

PROGRESS REPORT - 1 JUNE 2007

Charleville "go live" 28 May 2007. Court pointed to Rockhampton. Some problems experienced, but rectified by CTG.

Dalby "go live" 28 May 2007. Court pointed to Mackay. Some problems experienced, but rectified by CTG.

Gympie is ready to "go live" next circuit on 23 July. Toowoomba is the nominated centre to cover sittings.

Kingaroy is still having digital issues. There are issues with the judge's microphone, resulting in the judge being unable to be transcribed accurately. CTG are sending a technician to Kingaroy in the near future to rectify problem. Kingaroy should be ready for next circuit on 9 July.

Attend deps clerk meeting, at the invitation of Sue Malam, in Brisbane on 29 May 2007 with Kevin Meiklejohn, Colleen Dixon & Deborah Wilson. Issues being experienced by SRB and CTG brought to the attention of deps clerks. Received well.

"Assistance from courtroom" procedure to be emailed to all regional registrars by Tammy Cleary, Procedures Officer, Mags court. Tammy will request registrars to ensure bailiffs are provided with a copy.

Email to Julie Steel regarding "delivery of transcripts" documents. Waiting on advice as to whether all approvals have been granted so documents can be distributed state-wide.

Brisbane monitors appear to have issues gaining quick access to courtrooms in the morning to conduct sound checks. Email to Operations Manager, Brisbane, whether it is possible to obtain 3-4 courtroom keys to be stored in remote monitors room. Matter unresolved at this time. Further email to Kevin M.

Currently working on mapping processes for:-

Receipt, distribution & transcription - delayed - predigital
Receipt, distribution & transcription - delayed - digital

Attend coordinators meeting - update on digital delivered.

DIGITAL PROGRESS REPORT, WEEK ENDING 1 DECEMBER 2006

Monday, 27 November 2006

Few hiccups with recording today. Mondayitis?? On behalf of monitors and system.

Issues identified with sound levels in courtrooms. When sound level adjusted for loud speakers, does not then compensate for other users of that courtroom when they're softly spoken. Levels will need to constantly adjusted or a happy medium found. Digital team working on happy medium for all courts. New microphones will be tested. The pencil microphones located in most courts have been a problem for quite some time and had been previously raised with no result.

There will be times when it is required to attend to the courtroom and move the microphones.

Witness lists are few and far between. Solution has been put in place that admin support person attends the court and picks up the witness list, indictments and appearance slips. Monitors need to not panic if they do not have this information at the start of court. Easy to go back in and update information later.

Toowoomba again monitored a court today, breach of suspended sentence with Douglas J. Sentence emailed to Judge, he tracked changes and emailed back. This is a huge timesaver. Alleviates need for printing on green, putting in DX, trying to decipher handwriting etc. Tracked changes only need to be accepted. All three transcripts can be attached to the asset management form to avoid discrepancies if any.

Locator list given to each of the trained Brisbane AO3 monitors. Assessment of the list to look at reducing the amount of locators. This to be finalised by close of business Thursday, 30 November.

Training schedule sent to Deb Wilson for confirmation.

Court 17 was not recording. Digital needed to reboot the ingest PC. About 10 minutes of the recording was missed, but able to be extracted. No dramas in the end.

Overall, I'm happy with the fact that recordings can be extracted. We seem to be having less problem with the PCs being turned off in the courtroom. At the beginning of last week I'd spoken to head of security, Brian Hayman, and he ensured that the cleaners were aware of the need for the PCs to be left on. It seems they may have the ones shutting down the PCs in the courtroom.

Tuesday, 28 November 2006

Monitors seeming to panic a little. Recommend refresher training for the AO3s. Email to Deb requesting this.

Attempting to monitor trials. So far no luck, keep adjourning or pleading - typical.

Mentions/call overs becoming easier and easier. Jennifer Dolan and Leanne Delaney has them pretty much down pat, Julie Pike having a go today.

Today remotely monitored District Court Chambers. Judge Samios exceptional in his assistance in announcing the matters, file numbers and ensuring appearances announced.

Redesigned Monitor Daily Report to include digital. Discovered then that northern centres already using one that Graham had designed. Having Graham adjust the one he designed to suit all areas.

Assistance will need to be sought from the DPP. Witness lists are few and far between. Identified the need for schedules of indictments being presented to be sent to us, although they can be obtained from the List Clerks. We will require indictments. Obtaining bulk of the information out of QWIC, but there are times when the victims are not listed in QWIC. Registry staff are responsible for inputting this information.

Had trouble with one court where sound need to be extracted. This court was pointed to Toowoomba last week, and it wasn't pointed back to Brisbane. Caused a bit of a disaster. Matters were only sentences and Judge not concerned about not getting greens on the day. All audio not extracted until later in the day. Identified the need to ensure courts are turned back. Anthony working on a quicker and easier solution to do this. At the moment they need several hours to ensure that it is functioning correctly.

Wednesday, 29 November 2006

Able to test the digital system doing a trial today. Two accused, so three counsel in total. Basically recording and transcription went reasonably smoothly. Monitored by Jill.

All other courts, mentions, sentences are now being monitored successfully.

Scheduling commenced for training of Southport AO3s and Coordinator and Brisbane CAT reporters. Schedule sent to Deborah Wilson and Colleen Dixon for assessment.

Assessment of locators currently used by Remote Monitors compiled and sent to Digital Project Team for adjustment. Main task was to minimise locators that are not necessary and to add further locators that have been identified as being required to make monitoring easier.

Assessment of the Asset Management Form (AMF) also done. Consultation with Remote Monitors on what and how much information to be included in this form. Basically, to ensure efficiency, it has been decided that if appearance information is being announced there is no need to include in the AMF, especially in bulk mentions and sentence courts. If the matter becomes a full transcript request, typist can insert the information if necessary and email or let other team members know who is speaking.

Thursday, 30 November 2006

Trial continuing to be recorded. Monitor making use of locators, e.g. Jury retired and not putting comment in as to the time, as when locator inserted it shows the time. Typists finding this difficult. While monitor is doing one court this is possible to insert the comment beside the locator, although it is technically doubling up. Identified that typists will need to take more notice of the information this is included in the media logger to complete transcript. There will be a time if monitor is recording two courts at once, they will not be inserting any locators at all therefore, typists will need to be responsible for inserting these locators.

Friday, 1 December 2006

Massive test of the digital system today. There were issues with the server and CTG were doing their best to resolve these issues. It was probably mid-morning before recording settled down. It was quite frustrating and nerve-racking for the AO3s, but overall they coped fairly well. The upside is, nothing had to be extracted to provide the transcript, other than when monitors may have erred.

Sound problems were also identified. The Central Master System (CMS) and digital recording do not go hand in hand. To ramp up the sound for digital, distorts the CMS sound. A meeting with Tony May, Anthony and myself will be held next week to discuss what can be done to resolve these issues. Due to the sound levels in one particular court, it caused a large amount of angst and stress to one particular AO3.

It was identified also that it is very easy to drag and drop a recording into the wrong portion of the group, by doing this, causes issues with transcription, in that, turn numbers and containers for the recording throw out and creates extra work for the Coordinators. Monitors will need to be more careful when dropping the recording, and they are aware of the importance of this. I am arranging with the Digital Team refresher training for the AO3s, to go over what they do.

Transcription staff will also have to take more responsibility in naming, inserting missing locators and really starting to think for themselves instead of being "spoon fed".

DIGITAL PROGRESS REPORT WEEK ENDING 2 FEBRUARY 2007

- 1) Catch up on digital progress over the past 5 weeks.
- 2) Bundaberg went "live" utilising parallel RRATS system on Monday, 29 January. All went well. By Wednesday, RRATS equipment was dismantled and digital was fully utilised. RRATS monitor was able to return earlier, due to the ease in the transition to digital recording. Caboolture remotely monitored the Court with very few hassles, other than exposure to the digital system issues. These have now been resolved.
- 3) Toowoomba running parallel systems with a District Court. Sound quality much better in Court 5 than analogue system, although some difficulties experienced with Court 1. CTG attending Toowoomba to rectify sound issues.
- 4) Southport went live with a two of their District Courts, as well as remotely monitoring Beenleigh. Training of AO2s has also progressed, with the aim to train 2 AO2s each fortnight.
- 5) Issues arose with Supreme Court 9/2 where there was a portion of the recording missing. CTG have identified and rectified the problem. This is the same issue that has been causing Ipswich grief and CTG have attended Ipswich and rectified it. All courts will be checked to ensure that this issues does not arise again.
- 6) Remote playback tested at Beenleigh. Overall the sound quality is very high with very good clarity and volume. Easy for Bailiff or Associate to adjust the volume of the playback. The drawback is the 20 second delay, (technical reasons so as to avoid video stream dropping out). With the delay, remote monitor will not hear request for playback until 20 seconds after request has been made. It will then take approximately 30 seconds to locate section and playback to the court. This also raises the issue if Judge requests to stop the playback or wants to replay it, as that is again, not heard for 20 seconds later. Judge Dearden has been approached in Beenleigh and comment was "we can live with it".
- 7) Arrangements have been made for me to travel to the Northern Regions, starting with Townsville on 7/2/07. The aim is for me to assess the layout of the office and assist in placement of Remote Monitors for monitoring purposes. JAG numbers of PCs to be obtained, as PCs can be built remotely by CTG. I have asked Coordinators to arrange meetings with DPP, Registry and any other stakeholders they wish me to give a brief overview of digital to.
- 8) Procedures have been drawn up regarding transcript delivery requirements for circuit courts. Step-by-step instructions for each centre will be distributed.

9) Courts 15/3, 18/3, 26/2, 27/4, 28/4, 29/4 have or will have the analogue tape system removed by the end of this week. This means that these courts will only be CAT courts or digital.

10) CAT training has progressed with 9 remaining to complete their transcription and recording training. Southport CAT (Carolyn Jagerhunt, Vicki Hughes) and Ipswich CAT (Roxy Canning), will attend on 8 February to undergo recording training.

11) One District Court in Townsville has been fully installed, this allows it to be utilised for digital recording.

WEEK COMMENCING TUESDAY 2 JANUARY 2007 - PROGRESS REPORT

TUESDAY, 2 JANUARY 2007

Meeting with Julie Steel re Digital in particular demonstration for Paul Davey of ODPP and Prosecutors to be scheduled this week.

Familiarisation with where the project is at.

Suitable court available tomorrow for digital, but no monitors available.

Discussions with Liaison & Scheduling Officer re court workload to ensure training scheduled is sustainable.

WEDNESDAY, 3 JANUARY 2007

Discussions with Paula Jahnke, Sally Zahnleiter and Shauna Kelly regarding interim procedures for transcript delivery.

Arrangements made to remotely monitor Judge Howell's court tomorrow.

Follow up with Tom Stilinovich regarding mute for Chambers courts and assurances that all courts recording remotely tomorrow are checked. He is unaware of position and has emailed Anthony.

Training for Rosemary Brownfield on Digital from the Group Coordinators perspective.

Checked re overview of set-up for DPP in Dalet prior to doing demo for Paul Davey - Anthony and Bruce both away until 15th. Spoke to Julie who agreed we should delay this until we can show them the entire benefits for them.

THURSDAY, 4 JANUARY 2007

A lot of problems experienced with freezing in Justice Chesterman's Court. Two out of the three courts sitting were to be monitored remotely, but due to sick leave we had to revert to analogue for Judge Howell. I did do a test run on the court, however, and experienced problems in setting up. After the initial set-up the court responded well. I had problems with opening dual courts, but was told this is my setting even though I have opened dual courts many times since my training.

FRIDAY, 5 JANUARY 2007

Server 2 failed totally this morning requiring a reboot to switch to the other server. Numerous staff including myself were unable to log onto Dalet to transcribe. Remote Monitors were able to commence their courts but were experiencing problems as the server began to die. Both had error messages and the recording stopped requiring Tom to do an extraction of lost sound. 3/1 was freezing constantly and 6/1 reporter was unable to insert locators for approx 3 minutes; has previously been a matter of seconds. Emailed John Marsland seeking assurances that we can proceed on Monday as we have the potential to monitor four courts remotely.

DIGITAL PROGRESS REPORT WEEKENDING 3/11/06

MONDAY, 30/10/06

1) Meeting with Stephanie Attard. Advice on how to set up project tasks.
ACTION: Elizabeth. Set up project plan.

2) Accessing/training on remote monitoring. Identifying issues/concerns with certain courts. Following up with Digital team to rectify these.

ISSUE: Court 11/2 not yet set up.

ACTION: Keith (Digital team) to rectify this.

Estimated completion is 3/11/06.

ISSUE: Court 12/2 - large criminal trial being conducted. Unable to view all parties at the Bar table.

ACTION: Discuss with Digital team possible solutions for these types of courts.

SOLUTION: Cameras zoomed out so that all of the Bar table is visible. Digital team will trial this with this particular court as the trial is scheduled for 20 days.

Ensure CAT are assigned these courts

3) Meeting with Debra Iselin (Assistant Liaison and Scheduling Officer, Circuits and Regions) and Anthony Morrow (Digital Team) to discuss solutions regarding ever-growing workload of Debbie's position as more Magistrates courts come on line with digital recording.

OUTCOMES:

Anthony will work with Dalet to generate a report equivalent to Debbie's current manual report. This will include transcript requests broken down by request date, and reduce the manual intensive requirement of checking how many digital turns there are.

ACTION: Anthony

Anthony will create an archive distribution folder for each day of the week. This will enable Debbie to check any given days for requested transcripts rather than having to run a search which is time consuming and cumbersome. This will also ensure a back-up double-check process on deps clerks requesting transcripts.

ACTION: Anthony

Possibility of modifying the deps clerks process so that they could only request a transcript on the date of the matter and after that date, they would have to contact the Transcript Clerk/Courts Co-ordinator to request transcript. This would provide a level of protection from the Deps Clerks back-dating a transcript request after the event. Currently SRB do not know if a transcript has been requested if it's not requested

within a couple of days unless they email the request to us or contact Business Services (Rerecording Section).

ACTION: Elizabeth - contact Rob White, A/Courts Administrator to discuss this option with them. Meeting set down for 1/11/06 at 2 p.m. to discuss issues/concerns/solutions.

Read Only access to the archive for the Coordinators and AO3s to enable them to search for page numbers and eventually to assign digital delayed work to themselves.

- 4) ADT (Anti Discrimination Tribunal). Digital transcription from this court being heard at BMC. A few technical issues regarding recording experienced, but overall able to rectify fairly quickly.

The overall benefit of doing this court outweighs some of the smaller technical issues as it is giving great exposure to the Brisbane staff on digital transcription.

TUESDAY, 31 OCTOBER 2006

- 1) Visited training at BMC. Jan-Nell Chase, Kay Kelly, Shauna Kelly from Toowoomba SRB; Sue Espie, Jennifer Dolan, Mary Bottomer from Brisbane SRB currently undergoing remote monitor training. Training will conclude on 2/11/06.
- 2) Meeting with A/Principal Registrar, Paul Marschke, regarding going "live" week commencing 13/11/06. Chief Justice has indicated, and formalised in letter sent out by Paul, that no signage will be displayed within the courtrooms.

Meet with Neil Hanson, Sheriff. Meeting with Bailiffs to be held on Thursday, 9/11/06 to discuss Bailiff requirements. Bailiffs will visit remote monitoring area commencing Monday, 6/11/06 from approximately midday to view the remote monitoring and how it all looks and works.

ACTION: Neil Hanson to set up meeting with Bailiffs and to organise Bailiffs to visit to view the system.

ACTION: Elizabeth to ensure someone is here to show them the digital system all next week.

Established that Bailiffs will contact telephone number (to be advised) before commencement of court to ensure that the court is "live" and ready to go. This process is a necessity for courts with verdicts etc.

General understanding that monitors will be set to go for listed courts 5 minutes before scheduled court time. If courts are to commence any

sooner than this, Bailiff will need to contact the SRB on the advised telephone number.

Usual process of contacting Tony Cheal/Michelle Barney, regarding any changes in courtrooms etc.

Meeting to be set up with Lisa Conway to discuss possible courts to "go live" with week commencing 13/11/06. From this, Judges/Associates will be notified of what will be happening, with a follow-up email to Paul Marschke for him to keep Chiefs informed.

ACTION: Elizabeth Morgan

Test to be conducted week commencing 20 November of sending a court to Toowoomba.
Court sent to Toowoomba will be something small, i.e. sentence court.
Target sending a court to Toowoomba week commencing 6 November or 13 November so they can continue to practice monitoring.

ACTION: Anthony Morrow/Elizabeth Morgan

Wednesday, 1 November 2006

- 1) Setting up project plan.
- 2) Meeting with Rob White, A/Courts Administrator, Magistrates Court and Michael Webb, Manager, Courts Operations, Magistrates Courts to discuss changing of procedures used by Depositions Clerks in requesting transcripts. Rob and Michael will communicate with all Deps Clerks who are currently using digital to ensure that they do not backdate request for transcripts.

ACTION: Michael Webb/Rob White

Discussed with Anthony results of meeting with Rob White and Michael Webb. Changes to Dalet to be implemented so that date will default, and unable to back date.

Discussed the need for training procedures to include the changes that will be taking place to ensure that depositions clerks do not back date requests for transcripts.

ACTION: Deb Wilson

- 3) Visited Remote Monitor Training.

Overall the training is going quite smoothly. The response from all is they are impressed with the system.

With Toowoomba monitors and coordinator being trained, it has been targeted that newer PCs will need to be sent to Toowoomba to ensure they will have the capacity to receive court/s from Brisbane. Toowoomba team very keen to "have a go".

ACTION: Digital Team to send PCs.

Organising set up of Banco Court for Russian Delegation visit.
Selection of target courts to show how the digital works.

Thursday, 2 November 2006

- 1) Presentation provided to Russian delegation of lawyers organised by the Queensland Law Society. Two courts were shown to the delegation, 12/2 and 13/3. Anthony Morrow provided a detailed explanation of how the digital system works, and I assisted in answering questions fielded by the Russians through their interpreter. Overall it was a great success with many questions being asked.
- 2) Contact made with Justice Fryberg regarding "going live" on 13 November 2006. As yet, no response has been received. Will follow up on Monday, 6 November.
- 3) Continuing to set up project plan in Microsoft Project.
- 4) ADT - overall has been very successfully monitored by Julie Pike. This has allowed for excellent practice for the Brisbane staff. A couple of issues involving the transcription and monitoring side, but all were resolved with the great assistance of the CTG Helpdesk.
- 5) Response compiled with Bruce Hubert regarding questions received from NSW Reporting Services regarding the Dalet system.
- 6) Meeting organised with Business Services regarding requirements for "going live" Monday, 13 November. Meeting to be held on Monday, 6 November 2006.

ACTION: Anthony Morrow, Jennifer Boulton, Greg Walmsley, Shirley Robinson and myself.

Friday, 3 November 2006

- 1) Progressing with project plan.
- 2) Attended Risk Assessment Management meeting
- 3) Practising remote monitoring. Issue identified with jurors speaking. Unable to hear. This is an issue. Have discussed issue with Anthony and he is assessing problem with Bruce Hubert to identify solutions.

- 4) Anthony setting up Toowoomba on the weekend for remote monitoring practice to commence next week. Toowoomba will remotely monitor court 12.

FORTNIGHTLY UPDATE BRIEFING NOTE



Queensland Government
Department of Justice and Attorney-General

TO: DIRECTOR SRB
FORTNIGHT ENDED: 18 MAY 2007
DIVISION: JUSTICE ADMINISTRATION

Significant Projects / Initiatives

Digital Recording Project Implementation

- Roma District Court went live with digital recording on Monday 7 May 2007. Court was pointed to Caboolture to monitor and transcribe.
- Queensland Industrial Relations Commission went live with digital recording on Monday 14 May 2007. SRB staff have been relocated to the LCC building and are monitoring QIRC matters remotely.

Briefing Officer Sue Newman
Telephone 3210 0854

Approved
Date
Pages 1 of 1

PROGRESS REPORT - F/E 4 MAY 2007

Email to CTG with list of JAG numbers - requesting they install the monitor's workspace onto all Brisbane AO2 computers in anticipation of all Brisbane AO2 audio staff being trained to digital monitor.

Arrange with CTG and Brisbane audio a suitable time for CTG to perform a sweep of all Brisbane courtroom in order to tweak the audio quality. Most suitable time is during the mid-year court recess.

Report to the digital steering committee.

Continue duties from Southport office from 30 April 2007.

Attend & report at coordinators meeting:

Request:

Regional coordinators approach visiting judges/associates to view digital recordings whilst on circuit.

Request coordinators ask associates, via email, to advise bailiff of monitoring centre when courts are not local.

Advise:

Those centres currently running master tapes to cease when they feel confident with digital.

Summing-up - staff to be trained to burn CDs in order to supply judge. Burning software to be purchased.

Greens & transcripts - possibly stop printing as from 14 May 2007 - and send as electronic file with "draft" watermark. Will advise further.

Police ROIs - SEQ to go digital in near future.

Playback icon status.

Transcript email addresses - have coordinators accessed? Appears that some coordinators do not have the required permissions. Email to Maxine requesting permissions be arranged for relevant regional staff.

AMF - Group naming convention - what about folder naming convention?

Circuit centres to go live include:-

- 1) Mt Isa - 30 April 2007.
- 2) Hervey Bay - 30 April 2007.
- 3) Roma - 8 May 2007.
- 4) Dalby - 28 May 2007.
- 5) Gladstone - 12 June 2007.
- 6) Charleville - 28 May 2007.

Mt Isa 'go live' on Monday 30 April - pointed to Mackay. Numerous problems encountered with video and audio streams. CTG advised it was network problems with Telstra. Issues fixed and seems to be working okay. Graham Drury advised he will provide report regarding problems encountered.

Hervey Bay 'go live' did not eventuate due to technical issues with the audio. Issue was not rectified due to CAT reporters being present, the unavailability of Hervey Bay registry staff, and the pressing nature of the workload of CTG.

Commenced mapping processes. "Allocating courts" map completed after much consultancy. Map emailed to Roz, Maxine and Michelle Barney for feedback and accuracy of processes.

PROGRESS REPORT - F/E ENDING 5 APRIL 2007:

Remaining regional centres of Mackay, Maroochydore, Rockhampton and Townsville have all gone live with digital recording of higher. All SRB centres now have the capacity to receive and monitor remote courts.

All audio SRB remote monitors and coordinators have been trained with digital monitoring. There are just four CAT staff still to be trained when work commitments permit.

Remote playback procedures have been tested from two regional centres with a successful outcome. In the event a playback is requested, the SRB monitor will be able to remote into the courtroom from his/her workstation and play back the requested portion of proceedings - a process which should take no longer than a few minutes. CTG personnel are in the process of devising and installing a "remote playback" icon which will simplify the procedure for SRB monitors. The timeframe for this procedure to be finalised and implemented is approximately three weeks.

Brisbane and some regional remote monitors are now competent and confident enough with the digital recording process to monitor multiple courts, i.e. two courts at a time, and where proceedings permit, three courts at a time.

Happy Easter !!!!!!!!!!!

S NEWMAN

FORTNIGHTLY UPDATE BRIEFING NOTE



TO: DIRECTOR SRB
FORTNIGHT ENDED: 08 JUNE 2007
DIVISION: JUSTICE ADMINISTRATION

Significant Projects / Initiatives

Digital Recording Project Implementation

Charleville went live with digital recording on 28 May 2007. Rockhampton was the nominated SRB centre to cover the sittings.

Dalby went live with digital recording on 28 May 2007. Mackay was the nominated SRB centre to cover the sittings.

Both Charleville and Dalby no longer require a SRB presence.

Gladstone is ready to "go live" next circuit commencing 11 June 2007. Mackay is the nominated SRB centre to cover the sittings.

Digital technology has been installed at Kingaroy, however there are technical issues with the judge's microphone, resulting in the judge being unable to be transcribed accurately. CTG are looking into the problem and Kingaroy should be ready for next circuit commencing 9 July 2007.

Gympie is ready to "go live" next circuit on 23 July. Toowoomba is the nominated SRB centre to cover the sittings.

8 DECEMBER 2006, DIGITAL PROGRESS REPORT

Monday, 4 December 2006

Developing procedures for delivery of transcripts to circuit centres.
Meeting with Roz Ellis, Deb Iselin to go over frequency of circuits. Developing spreadsheet to start assessing where to next for digital.

Procedures for sound testing courts developed. One Remote Monitor not happy with the solutions, but every endeavour is being made to ensure that sound in the courtrooms is suitable for all, including analogue and digital systems.

Meeting with Deputy Registrar Beenleigh, Lisa Conway, set down for next week to discuss transcript delivery. Scheduling Beenleigh to "go live" with digital in January if testing goes well at the end of this week.

Tuesday, 5 December 2006

All remote monitors coping well with recording today. No issues raised with sound. Technicians a great help with sound testing. They will not always be available. Remote monitors may need to undergo some time management courses to ensure they are allowing enough time to set up.

Working further on spreadsheet for frequency of circuit courts.

Setting up for brainstorming session with CAT.

Testing playback option using laptop and developing procedures.

Wednesday, 6 December 2006

Continue working on spreadsheet for circuits.

Brainstorming session for CAT procedures and training schedules.

Thursday, 7 December 2006

Flex day

Friday, 8 December 2006

Finalising spreadsheet for circuit courts.

Developing procedures for CAT. "Dummy court to be tested with Michelle Guyatt to see how long insertion of locators etc for CAT will actually take.

Overall monitoring progressing quite well. No further sound issues this week.

WEEK COMMENCING TUESDAY 2 JANUARY 2007 - PROGRESS REPORT

MONDAY, 8 JANUARY 2007

Anthony and Tom worked on the server on the week-end and everything worked really well. Chris Palmer was monitoring a criminal trial with Judge Howell and transcript was available for the P.M. resumption. Julie Pike monitored a Pre-Recorded Evidence with Judge Noud, but this did not proceed. Julie only monitored for a short time, but she trialled the 22" monitor which she found really good.

TUESDAY, 9 JANUARY 2007

Training commenced today for Group/Centre Coordinators Denise Scott and Sue Newman and Remote Monitors Jennifer Robinson (Brisbane) and Sharon Holley, Lyn Dunn and Julie Rasmussen (Southport.) Deb Wilson advises that they are doing really well despite the lack of courts for them to train on.

WEDNESDAY, 10 JANUARY 2007

Discussions with Kevin Meiklejohn re Bundaberg. Requests sent to Kevin Airton to move forward the installation of Bundaberg to allow more time. Caboolture need to be set up to receive a court from Brisbane to practise on from 18 January and Southport will also need a court next week. Caboolture still has 25/1 pointing to them, so have contacted the List Clerk requesting that they assign a Judge to that Court for next week.

Visited the training at Mags Court. All staff seem to be handling it well despite not having a court each to record which is the ideal situation. Trainees visited the 4th floor District to view the Remote Monitors room where the dual screens are set up.

THURSDAY, 11 JANUARY 2007

Obtained January - June Regional Workload flowcharts to clarify workload in each Centre for the period and arranged to go on list for amendments. However, still need to access the RRATS Centre doing the transcription of these courts to establish a true picture. Roz Ellis is away at present and Deb Iselin will arrange for this to be sent to me on her return.

Spoke to Kay Lennon in Ipswich. She advises that Anthony told her as she was the only one doing digital it wasn't necessary to attach transcript for daily work or revised orders etc to the Asset Management Form and has not received any advice to the contrary since then. I suggested she contact Rama to get the exact date Rama stopped putting Ipswich Matters on Recfind and ensure that the documents from that date are on the Asset Management Form. Also discussed with her and sent her instructions on attaching PDF files for mentions to the Asset Management Form.

No training tomorrow so will use Judge Howell's court (CAT) as a training court for Margaret Manning who has had no exposure to remote recording since her training.

Lengthy meeting with Kevin Meiklejohn re Circuit Courts and in particular Beenleigh. Discussed with him two Judges sitting there in March/April. Kevin to discuss with John Marsland. After discussions with Kevin re Ipswich advised Kay

that she is required to attach Word documents to all Asset Management Forms since the inception of digital in Ipswich.

Computers set up in the Remote area for all workstations. Will check Monday that they are actually functioning as they should.

DIGITAL PROGRESS REPORT - WEEK ENDING 9/2/07

Beginning of the week spent on organising trip to Townsville.

Circuit transcript procedures finalised and sent out to Regional and Brisbane for comment. Comments due back by the end of week 16/2/07.

Travelled to Townsville on 7/2/07.

9 FEBRUARY 2006 – WEEK ENDING – PROGRESS REPORT

Finalisation of trip preparation.

Explanation of digital to Bailiffs, registry staff – both Higher Courts and Magistrate's Court, SRB staff, DPP and any interested key stakeholders.

Instructions for Bailiffs printed out (in Process folder of Digital Implementation).

7/2/07 – Travel to Townsville

8/2/07 – Meeting with Higher Courts registry staff, Office of the DPP, Mags Court, including some Deps Clerks. Demonstrations of the remote monitoring system given in 3 sessions. Explained the use of the locators. Search function of Dalet.

sch.4/3/2

Explained how Magistrates and Judges will have access to Dalet and the audio from their own courts in their Chambers.

Explained ability to playback audio to jury's instead of having to read back pages of evidence.

Explained how turns generate automatically for SRB staff and first turn available after 15 minutes.

Explained circuit requirements – how transcripts will be available.

Established DPP only have access to a printer in Mt Isa, but do have access to email in all circuit centres. Registries in each centre will need to be responsible for transcript delivery.

Greens to be emailed to all Judges. Encourage use of track changes in word.

Overall demonstration and explanation was a great success.

FORTNIGHTLY REPORT - ENDING 9 MARCH 2007

26/2/07 - TUW Anthony Morrow re ongoing digital implementation.

CAT to go live Monday 5 March 2007.

27/2/07 - Staff from Mackay & Cairns attended 3 day digital monitoring training.

Justice White & associate attended my office. Gave them an overview of the digital process and answered queries. Took them for a view of the digital monitors room where they were able to view courts in session. Judge had a listen to the sound and was quite impressed by the clarity. Judge was of the opinion that if CAT were in attendance digital would not be used. Advised that was not the case. She was also concerned that a recording would record 'privileged' conversations between defence counsel & their client. Advised her that was already happening in courtrooms where CAT not available, and in such cases if counsel were not addressing the court then those conversations are not transcribed even though they are audible.

Set up laptop, satellite speakers & instructions for remote monitors room. Paula gave permission for the business services laptop (Jennifer Boults) to be used for this purpose. Laptop and set up located in remote monitor's room.

Regions unable to access higher court transcripts less than 3 months old (for delayed requests) and CTG having to send recordings - transcription being held up. Email to Anthony to rectify. Anthony advised will be rectified shortly.

Spoke with Anthony re a naming convention for the Group within the recording. Currently numerous practices happening in the bureau. To assist business services, I asked Anthony if could use "date/Judge/courtroom number/centre - and then an extension if required" e.g. 020307-Jones-22-Bne..... That should bring back minimal hits for B/S when searching - currently they are getting dozens of hits. Anthony investigating and will advise.

Sent PDF email to Kevin - to have PDF conversion installed onto AO5/A03/CAT/business services computers. Enough licences to complete installation.

Email to both operations manager re the requirement for a monitor to stay back and monitor proceedings in the event of a late jury.

Email to Michelle Guyatt of blank & completed judges register used in Southport. Suggest Brisbane implement it to improve efficiency.

Travel proposal submitted to fly to Cairns on 15/3 and TUW SRB staff and other legal stakeholders on 16/3 re digital.

At this stage I anticipate I will travel to Mackay, Rockhampton & Townsville during the week of 26/3. Mackay will definitely be ready to go live - dual set up installed.. Waiting on the dual computer set up for Rockhampton & Townsville. Kevin Airton advises they are working on spare computers for this purpose.

Mud maps supplied to Kevin Airtton for Maroochydore, Rockhampton & Townsville.
Still waiting on Cairns' map.

Working on a "procedures manual" for distribution to all coordinators to ensure consistency in processes throughout the state. Part finished manual to Kevin/Julie on Friday 2/3/07.

5/3/07 to 9/3/07 - Rec leave.

DIGITAL PROGRESS REPORT WEEK ENDING 10 NOVEMBER 2006

6/11/06

- 1) Setting up procedures regarding "restricted unrecordable proceedings" in response to memo from CJ. Couple of options have been forwarded to the CJ for these types of matters.
- 2) Labels created and attached to PCs in courtrooms to try and avoid PCs being switched off unnecessarily.
- 3) Crt 11 is now fully functional. Testing to be done on sound quality.
- 4) Crt 14, 10 counsel at Bar table. Difficult to distinguish who is who, Digital team looking at camera view.
- 5) Business Services meeting. Meeting held with Jennifer, Greg, Anthony and myself to confirm information that they will require for the digital recordings. Processes and procedures in place to ensure data collection will be as easy for them as is now.

7/11/06

Flex day

8/11/06

- 1) Demonstration of the digital system for Justice Fryberg and his Associate on 9/11/06
- 2) Demonstration of the digital system to the Regional Registrars. Also gave me the opportunity to meet the Regional Registrars who do not have SRB Centres and allowed for a point of contact for when digital goes to their areas to establish procedures for transcripts.
- 3) Bailiffs given demonstration of the digital system.

9/11/06

- 1) Meeting held with the Bailiffs to discuss digital and SRB requirements. All Bailiffs were very helpful.
- 2) Demonstration provided to Justice Fryberg and his associate. Many questions asked, and overall he was very impressed with the system. Happy for the "go live" on Monday with his court.

10/11/06

1) Out of office on Friday, 10/11 to set up RRATS equipment in Caboolture. Visiting Caboolture did allow me the chance to assess the lay out of the office, and the position for their AO3 Remote Monitor is ideal. It is in an area separate from the main part of the office, but reasonably close to the Coordinator.

DIGITAL PROGRESS REPORT, WEEK ENDING 15 DECEMBER 2006

Issues still occurring regarding sound levels throughout the week. Technicians, Tony May, has been extremely helpful in testing the courts. Every endeavour is being made to get the details of the digital courts earlier enough so he is not pressed for time.

A thorough check of all sound systems, levels etc, needs to be conducted. The concerning factor is the ease for anyone within the courtroom to adjust sound levels. A possible solution would be for technicians to cover the panels where these knobs are. Extra power boards to be installed to ensure CAT are not unplugging the Auscript or Terratext equipment that controls the in-court sound.

Beenleigh has been set up. A test of the system to be conducted on Friday. Southport monitor will still be in attendance at Beenleigh and recording the call over on master tape only. Toowoomba will remotely monitor the court. DPP Beenleigh contacted and a list of the call over has been obtained and sent through to Toowoomba for their assistance.

Training being conducted this week, 12, 13 & 14 December. 4 Brisbane staff and 2 Caboolture staff undertaking the Remote Monitor training.

Training schedule finalised for January. Training during this period will be for remaining Brisbane AO3s, Southport and Brisbane CAT. This will see training being conducted throughout all of January and early February.

Second PCs have been set up for the Remote Monitors and are now all functional. This will assist the stress of the monitors in obtaining information for their courts, and gives them the ability while waiting for a court to commence to be doing other tasks.

Speakers provided to monitors so that they can manually adjust volumes of the courtrooms they are monitoring. This will give them the option to increase the volume if they are having difficulty hearing a court that is recording at acceptable levels.

The Remote Monitors are finding it time consuming obtaining information for civil matters from CIMS. It is quite a cumbersome

system and not as user friendly as QWIC. Inquiries to be made with Graham Drury to see how progress is being made on only providing basic information for civil matters. E.g. file number and name of matter as listed on law list. Tested on Friday with Judge Brabazon matters, waiting to see if there are any changes made to the front page.

Demonstration has been organised for IJIS and some registry staff for next Wednesday, 20 December 2006. IJIS team may not be able to attend, but demonstration still going ahead.

Discussions held with Anthony regarding circuit centres and where to go next. Bundaberg to be set up after Beenleigh. Then do we go to Maryborough, Gympie, Hervey Bay, Gladstone??

Beenleigh remotely monitored by Toowoomba on Friday. All went very well even with Toowoomba being hit by a major storm. Toowoomba also were monitoring a court from Brisbane. This was a good test on the load to the server.

Toowoomba happy to go live with Beenleigh, Tuesday, 19/12/06, and are confident with kicking it off in the new year.

WEEK COMMENCING MONDAY 15 JANUARY 2007 - PROGRESS REPORT

MONDAY, 15 JANUARY 2007

Had Julie Pike check Remote Monitors' Room which was finalised on Friday; numerous problems with PCs. Reported to CTG and Mick Hadley to come back this morning and fix. All PCs need QWIC; Julie to provide Michelle Guyatt with the JAG numbers to enable this to proceed.

Justice Chesterman has requested that we check the digital recording for transcript which is being queried. First instance was on 8 January; however, this was not recorded on that day either by us or by trainees. Unfortunately, we only have a five day window of opportunity for extraction. Disappointing, as this would have been a great PR exercise given that Justice Chesterman specifically wanted CAT for this Court. If we could have provided him with both it would have been better. The second portion of transcript is on 11th January, so extraction is available for that one.

Julie spent all day assisting Mick Hadley and checking that set up is correct. Some problems still to be rectified.

TUESDAY, 16 JANUARY 2007

Only one digital court today due to the necessity for training to take six to eight courts per day. Velma was to monitor a trial, but the accused pleaded. She did, however, have the subs on sentence and the sentence to record and everything went perfectly.

Visited the trainees to check on their progress. Rosemary, Kim, Lois and Ingrid from Brisbane - all doing well. Fay Constable from Caboolture also having no difficulties. Rhonnda Baker from Ipswich doing very well; she has already had some earlier training.

Anthony and Mick Hadley finalised the remaining areas to be set up for Remote Monitors.

Meeting with Anthony regarding play back of recording, both local and circuit. Very simple process locally: taking a laptop into court to play back. It was originally intended to do the circuit one by emailing a section of the recording. Anthony and I both agree it would be much simpler to remote into a circuit PC and arrange the playback.

Had Anthony familiarise me with the requirements for bailiffs on circuit regarding the in-court equipment.

Discussed the procedures for covert matters in the Supreme Court; Anthony has developed a simple and inexpensive switch (as simple as a light switch) with a red light which will show when we are recording. Signs to be attached for Associates advising them of their responsibilities. All they need to know is "no light - no recording."

Discussed the probability of having these in all District and Supreme Courts. I would be hesitant to do this for some Judges as I can imagine them using it and forgetting to start recording again.

Discussed the details of the presentation for Paul Davey and ODP staff.

WEDNESDAY, 17 JANUARY 2007

Only one court again today, because of training requirements. Leanne Delaney, one of the first reporters trained, remotely monitored the hearing. Evidence did not proceed - adjourned till tomorrow - only lasted 13 minutes. We are getting much better sound with these pre-recorded matters than previously with analogue.

CAT staff training in-house tomorrow will actually have a huge advantage over staff trained over at Magistrates. When training at Magistrates staff use a generic log-on with profiles and workspaces set up. If they were training on their own log-on it would ensure that they were set up correctly during training and any minor adjustments needed would be attended to then. What we find is that a lot of settings are not right and it's only discovered once they attempt to remotely monitor a court. They are trained in a particular way, and when things don't respond as they should it can throw some staff. This shouldn't be a problem with the regions as they will train in-house.

Spent 2 hours at Industrial to train Lynette Marmin in procedures for cutting tapes, finalising Magistrates Work and attaching documents to the Asset Management Form. Her settings needed to be adjusted to allow for the generation of turns which is another example of what happens when you don't train people at their own PCs.

Spoke to Sue Newman at Southport in regard to what we expect from her in the way of transcript procedures as an interim measure. Instructed her to basically proceed as at present with Monitor Daily Report and substitute a copy of the Asset Management Form for the Orange Cover Sheet presently used. Requested that she touch base with Shauna to discuss any little problems she may have experienced to be alert for.

THURSDAY, 18 JANUARY 2007

Spent the morning in the training overview with CAT reporters. The group of reporters there didn't exhibit any reluctance to take on the extra duties required - seemed to take it in their stride.

Toowoomba short-staffed for Friday and not able to give the required service to Judge Pack at Beenleigh. I'm not prepared to send it to either Caboolture or Southport at such short notice; I believe they should have the support of someone from the Digital team when they kick off their first court. Ipswich also short staffed leaving Brisbane the only option. It will stretch our resources as well, but that's par for the course.

FRIDAY, 19 JANUARY 2007

Got here at 8 am to support Christine Palmer with the set-up of our first circuit court. A few minor glitches, but nothing insurmountable. Christine commented to me this afternoon that her eyes felt very strained; I mentioned to her that we were buying three large monitors to trial, so will give her one if possible.

Steering Committee Meeting and meeting with Kevin Airton re digital roll-out and training.

PROGRESS REPORT - 15 JUNE 2007

- Gladstone "go live" on 12 June. First day went extremely well, however second day technical problems were experienced. CTG assistance required.
- As a result of some confusion experienced at the Townsville office, email sent to Operations Managers for coordinators to note the monitoring centre on their law list when a local court is pointed to another centre. This will alleviate any confusion as to the monitoring centre should a transcript request be received in the future.
- As a result of an incomplete transcript being archived by the Townsville office, resulting in confusion at BS when the transcript was accessed, email to Paula Jahnke re procedures to be implemented when a transcript is commenced but not finalised due to e.g. a trial being nulled in the p.m. Paula to take up procedures with management and advise further.
- Email from Deb Wilson regarding my query for deps clerks' capability to scan & attach documents to AMF. Deb's reply:-

"This can not be done at the moment. When the new version is issued and an installation package is available - we will look into installing this on the deps clerks QWIC pc."

Demetri Theochari advised.
- Mapping processes finalised for "Daily Courts - Monitor & Transcribe" digital & predigital. Emailed to Julie Steele & Kevin M on 15/6/07.

16 FEBRUARY 2007 – WEEK ENDING – DIGITAL PROGRESS REPORT

12/02/07 Travel to Rockhampton

13/2/07 Demonstration of digital provided to Registry staff, Bailiffs and SRB. (same explanations as provided to Townsville office)

14/2/07 Travel to Mackay

15/2/07 Demonstration of digital provided to Registry, Deps, SRB and some defence counsel (President of QLD Law Society present). Answered many queries and able to quell fears of the 24/7 recording. Same presentation provided as to other centres.

16/2/07 Meeting regarding higher court work distribution with SRB Management, Business Services. Discussed allocation of work and potential procedures for court work allocation in the future.

Attended handover for new role.

FORTNIGHTLY UPDATE BRIEFING NOTE



TO: DIRECTOR SRB
FORTNIGHT ENDED: 18 MAY 2007
DIVISION: JUSTICE ADMINISTRATION

Significant Projects / Initiatives

Digital Recording Project Implementation

- Roma District Court went live with digital recording on Tuesday 8 May 2007. Court was pointed to Caboolture to monitor and transcribe.
- Queensland Industrial Relations Commission went live with digital recording on Monday 14 May 2007. SRB staff have been relocated to the LCC building and are monitoring QIRC matters remotely.

Briefing Officer Sue Newman
Telephone 3210 0854

Approved
Date
Pages 1 of 1

PROGRESS REPORT - F/E ENDING 18 MAY 2007

"Assistance required from the courtroom" procedures document emailed to Mark Slaven, chief bailiff, for distribution. Mark advised he would on-forward to staff.

Process mapping:

Allocating courts - pre-digital completed.
Allocating courts - digital completed.
QIRC - pre-digital completed.
QIRC - digital completed.
Transcription of proceedings - in progress.

Roma 'go live' Tuesday 8 May 2007. No technical problems encountered. Caboolture monitoring centre. Back-up staff member on site for 2 days before returning to home centre.

QIRC requested another demo of digital for associates. Demo performed by Julie Pike.

QIRC associates' phone & email contacts emailed to operations managers for distribution.

QIRC 'go live' on Monday 14 May 2007. Very few technical problems encountered. All relevant paperwork was located in SRB.Industrial folder.

FORTNIGHTLY REPORT - F/E 20 APRIL 2007

Attend coordinators workshop 11 & 12 April 2007. Deliver "Digital recording procedures" folders to all coordinators. All regional SRB centres now have two copies for reference, with 8 copies for Brisbane. Also discuss, with coordinators, digital updates and deficiencies/problems encountered.

13/4/07: Digital demonstration given to QIRC Commissioner Fisher & her associate and the Industrial Registrar, Gary Savill and Senior Registry Officer, Andrea McAllister. Procedures for receiving information discussed.

SRB.Industrial@justice.qld.gov.au has been set up for use by QIRC staff. Emailed list of contact phone numbers for all SRB centres to Andrea for distribution to all associates. Andrea to email me a list of Commissioners, Associates and their respective email addresses - to be distributed to all SRB coordinators upon receipt.

16/4/07: Digital demonstration given to QIRC associates to Vice President Linnane and Deputy President Bloomfield - Andrea McAllister also present. Parties able to view courtroom set-up - and view also given of audio floor and digital transcription.

Advice from CTG that Adobe Acrobat PDF conversion has now been installed onto requested computers.

Frank Tremlow attended at 1.30 p.m. today and relocated Ingrid Keegle's 24 inch computer monitor to Jenny Doolan's workstation.

Email to Anthony Morrow to purchase 6 additional 24 inch computer monitors for Brisbane remote monitors. Anthony advised he will arrange purchase order to be raised.

Large set of headphones provided to Lois to trial when digital monitoring.

QIRC staff, Andrea McAllister, Gary Savill, Kevin Meiklejohn, Tony Cheal and myself to attend meeting 3 p.m. today to discuss information sharing processes.

FORTNIGHTLY UPDATE BRIEFING NOTE



TO: DIRECTOR-GENERAL
FORTNIGHT ENDED: 20 APRIL 2007
DIVISION: JUSTICE ADMINISTRATION

Significant Projects / Initiatives

Digital Recording Project Implementation

- Digital recording demonstration given to various QIRC Commissioners, Associates, Industrial Registrar and Senior Registry Officer. QIRC to 'go live' in late April 2007. Information sharing processes between QIRC and SRB are being refined and will be finalised prior to the QIRC going live.
- Deployment of the patch which rectified the non-recording of proceedings for around 20 seconds has been deployed to all centres across the State. Effectiveness of patch is being monitored.

Briefing Officer Sue Newman
Telephone 3210 0854

Approved
Date
Pages 1 of 1

22 DECEMBER 2006, DIGITAL PROGRESS REPORT

This week saw a major milestone being completed. That is, with Beenleigh going live. After the great success of the test run on the Friday, the 15th.

The Toowoomba team need to be congratulated for their outstanding performance and enthusiasm on taking on a big challenge. Not only have they successfully monitored Brisbane courts, but also Beenleigh.

Most of the week has been spent fine tuning the training schedule, possible next circuit courts and encouraging newly trained monitors.

Chris Palmer and Velma Cheal have commenced monitoring. Velma has yet to go fully live, but Chris has done so, and is coping extremely well. Chris had the system shut down on her, but was reassured that nothing was missing and reopened Dalet without a hitch and continued monitoring.

A demonstration of the system was provided to Justice Mullins to reassure her of our ability to remotely monitor a review court. Justice Mullins was impressed overall with the digital system, and is now fully confident in our abilities to cover the reviews.

A demonstration was also given to Court of Appeal Registry staff, Higher Courts Registry staff, and Office of the DPP. Many questions were asked regarding the accessibility of the audio and the realisation of the benefits to clients. ODPP were also better able to understand the reason why we're accessing for copies of indictments, schedules and why we ask for appearances. Bit of luck, this may improve in time across the board.

Arrangements to be made in the New Year for further demonstrations for ODPP. I've listed this as a job to do for Judy.

Overall monitoring this week has been quite successful. Judge O'Brien has been excellent with mentions, and no difficulty at all in announcing appearances.

Beenleigh had another mention on 21/12/07. A/Deputy Registrar contacted Toowoomba and told them when it was on. Went ahead without a hitch. This was a massive time saver in that no-one had to attend Beenleigh from Southport to cover what was potentially a 10 minute matter.

Chris Palmer had a go at monitoring two courts today (22/12/06). Both courts were to commence at different times, but as it turned out, they both started at the same time. Chris was not at all put off by this and coped extremely well.

WEEK COMMENCING MONDAY 22 JANUARY 2007 - PROGRESS REPORT

MONDAY, 22 JANUARY 2007

Went to Southport to kick off their first digital court: Beenleigh Circuit. A really worthwhile experience and the staff really appreciated having someone there to support them. We did experience problems with the server - test recording showed no sound levels at all. Anthony rebooted the server and the subsequent test was fine.

Also had a new problem not seen before: Turns generating from T01 after each pause of the recording. Anthony is investigating this. Discovered quite a few PCs that were not set up with the correct workspace or had incorrect settings in their recording function. It appears that when the Monitor workspace was added the Transcriber workspace disappeared. Some others were not showing the Day No in their group area.

A lot of the staff were not really aware that they were set up incorrectly, but had been just struggling along thinking it the norm.

Including two CAT teams, we have seven digital courts for tomorrow. Starting staff on doing their own sound testing of the courts; need to wean them off depending on Tony May. Staff monitoring for the first time will have a mentor on hand to assist.

TUESDAY, 23 JANUARY 2007

Assisted RMs with their sound test where necessary. A bit of high blood pressure for a few, but others just took it in their stride.

Attended the Group/Centre Coordinator meeting.

Worked on signs for the courtroom in Bundaberg and an instruction list for the bailiff.

WEDNESDAY, 24 JANUARY 2007

23 MARCH 2007 - DIGITAL PROGRESS REPORT:

Emailed operations managers, for Brisbane & regional coordinators, a QWIC & Ecourts quickguide to obtaining daily court information.

13/3 to 15/3 - Staff from Townsville (Helen Goldsworthy, Helen Collingwood, Dianne Josefski) and Rockhampton (Michelle Huntley and Lesley Goltz) and Maroochydore (Kerry Brandenburg) attended digital monitoring training.

15/3 - Travel to Cairns re preview of digital with SRB staff and other legal stakeholders. Meeting with other Justice stakeholders held, and answered many extremely negative questions. Cairns GO LIVE on 19/3 successful but not without technical problems. Cairns running mastertape back-ups for the time being. Marilyn's response re the judges' register, "With the experience of a whole week's digital, I now know I definitely wouldn't be without the Judges Register. Our remote monitors are actually typing the indictment and file numbers into it which the typists find easier than opening up the Asset Manager form." Cairns also training 2 AO2 staff on digital. Marilyn advised bailiff's assistance has been excellent. Our bailiffs are doing a great job, phoning us between resumptions and starting and stopping the mastertapes for us.

13/3 - Meet with Barry Weychardt, registrar, Mental Health Court re supply of Court information to SRB. Barry provided with practice direction. Barry advised he would email the SRBWitness address with information required.

Meet with Mark Slaven (chief bailiff) and Neil Hansen (sheriff) re bailiff assistance required for digital monitoring. Changes made to the "digital assistance" document as requested and onforwarded for approval. Sheriff happy with changes. Julie Steele to TUW judges re associate's assistance with playback. Once approved, will be ready for distribution.

Supply "Provision of Electronic Transcripts" documents to Julie Steele. Julie to finalise approval with judges prior to distribution.

Liaise with Paula re creating regional generic email addresses for transcript requests by counsel.

Email sent to operations managers re coordinators/monitors to commence using the nominated

group title naming convention. Followed-up with a naming convention quick guide.

Coordinators to provide me with a list on ongoing Dalet problems. Will collate problems and identify trends with a view to having them rectified once and for all.

Requested Anthony give business services staff access to Dalet files - search function in Dalet is not working as it should. Access given and Judy Gayler able to advise staff how to drive the software. Access has given immediate relief to B/S staff.

Liaise with Earl & Anthony re whether PDF conversion software loaded onto JAG computers as requested. Still none the wiser as to the outcome.

20/3/07 Playback performed using laptop in Judge Botting's court. Successful, but took approximately 15 minutes to set up and have CTG transfer the recording. Playback was from previous day, recorded/transcribed at Southport, therefore Brisbane monitors didn't have access to the recording.

Arrange mock test with CTG for remote digital playback at Southport. Playback successful. Anthony to create "remote playback" icon and install on coordinators' and monitors' computer. Quick guide to be prepared and distributed to coordinators & monitors.

Currently creating a list of circuit locations and contact details, along with respective prosecuting DPP offices and their contact details. To be distributed to coordinators upon completion.

Speak with Andrea McAllister re IRC courts going digital. Andrea to advise of suitable date & time for a meeting with IRC stakeholders. Also, arrange for Paula to create a generic email address for SRB to receive IRC documents. Requested: SRB.Industrial@justice.qld.gov.au. Andrea advised of email address which will be set up in the near future.

Arrangements being made for Anthony to conduct digital session on Thursday 29/3 with Nepalese judges visiting Queensland. Will advise time/courtroom number when known.

Currently working on 'digital processes' folders for all coordinators. Expect to distribute to coordinators at their conference in early April.

Spoke with Helen Goldsworthy re digital. Monitors have been 'practising' digital monitoring. They seem to have a few sound issues which CTG are addressing for them. Townsville are also in the processing of training an A02 monitor.

SUE NEWMAN

DIGITAL PROGRESS REPORT WEEK ENDING 24 NOVEMBER 2006

- 1) Four courts being remotely monitored by Brisbane Remote Monitors. A variety of courts have been tested. Mentions, call overs, pre-recordings and pre-trial hearings have all been tried and tested.
- 2) Toowoomba sent a court, tested Monday and Tuesday. Wednesday "go live". All went smoothly. Judge had a trial. Request for playback was mooted, although didn't go ahead. Opportunity to test the playback option and all went smoothly. Playback system easier than what is currently used in the analogue system.
- 3) Progressively adding courts to be remotely monitored throughout the week. Leanne Delaney and Julie Pike monitored two courts at once. Both reasonably small matters but at least testing the system out. Jennifer Dolan has a couple of times attempted the bulk mentions and call overs with reasonable success.
- 4) Starting to notice a difference in time spent clearing up after court, except for large call over and bulk mention courts. Monitors do need time to go back and update the locator lists if in the call over/mentions move too quickly. Potential for this to improve once monitors more familiar with the system and get more practice.
- 5) Overall some Judges are starting to remember that we're not in the Court and are becoming more and more helpful with the announcement of appearances. Justice Fryberg and Judge Newton extremely helpful.
- 6) Easy reference instructions for obtaining information out of QWIC and CIMS developed and distributed to Brisbane Remote Monitors for testing. Once evaluated by the Brisbane AO3s, instructions will be sent to all Centres and will be included with the Remote Monitor training.
- 7) JAG newsletter put together, sent to Kevin and Julie for their opinions.

DIGITAL PROGRESS REPORT WEEK ENDING 27TH OCTOBER 2006

The following tasks have been set down/completed:

1) Draft signage has been sent to Paul Marschke (26/10) for his comment. Once confirmed, signage will be created and placed in the LCC.

2) Training of Regional AO3 next week, either Sharon Ferricks or Jan-Nell Chase in combination with two AO3s from Brisbane and 1 AO5.

** (Jan-Nell Chase, Shauna Kelly and Kay Kelly attending the training from Toowoomba.)

3) Priority to be given to setting up access for all Coordinators to access delayed work. This will ease Deb Iselin's workload. It will be set up so that Coordinators can only access the oldest work first. Thus reducing the age of the digital work. No choice of which work is to be taken. Work can then be downloaded over night. It is possible for digital team to push work through on a needs basis daily.

** (Meeting to be held on Monday 30/10/06 to discuss how and when this will happen with Anthony, Deb and myself).

4) ADT transcribed from digital on Monday and Thursday. Few glitches experienced on Monday, but overall very positive feedback. Judy Gayler has progressed with training Brisbane staff on transcription of daily work very successfully.

By doing ADT this way, it has also successfully tested the sending of work from one centre to another.

This being the case, and if one of the Regional AO3s is trained on remote monitoring the possibility of sending a court to another centre during Brisbane's busy period will be possible. It is envisaged that when the regional AO3 is here training then what they practice on will then given the Regional Centre something to practice with on the transcription side.

5) Anthony has tested the patch, Ipswich have been using the digital successfully with this new patch and so far, no missed recordings have occurred.

6) Possibility of having two PCs for AO3s. This will allow the Remote Monitor to multi-task while monitoring. E.g. if monitoring a court with addresses, and not much is happening, the AO3 will be able to transcribe or assist the AO5 with merging, archiving etc. It will be workable with one keyboard and mouse, switch of a button to move from PC to PC.

7) Once signage has been approved and placed around LCC, it will be good to go with digital recording of some courts. Contact will be made with Lisa Conway, Listings Manager, so that certain courts can be allocated to certain

Judges, and those Judges will be contacted to notify them that their Court will be tested using a parallel system, if this is successful then the next day, we will go "live" with digital.

There are a few issues with getting access for the Judges to the Dalet system. Anthony is progressing this.

8) Training of the AO3s will ensure that all use the same locators to ensure that no matter where the matter is being recorded it will reflect the same. This will ensure that if matter is to be transcribed later then no matter where it is transcribed, all centres will know exactly what is meant by each locator.

I am in the process of going through the locators to minimise the amount used to keep it more standard across the board. This will be done in consultation with Graham and his transcript review committee.

9) NT status has been decided on as the best option for the daily turns. Monitor to change to PT or T where necessary. If monitor is unable to do this, Coordinator can check on the recordings to see why they haven't been changed. For Brisbane, the Coordinator who is allocated to be in the Remote Monitor room will be able to keep a check on the courts and change the status if/and when required.

** (Friday, 27/10/06, this has been changed to reflect NT).

10) Tank St and Beenleigh Mags Court 5 need to be completed. No set up has been done on these Courts (we think) to include cameras etc so that they can be remotely monitored.

11) Discussions held regarding possible solutions to providing the transcripts to circuit courts. Possible solution is to have a printer in the courtroom where the transcripts can be printed out if parties are unable to have them emailed. Maintenance of these printers will need to be looked at, e.g. paper supply, how to deal with jams, and the ability to print double-sided. Anthony will speak to ICTG about this, and there is a possibility that this will be trialled at Beenleigh over the next week or so, once it is set up.

PCs in all courtrooms will be on 24/7. Scenarios regarding loss of power, loss of network cables i.e. phone lines cut, were discussed. Possible solutions including the use of laptops. May still need to send someone to these centres if these issues occur.

12) Digital demonstrated to the CJ's secretary and associate. Both very impressed with the system. Possible privacy issues raised regarding covert surveillance warrants etc. This adds to possible problem which I raised regarding "admissibility" of audio outside of court sitting hours. Will meet with Paul Marschke to discuss these scenarios.

13) Spoke with Judge Rackemann and he's very keen to have a look at the digital. Will set up a time suitable for him and his associate early next week.

DG's progress report - DIGITAL UPDATE - 2 March 2007

Courts are continually being brought online with the Dalet digital system. Brisbane CAT staff to go live on digital 5 March 2007. Training on-going for regional staff and should be completed by the end of March '07. Training scheduled for Townsville, Rockhampton and Maroochydore in early-mid March

Three more SRB regional offices to go live - and should be completed by the end of March '07 or early April at the latest.

Beenleigh district court being successfully monitored by Southport staff. No hiccups to date.

Brisbane courts being sent to regional SRB offices when workload too great for Brisbane staff.

Currently working on business services requirements.

Continue to streamline administrative and operational procedures in the audio area.

5 APRIL 2007 - DIGITAL PROGRESS REPORT

Mackay 'go live' successful. Very few technical problems. Mackay coordinator & AO3 provided with a "Digital Procedures" folder documenting all procedures implemented thus far.

"Digital assistance required from courtroom" document provided to Julie Steele for various approvals required.

"Provision of transcripts" documents provided to Julie Steele for various approvals required.

Progress report - 22 February 2007

21/2/07 - First day. No network access till early a.m.
22/2/07.

Attend Maroochydore 21/2/07 - meeting with SRB staff re pending digital implementation. Explained processes to staff members and answered queries. Further meeting with DPP, bailiffs, registry, associates re digital recordings and SRB requirements - answered queries. All present got to view media stream - court 1 - all impressed and looking forward to digital.

Whilst in Maroochydore, it came to my attention that Gladstone would not be ready to go digital on the week commencing 5 March. TUV Kevin Airton who confirmed. Advise Roz with a cc to Germaine & Marilyn Smith that court would need to be covered via RRATS. Kevin advised work at Gladstone would not commence until 30 April '07.

Email to Maxine to advise regional coordinators to advise CTG & Tony Cheal when Brisbane courts have adjourned - and CTG to point court back to Brisbane. CC copy to Cheal & CTG. Courts not being pointed back to Brisbane and have been causing problems. Appears to be a communication break down.

Spoke with Earl re what's happening with PDF rollout to Brisbane & regions. Earl advised no hold-up, waiting on advice of who should have access - then signing off by managers. Email to Maxine & Michelle re provide names of staff members and respective JAG numbers for PDF Distiller installation. This will enable transcripts to be converted from Word to PDF. Awaiting response.

Meeting 22/2/07 re CAT/AUDIO digital share procedures. Gather information on the feasibility of sharing.

Cairns & Mackay staff to attend digital training Tuesday 27, 28 & 29 February. Deb Wilson to liaise with Tony Cheal which courts are available for training. Staff members attending: Mackay - Kim Saron, Carla Ikin, Erin Priest. Cairns - Marilyn Betts, Laura Truesdale, Cris Harris.

Debbie Wilson advised Cairns CAT reporter, Marie Nugent, appears to have been left out of the loop. She has received no advice to date re training.

21/2/07 - Sharon Holley advised one Southport court failed to record part way through proceedings on 20/2.

No back-up either. Judge was not impressed. Entire proceedings (subs & sentence) had to be done again. Counsel not impressed either.

Photocopier Scan facility set up:

MAROOCHYDORE - Yes
MACKAY - Yes, but doesn't scan PDF and only scans one page at the time. Kim to TUW Konica to rectify problem.
SOUTHPORT - Yes
ROCKHAMPTON - Yes
TOWNSVILLE - No. Need to speak with ICTB re assistance.
CAIRNS - Yes
IPSWICH - Yes
CABOOLTURE - Yes
TOOWOOMBA - Yes

BRISBANE - Yes

DUAL SCREEN SET-UP FOR A03s:

MAROOCHYDORE - No
MACKAY - Yes
SOUTHPORT - Yes
CAIRNS - No
CABOOLTURE - Yes
TOOWOOMBA - Yes (but only utilising one ????)
TOWNSVILLE - No
IPSWICH - No

Anthony advised a small hold-up with dual set up as this was not originally anticipated.

LATE JURIES: Toowoomba and Southport have both had a late jury. I contacted Anthony when Southport had theirs querying whether a monitor should be staying back, bearing in mind Toowoomba's successful experience. Anthony said the only issue would be that if a bailiff or some other person tripped over wiring and accidentally pulled the plug on the computer. So...where does this leave us? Southport's extraction the next morning was 100% successful.

LIMITED ACCESS: Anthony has advised it would be possible to "lock out" staff who would only ever transcribe to certain areas within Dalet - areas which some persons would NEVER require access to. This would minimise the confusion being experience by some 'not so technical' staff members. Will discuss with Anthony upon his return to duty.

REMOTE COURTS - SOUND TESTS: Caboolture has been getting Tony May to do a sound check for them when they have been sent a Brisbane court. Is this practice to remain or can we do it some other way?

SUE NEWMAN

DG's DIGITAL PROGRESS REPORT - F/E 23/03/07

Cairns SRB office went live, successfully, with digital monitoring on 19/3/07.

Met with Cairns Judges, Associates, bailiffs, DPP and Registry staff to deliver an awareness session on remote digital monitoring. All present attended the Cairns SRB office to view a District court in session being recorded via digital.

Mackay SRB to go live on Monday 26/3/07.

Maroochydore, Townsville and Rockhampton SRB offices to go live before the Easter break. All SRB offices will then be live and have the capacity to receive remote courts.

All audio SRB remote monitors now trained with digital monitoring. Three CAT staff still to be trained when available.

Currently working on refining remote playback procedures in the event a judge requests a playback. Process to be completed by the end of this week.

Met with the chief bailiff and sheriff re finalising digital recording assistance for remote monitors. Procedures to be completed by the end of this week.

Refining the procedures for providing electronic transcripts. Procedures to be completed by the end of this week.

Procedures for sending higher courts to other regions has been completed and rolled out to operations managers, Brisbane liaison & scheduling officer and all coordinators.

Sue Newman

DGs PROGRESS REPORT

December 2006.

Digital has progressed to the extent that the Toowoomba office are remotely monitoring a circuit court, that is, Beenleigh. Testing was conducted in mid-December doing a 204 matter call over. This was very successful, so much so, the following week the Court went "live" to Toowoomba. A further mention was brought on later in the week, and this enabled it to be remotely monitored which meant that Southport did not have to supply a monitor to travel 40 minutes to record a matter that potentially only went for 10 minutes.

Toowoomba will remotely monitor Beenleigh week commencing 8 January for approximately 2 weeks. During this time Southport will commence their remote monitor training, and all going well, Southport will remotely monitor Beenleigh into the third week of the sittings.

Realistic savings in travel time and potential overtime will soon start to be realised.

The Brisbane remote monitors are now getting into the swing of the remote monitoring and three have successfully monitored two courts together. The ability now to just commence a recording has seen a reduction in the need to call on Regional staff to come in and assist with monitoring when Brisbane staff levels are at their maximum to ensure courts are covered.

Caboolture have completed their training in remote monitoring and are currently practising with a Brisbane Court. The New Year will see them "going live" with a Brisbane Court and with a view to be able to take the next circuit court off the rank, Bundaberg.

Further training in January will potentially see all the Brisbane staff trained, including the CAT reporters, which will see all of Brisbane's courts fully digital by the end of January early February.

The implementation of digital recording is progressing well. The State Reporting Bureau's (SRB) Toowoomba office has successfully digitally monitored and transcribed District Court proceedings at Beenleigh including a callover list of 204 matters. Several SRB staff in Brisbane have successfully monitored two courts simultaneously. This eliminates the need to recruit regional staff to support Brisbane at peak times even before the regional centres all come on line with digital technology.

SRB Toowoomba is presently digitally recording and transcribing all Beenleigh District Court matters. SRB's Southport office therefore no longer needs to release a staff member to travel 40 minutes to record matters at Beenleigh that sometimes only last 10 minutes.

Key staff members from SRB Caboolture completed their training in remote monitoring just before Christmas. They should be capable of fully remotely monitoring the Bundaberg circuit court when it next sits at the end of January.

In the coming weeks some staff from the Southport SRB will be trained in the digital technology along with other Brisbane staff including all CAT reporters. It is anticipated that all of Brisbane's and possibly Southport's courts will be fully digital by the end of January or early February.

**DIGITAL IMPLEMENTATION, PROGRESS REPORT WEEK ENDING 24
NOVEMBER 2006.**

1) Monday, 20 November 2006

Two courts remotely monitored. All ran smoothly as far as recording and transcription concerned.

Toowoomba set up with a second court to go live with on the Wednesday and continued to practice remote monitoring.

2) Tuesday, 21 November 2006

Julie Pike remotely monitored two courts simultaneously. This was successful. Nerves being the only concern.

Jennifer Dolan, remotely monitored a mentions court. This was done parallel using analogue system. Transcription done via the digital system. All went smoothly. Jennifer actually commented on it being easier recording it using the digital system as opposed to being in the courtroom.

Playing around with QWIC data base and it has been discovered that we can save the mentions lists as a PDF or Excel document and attach straight to the recording. Printing an alphabetical list of mentions made it extremely easy for the monitor to locate the name and file number of the matters as they were brought on.

Further training to be scheduled for week commencing 11 December 2006. It is anticipated that two AO3s and two AO2s, 1 Coordinator from Brisbane along with the Caboolture AO3, AO2 and Coordinator will start their remote monitor training.

3) Wednesday, 22 November 2006

Four courts in total being remotely monitored today. One of these courts was monitored from Toowoomba. Testing conducted of the sound levels within the courtroom. Major test for the digital system as video conference equipment was being used to take evidence from Melbourne. All went well with this recording other than the trial being a mistrial. There was a possibility of a playback request. Anthony was able to setup the laptop in anticipation of the playback being asked for. Turned out it was required, but test of the playback was done. 3 of the Remote Monitors came and saw how it works. The playback into the courtroom using the playback was loud and clear and seemed easier to locate on the digital recording than it would for an analogue recording.

Processes will now be developed for playbacks.

Process will be developed on responsibility of distributing transcripts from Brisbane when remotely monitored from another centre, especially for lunch time transcripts.

Selecting courts to be remotely monitored for tomorrow, decided to remotely monitor a call over with the Chief Judge. Contacted Registry and was able to obtain an alphabetical listing of the full names of the matters.

DG's progress report - DIGITAL UPDATE - 2 March 2007

Courts are continually being brought online with the Dalet digital system. Brisbane CAT staff to go live on digital 5 March 2007. Training on-going for regional staff and should be completed by the end of March '07. Training scheduled for Townsville, Rockhampton and Maroochydore in early-mid March

Three more SRB regional offices to go live - and should be completed by the end of March '07 or early April at the latest.

Beenleigh district court being successfully monitored by Southport staff. No hiccups to date.

Brisbane courts being sent to regional SRB offices when workload too great for Brisbane staff.

Currently working on business services requirements.

DIGITAL TRAINING:

- ✓ Remote digital monitoring training for coordinators and audio remote monitors is now complete throughout Queensland.
- ✓ All CAT reporters, except four due to availability reasons, have completed digital monitoring training.

REMOTE DIGITAL MONITORING:

- ✓ All SRB centres throughout Queensland are now remotely monitoring digital courts. Due to technical or sound issues, a small handful of Queensland higher courts, with an SRB centre presence, are still being monitored via analogue although this issue should be rectified in the near future.
- ✓ Trained CAT reporters throughout Queensland are now monitoring court proceedings via digital. Digital recordings are now the master record of proceedings rather than CAT notes.
- ✓ Due to excessive workloads in Brisbane, surplus Brisbane courts are now regularly redirected to available regional SRB centres for daily monitoring and transcription. Upon the transcript being completed by the regional centre, an electronic transcript is emailed to relevant parties, or emailed back to Brisbane coordinators for distribution in hard copy. The system has also now been used to redirect regional courts to Brisbane.
- ✓ Brisbane's digital monitors are now simultaneously monitoring two courts on a daily basis, and occasionally, due to excessive workloads, have monitored three courts simultaneously. Remote monitors in regional centres have also commenced monitoring multiple courts simultaneously.
- ✓ Circuit centres Beenleigh and Bundaberg no longer require a physical present of SRB staff. These centres are currently being remotely recorded, via digital, and transcribed with daily transcripts being emailed, upon completion, to parties.
- ✓ Circuit centres ready to 'go live' with digital recording in the near future include:

1) Mt Isa - 30 April 2007.

2) Hervey Bay - 30 April 2007.

- 3) Roma - next circuit sittings of 8 May 2007.
- 4) Dalby - next circuit sittings of 28 May 2007.
- 5) Gladstone - next circuit sittings of 12 June 2007.
- 6) Charleville - next circuit sittings of 28 May 2007.

These courts will require a physical presence of SRB staff for the first two days in order to provide a back-up recording and to identify and rectify any technical issues with digital. Once that has been done, no further SRB presence will be required.

- ✓ The Mental Health Court in Brisbane has gone live with digital recording. Administrative and operational procedures are complete and remote monitors are receiving the relevant information to perform their duties successfully.

SIGNIFICANT EVENTS:

- ✓ A detailed demonstration and explanation of the digital recording system was delivered to visiting judiciary members from Nepal on 29 March 2007 by staff from the Courts Technology Group (CTG).
- ✓ Ongoing digital recording and transcription presentations have been viewed by Queensland Industrial Relations Commission (QIRC) staff including the Industrial Registrar, various Commissioners, and Associates. It is anticipated that the QIRC will 'go live' with digital recording in mid May 2007 with all administrative and operational requirements having been completed.
- ✓ Digital playbacks have been performed, via the use of a laptop, on a few occasions in live courts. As this is a time-consuming exercise, remote playbacks, without staff attending the courtroom, has been successfully tested by CTG on two occasions. Monitors will be provided with the relevant permissions and trained to conduct the playback without leaving their monitoring workstation. This will enable each remote monitor to 'log into' the courtroom computer and perform a playback, at the request of the judge, regardless of the courtroom's location.

Z S NEWMAN

Organisation: Sunshine Coast Daily
Journalist: Rae Wilson, 5430 8084

Inquiry: Journalist understands Maroochydore Courthouse went digital this month and would like to know why everything in the courtrooms is now digitally recorded; what are the positives/negatives; how will it assist the courts; who will the recordings benefit most; why is it that the microphones will record all day, even during adjournments etc; is this happening across all Queensland courts; how much did this new technology cost; and how does it work.

Proposed response:

The Queensland Government has committed \$2.3 million for the implementation of a state-of-the-art digital recording system using computer technology to record proceedings in 263 courtrooms in 111 courthouses. Digital recording will replace analogue ('tape') recording in all Magistrates, District and Supreme Courts (including the Court of Appeal) throughout the State, as well as some tribunals, by the end of July 2007.

Existing analogue technology is becoming obsolete. Digital recording the same technology of the used in the television and radio industries. It allows one person to record proceedings simultaneously in multiple locations (in suitable cases) and provides greater flexibility in providing services across the State. It also allows for the safe and secure storage of recordings electronically, avoiding the risk of deterioration associated with 'hard' format recordings, or being destroyed in fire, flood or natural disaster.

Digital recording was introduced in the Brisbane Magistrates Courts Building when it opened in November 2004. It has since been installed and become operational in many other courts in South-East Queensland, including the other Magistrates Courts in the Greater Brisbane area, the Brisbane District and Supreme Courts and all courts in Beenleigh, Southport, Ipswich and Toowoomba. The equipment has also been installed at Maroochydore and digital recording is expected to begin in March.

In the District and Supreme Courts, and at venues where these courts are held on circuit, digital sound recording equipment plus digital cameras are installed in the court room. Each court has four cameras – one each for the witness stand, Magistrate or Judge, prosecution and defence.

Once this equipment is installed and staff trained, audio and vision from the courtroom can be received at any State Reporting Bureau (SRB) office where a court reporter watching the proceedings on a computer screen annotates the recording for transcription, noting, for example who is speaking or the spelling of unusual names. Only the audio component is recorded. This annotated recording is then available electronically to other court reporters who transcribe it using the annotation to assist in accurately identifying speakers etc. For example, SRB staff at Maroochydore can view and record proceedings at centres such as Beenleigh, as well as in their own building. Those proceedings can then be transcribed at Maroochydore or any other SRB centre where there are sufficient staff available to undertake that work.

The system therefore allows for greater efficiency and flexibility and, once the recording and transcription has occurred, judges considering a decision (possibly several weeks after a hearing) can read the evidence on their computer screen, print out a hard copy or listen back to oral evidence with the push of a button on their computer.

In the Magistrates Courts, a depositions clerk controls the digital recording via a personal computer in the courtroom – much as they already do with analogue recording equipment. Previously, if it became necessary to transcribe any case recorded in the Magistrates Courts, tapes had to be sent from the Magistrates Courts for distribution to an SRB office where staff were available to do the work. With digital recording, SRB staff anywhere in the State are able to access these electronic recordings and transcribe them. Another major advantage of digital recording is that it delivers much purer sound than analogue tapes, making it far easier for transcribers to pick up what was said.

As a back-up system, microphones in the court are live 24/7 and the audio recording of what they pick up is automatically saved to the in-court computer. This ensures that, if a recording made by the SRB staff or depositions clerk fails for any reason, technicians have a window of 72 hours to retrieve lost audio from the in-court computer before it is automatically deleted. Recordings made to this back-up system can only be retrieved by technical staff.

The new technology benefits everyone involved and we are unaware of any ‘negatives’. The changes have been well received by Magistrates, the Judiciary and legal professionals.

Approved by: Kevin Meiklejohn, Julie Steel, Meredith Irish, Paul Holmes, Robyn Hill, Jim McGowan

Date: 23 February 2007