authority for Translators and Interpreters (NAATI).

This list is not exhaustive. The requestor should contact the Recording and Transcription Services team to discuss other types of ID that may be accepted.

Table 2. Proof of ID – offline requests

Personal ID	Community ID	Home address evidence
Birth certificate	Medicare card	Recent utility account (gas, electricity, home phone, etc.)
Australian Photo Driver licence	Concession or Healthcare card	Rent/lease agreement
Australian or overseas passport	Student ID	Rates notice
Adult Photo Identification Card (formerly 18+ card and Adult Proof of Age card)	School or other educational report, less than twelve months old	Registration or driver licence renewal notice
	Salary advice or payslip	Recent official correspondence from Government service providers (not from this agency)
	Private Health Provider ID card	Electoral enrolment document
	Defence Force or Police Service photo ID card	Insurance policy notice
	Australian Firearms licence	
	Document of Identity issued by the Passport Office	
	Naturalisation, citizenship, or immigration certificate	
	Full birth certificate	
	Security guard/crowd control licence	
	Government employee photo ID	
	Blue card	
	Credit/Debit card issued by a Financial Institution	

Where an application is lodged in person, counter staff should not keep a copy of identity documents. They must sight the identity documents, note on the form what form of ID was sighted and return the ID documents to the client. The application should be forwarded to the RTS Team for processing, refer to Figure 1.

Figure 1. Acceptable content for email

An example of the content of an email from CSQ staff to RTS:

I [name], [position title] [location], confirm that I sighted the following documentation on [date] for [requestor name] as per the attached Transcript and/or Audio application form:

1. [type of ID sighted]
2. [type of ID sighted]
3. [type of ID sighted]

[Signature block]

Email application to the address listed on Offline application form.

Application request from a prisoner

Where a prisoner makes a QTranscripts offline request, they must provide evidence of their identity along with a Prisoner order form. A Prisoner Identity Card, certified by a Corrective Services Officer, meets all the requirements to prove the prisoner's identity, refer to Figure 2.

Figure 2. Acceptable way to evidence the identity of a prisoner

An example of the way Prisoner Identity Cards may be certified is:

I [name], Corrective Services Officer, certify this document as a correct copy of the original which I have sighted.

[Signature and Date]

Email to address listed on Offline application form

7. Evidence of a name change – Identification Documentation for Offline Requests

If the details of the person's name are different across the documents that evidence their identity, the person must show an original or certified copy of an official document that provides evidence of their change of name, in addition to the documentation noted in Table 2.

Table 3 (next page) lists the documents acceptable to demonstrate evidence of a person's change of name.

Table 3. Acceptable identity documents for a person to demonstrate a change of name

Acceptable document	Status
Australian marriage certificate (not a ceremonial certificate)	Issued by relevant Registrar of Births, Deaths and Marriages
Australian civil partnership/relationship certificate	Issued by relevant Registrar of Births, Deaths and Marriages
Australian change of name certificate	Issued by relevant Registrar of Births, Deaths and Marriages
Australian birth certificate (amended with/without notations and not an extract)	Issued by relevant Registrar of Births, Deaths and Marriages
Divorce papers (must show the name being reverted to)	Issued by relevant court
Deed poll	Issued before 1 February 2004

8. QTranscripts uploading of offline requests

Any QTranscripts offline request must be created by RTS staff as a request in QTranscripts.

When an offline request is made, RTS create a request in the portal, select 'Offline Requestor' in the Requestor field and finalise request as normal.

Then once in the backend when actioning the request, RTS change 'Request Method' from 'Portal' to 'Offline'. This will generate an additional tab for RTS to input the customers details as per the manual forms.

RTS will correspond with the offline requestor in writing.

9. Glossary and Abbreviations

For the purpose of this policy a Glossary document is available.

10. Policy Context

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Legislation	Including but not limited to: <ul style="list-style-type: none"> • <i>Human Rights Act 2019</i> • <i>Recording of Evidence Act 1962</i> • <i>Recording of Evidence Regulation 2018</i> • <i>Information Privacy Act 2009</i>
Related policies and guidelines	<ul style="list-style-type: none"> • <i>Information Security Policy (IS18:2018)</i>, Queensland Government Enterprise Architecture (June 2019) • Processing a Transcript Request Procedure • <i>Queensland Government Authentication Framework</i>, Queensland Government Enterprise Architecture (2010) <i>Work Instruction for Offline Requests</i>.

11. Human Rights Act 2019 Obligations

11.1 Court Services Queensland (CSQ) is committed to respecting, protecting, and promoting human rights. Under [section 58\(1\)](#) of the *Human Rights Act 2019* (HRA), CSQ has an obligation to act and make decisions in a way that is compatible with human rights, and to give proper consideration to human rights.

The following human rights may be impacted by the application of this policy, and decision makers under the policy are encouraged to consider Human Rights Act 2019 obligations on a case-by-case basis, specifically, but not limited to:

- Right to recognition and equality before the law
- Right to take part in public life
- Right to privacy and reputation
- Right to fair hearing
- Rights in criminal proceedings
- Rights of children in the criminal process

11.2 This policy does not limit any human rights and is therefore compatible with the HRA.

11.3 Further information is available at <https://www.forgov.qld.gov.au/humanrights>.