



OVERVIEW

Industry:
Federal Courts

Organisational Facts:
84 courts across eleven sites throughout six Australian states and Territories

Environment:
Workstations, archive servers, network, Internet, CD and DAT archive.

- Challenge:**
- Improved delivery of cost effective recording and transcription services.
 - Improved access to records and transcripts.
 - State-of-the-art transcription production.

- Return on Investment:**
- Reduced overall operating costs.
 - Significantly improved transcription quality and turnaround times.

Family Court of Australia and Federal Magistrates Court streamlines workflow and improves transcription production process using FTR Gold®

Organisation Overview

The Family Court and the Federal Magistrates Court (whilst covering Australian Family Law matters) has 84 courts in five locations throughout Australia. The courts handle almost 50,000 divorce cases, process almost 120,000 maintenance, property and restraining orders, and handle over 25,000 family counseling cases per year. Court reporting and transcription services are handled by National Transcription Services Pty Ltd in New South Wales, Queensland, Northern Territory, and Australia Capital Territory (ACT), and by Spark & Cannon (SA) Pty Ltd in South Australia, Victoria and Tasmania.

Organisational Challenge

When tendering, the focus of the Family Court of Australia was on achieving cost effective recording and transcription services, regardless of what type of system was used. A digital audio solution was accepted as part of the private contractor's tender submission because it met all requirements and quality expectations sought by the courts. By offering a five year contract, the providers were able to apportion their capitalisation costs to achieve cost effective solutions.

Technology Solution

Each site is managed by FTR Gold centralised configuration. This means that the operators can monitor the recording and make text notes about the courtroom proceedings from a central control room. In a number of the central court rooms the audio from the court is augmented by a video display of the court proceedings.

The courts receive requests for transcripts for about 18% of audio recorded. Transcription requests may be for audio that was recorded that day, or from many months before. The ability to rapidly locate and retrieve recordings that may have been created months ago was a key advantage to the digital system. Transcription offices are located in major cities and are not necessarily located within the court building.

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Extensive use of electronic delivery of audio, log notes and transcript is used within the infrastructure.

Operational Results

The Courts have been using FTR Gold for eighteen months and the Contract Manager has indicated to the contractors that the mix of FTR Gold technology, customer service and the administrative support systems had enabled them to achieve their project expectations.