



Mark Speakman
Attorney General

MEDIA RELEASE

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COURT TRANSCRIPTS TO BE ‘CLICK’N’COLLECT’

Legal practitioners, self-represented parties and the judiciary will soon be able to order, track and receive transcripts for their cases from a new online service to be launched by the NSW Government.

Attorney General Mark Speakman said that by Saturday, 1 January 2022, transcripts of proceedings in almost all NSW courts and tribunals, will be available at the click of a mouse through the NSW Online Registry website, making it easier to access services in one centralised location.

“Accurate transcripts of court proceedings are central to safeguarding the legal system. We’re rolling out a simple, secure, digital platform that handles ordering, payments, tracking and delivery of transcripts in one location,” Mr Speakman said.

“The new streamlined Online Transcript Portal replaces myriad old processes where transcript applications were made by email, in person by pen and paper at court registries and even during proceedings.”

Any party or legal representative in a case will be able to use the new online service to:

- Order a transcript;
- View progress of a transcript request;
- Access completed transcripts;
- Make payments online; and
- Receive notifications.

Mr Speakman said online ordering has been used by court registry and support services staff since July 2020, with more than 20,000 transcription orders processed so far. Feedback from these users has enabled more improvements to be made before it goes public.

“Court users will reap the benefits of this innovative project that will modernise our services and improve efficiency. Equal access to justice is our priority, and requests by non-parties for transcripts can still be processed via email or over court registry counters for those who need them,” Mr Speakman said.

Once operational, customers can order their transcripts from the NSW Online Registry website. Users can visit the [NSW Courts and Tribunals website](#) for more information. NSW Civil and Administrative Tribunal (NCAT) and Dust Diseases Tribunal transcripts will become available on the portal at a later date.

The new online transcripts service is part of the NSW Government’s \$54 million investment over three years to bring the best of 21st century innovation into our courts. Future initiatives include bringing more proceedings online and digitising court files to help the move towards a paperless environment.

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