

Reporting Services Branch

Procedure manual:

Workforce Planning Unit

PREAMBLE:

Rostering Officer Availability

Court Reporters must have access to a rostering officer by phone (not voicemail) from 8.30am to 5.10pm.

1 Court Reporter Rosters - Guidelines and Instructions

NOTE: It should be noted that whilst court reporting staff are not part of the Workforce Planning Unit, they report directly to the Manager, Workforce Planning Unit and their court assignments are allocated by Court Reporter Rosters. Refer to the Court Reporter Procedure Manual for additional information applicable to Court Reporting Procedures.

1.1 Court Reporter Assignment

1.1.1.1 Runners - On-site

Court Reporters based at Darlinghurst and Civic Tower are assigned to a court in teams of three. Transcription takes place on-site. Recording and transcription turns are managed within the team. Additional reporters may be assigned to assist the team.

1.1.1.2 Off-Site Turns

Court Reporters based at Castlereagh Street are typically assigned a turn to record and transcribe in both the morning and afternoon. When reporters return to the office, an estimate of pages for transcription should be provided to the Court Reporter Rosters Officer to assist with later court assignments.

1.1.1.3 Online

Online involves a team of Court Reporters (CAT) working in the courtroom with one laptop. One reporter writes, and one reporter scopes, simultaneously. Court Reporters performing online are assigned to court in teams of two, and the length of writing and scoping turns are managed within the team. Online is voluntary and cannot be assigned directly to Court Reporters. Online is encouraged, as it is an effective training tool for Court Reporters to progress to Realtime.

1.1.1.4 Realtime

Realtime involves a team of Court Reporters (CAT) working in the courtroom. One Court Reporter writes, and one Court Reporter scopes, simultaneously, and the transcript is streamed directly to laptops and iPads for the Judge and counsel.

Court Reporters performing realtime are assigned to court in teams of two for the duration of the hearing, and the length of writing and scoping turns are managed within the team.

For long-running criminal realtime trials, a team of three realtime Court Reporters may volunteer to cover a trial. This allows for leave and any medical appointments to be managed within the team.

NOTE: TAA FOR ONLINE AND REALTIME

Reporters performing realtime are entitled to claim TAA at min 12 against realtime position 50008677. Reporters performing online are entitled to claim TAA at min 11 against Realtime position 50008677. A note must be inserted into the comments section in SAP to indicate that min 11 is being claimed for online.

NOTE: Check above position numbers are correct

1.2 Length of turns

1.1.1.5 Morning (10am-1pm)

Court Reporters should be relieved after no more than one hour, with exceptions being those on medical certificates/RTW plans or performing Realtime or Online.

NOTE: Reporters who come off court at 1pm should not be assigned to a 2pm court regardless of page numbers.

If the roster officer has not been contacted by 1.10pm another reporter should urgently be assigned or the Associate advised to put the court on sound until 2pm.

1.1.1.6 Afternoons (2pm-4pm)

In the afternoon, turns can vary based on staff resources, and/or requirements to meet Service Level Agreements of 6 pm, however, turns in the afternoon should be flexible but should not exceed a maximum of 50 minutes (see examples of afternoon roster below).

1.3 Roster Examples

- Court Reporters assigned to morning turns (max 1 hour) can be used to cover afternoon turns.
- If you have additional resources in the afternoon, Court Reporters with higher transcript pages can be left off court to complete their transcript, and reporters with less transcript pages can be utilised instead.
- Rostering officers should assign flexibly based on Court Reporter feedback re court complexity/difficulty/page numbers and availability of Court Reporters. For example, afternoon turns may be 2.00-2.50pm (50 min max) or reduced to 30 minute turns - 2.00-2.30pm.
- Examples indicate Reporter 3 has the highest workload in the shortest time, with travel time and lunch break plus last turn may require overtime on daily transcript. There should be more than three reporters on an afternoon daily transcript court.

EXAMPLES	TIMES (AMP/PM)	REPORTER #	NOTES
1	10.00	Reporter 1	Court Reporter 3 should be relieved no later than 4pm.
	11.00	Reporter 2	
	12.00	Reporter 3	
	[LUNCH]	[LUNCH]	
	2.00	Reporter 1	
	2.50	Reporter 2	
	3.30	Reporter 3	
2	10.00	Reporter 1	(As above)
	11.00	Reporter 2	
	12.00	Reporter 3	
	[LUNCH]	[LUNCH]	
	2.00	Reporter 1	
	2.45	Reporter 2	
	3.30	Reporter 3	
3	9.00	Reporter 1	Courts starting prior to 10 am may require an additional
	10.00	Reporter 2	
	11.00	Reporter 3	

	12.00 [LUNCH]	Reporter 4 [LUNCH]	resource in the morning.
	2.00	Reporter 1	
	2.50	Reporter 2	
	3.30	Reporter 3	
4	10.00	Reporter 1	PM turns can be broken up into 30-minute turns, in the event you have additional resources available.
	11.00	Reporter 2	
	12.00	Reporter 3	
	[LUNCH]	[LUNCH]	
	2.00	Reporter 1	
	2.30	Reporter 2	
	3.00	Reporter 3	
	3.30	Reporter 4	

1.4 Casual Court Reporters

Casual Court Reporters:

- The roster officer should send an email to all Casual Court Reporters each Friday requesting their availability for the following week, and Casual Court Reporters should keep the unit up-to-date with any changes.
- Casual Court Reporters should be advised by phone or email before the close of business if they are required the following day.

Casual Court Reporters are:

- Engaged to work on an on-call basis in a fair and equitable manner where there are assignments available.
- Commence duties at 9.30am, unless otherwise arranged with the RSB Court Reporter roster officer.
- Hours worked to be reflected in sign on/sign off time.
- Overtime as per the Court Reporters' Enterprise Agreement.

1.5 Start Times for Early Courts

Court Reporters work a 7-hour day with a 40-minute lunch break. Court Reporter volunteers rostered to a court that commences before 10 am are able to start their working day 30 minutes prior to their assigned court time. The following table can be used as a guideline when assigning Court Reporters to early courts.

Start Time for Work Day	Assigned Court Time	Finish Time for Work Day
8.30 am	9.00 am	4.10 pm
8.45 am	9.15 am	4.25 pm
9.00 am	9.30 am	4.40 pm
9.15 am	9.45 am	4.55 pm
9.30 am	10.00 am	5.10 pm

As a result of the early court, where possible, Court Reporters should be assigned to turns that will allow them to finish upon completion of their 7 hours.

Overtime in accordance with Court Reporters' Enterprise Agreement.

1.6 Assignment Roster Template

The Court Reporter Assignment Roster is the record of CBD courts covered by Court Reporters each day. Court Reporter Rosters is responsible for the allocation of all Court Reporters.

A court reporting assignment roster is prepared daily and documents movements of all Court Reporters within courts, the availability of staff on a given day and any return-to-work requirements that need to be taken into consideration when assigning staff to courts.

ASSIGNMENT SHEET

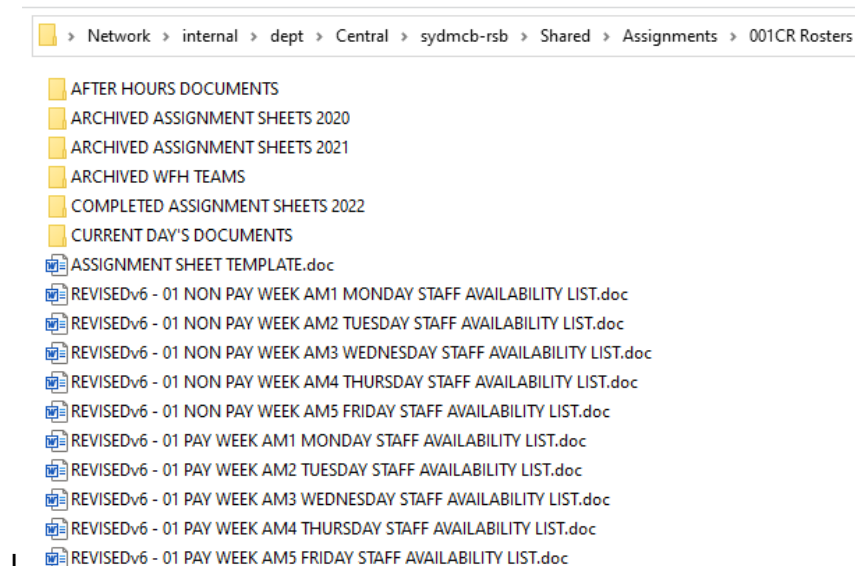
2022

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SUPREME COURT - COURT OF APPEAL / COURT OF CRIMINAL APPEAL					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
SUPREME COURT - COMMON LAW DIVISION - CRIME					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
SUPREME COURT - COMMON LAW DIVISION - CIVIL					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
SUPREME COURT - EQUITY DIVISION					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
DISTRICT COURT - CRIME					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
UNASSIGNED					

1.7 Court Reporter Assignment Roster

In preparing the Court Reporter assignment roster, you require the Assignment Roster Template and the applicable Staff Availability List located in the below location.



Follow these steps to create the Court Reporter assignment roster for the following day:

1. Open the Assignment Roster Template and date and save it. Example: ASSIGNMENT ROSTER WEDNESDAY 1 JUNE 2022
2. Refer to Outlook calendar for planned leave and move resources on "Staff Availability Roster" to "Planned Leave" column.
3. Use mouse on left side of row to highlight entire row, press Ctrl + C then press Ctrl + V multiple times to create additional rows for court assignments.
4. Court lists are emailed to WPU prior to 3.30pm. Rule off courts that are to be covered by sound. This will leave the courts to be allocated to Court Reporters.
5. Enter applicable Judge, Court and start time into the assignment roster, highlighting courts that start before 10am.
6. When entering of court information is complete, assign resources by clicking and dragging name of the staff member from the staff availability roster to the applicable court, or to the unassigned square. This avoids accidental double-up of resources in multiple courts.
7. When assigning is complete, save an additional copy of the assignment roster as the Morning Roster and email this to RSB - CAT WORD.

By the end of the current working day, you will have both the Assignment Roster and Morning Roster for the following day in the Working folder.

NOTE: It is important that all court allocations captured on the assignment roster are accurate, as this information is back indexed into OneTRIM by Client Services. In the event transcript for a particular day has not been produced, the back indexing record assists Client Services in

sending the request for transcript to Court Reporters who were assigned to that court on a particular day.

1.1.1.7 Example of Assignment Roster

**ASSIGNMENT SHEET
TUESDAY 31 MAY 2022
11 COURTS
PAGE 1/8**

SUPREME COURT - COMMON LAW DIVISION - CRIME					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
BEECH-JONES CJ in CL	10C	9.30 <u>9.50</u>	LAMERI		* Hearing 30 minutes [REDACTED] ADJOURNED
HARRISON	9D	9.30 <u>9.35</u>	SPRING		* Trial day 13 Judge Alone [REDACTED] APH TUE 7 JUN 22 AT 9.30AM
WRIGHT	KS2	10.00 11.00 12.00 2.00 2.50 3.20 3.50 <u>4.05</u>	DASEY LEWIS NICHOLLS SPRING DASEY LEWIS NICHOLLS	20	* Trial day 9 Jury [REDACTED] APH WED 1 JUN 22
HAMILL	11A	10.00 11.00 11.45 12.15 1.05 2.00 2.35 3.10 3.45 4.15 <u>4.40</u>	DOHERTY DOW SHORT ADJOURNMENT JACOBS C LUNCH ADJOURNMENT SHEARWOOD DOHERTY DOW JACOBS C DALEY	16	* Bails x7 * Bails x2 ADJOURNED

The following can be used as a guide to interpreting the information on the assignment roster:

Key	Indication
Black text in reporter column	Reporter's morning assignment
Red text in reporter column	Reporter's afternoon assignment
* in the notes column	Daily transcript required
Underscored time	The actual court finishing time

1.8 Court Reporter Rosters

Two rosters are sent out daily. A morning roster is sent out in the evening for the next morning's court allocations, and an afternoon roster is sent out by 1.30pm at the latest for the afternoon allocations. All changes to the rosters are documented in the assignment roster as there can be significant changes to assignments after a roster has been sent out.

Note: Those who may be required to travel to Darlinghurst or Civic Tower need advance notice prior to 1pm so they may take their lunch break and should not be assigned at 2pm to allow for travel and set up time.

1.1.1.8 Example of Morning Roster

**MORNING ROSTER
TUESDAY 31 MAY 2022
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SUPREME COURT - COMMON LAW DIVISION - CRIME					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
BEECH-JONES CJ in CL	10C	9.30 10.30	LAMERI NICHOLLS		* Hearing [REDACTED]
HARRISON	9D	9.30 10.30	SPRING JACOBS C		* Trial day 13 Judge Alone [REDACTED]
WRIGHT	KS2	10.00 11.00	DASEY LEWIS		* Trial day 9 [REDACTED]
HAMILL	11A	10.00 11.00	DOHERTY DOW		* Bails x7
FAGAN	DC3.2	10.00	JAMES-BARTON LINDFIELD LOVATO		* Trial day 7 [REDACTED]
PAYNE	DARL1	9.55	BECKETT CAMPBELL YIP		* Trial day 25/120 Jury [REDACTED]
SUPREME COURT - COMMON LAW DIVISION - CIVIL					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
ROTHMAN	9C	10.00 11.00	KERR KIRKPATRICK		Hearing 3 hours
DAVIES	9A	10.00 11.00	SCOTSON-TAIRUA JANES		* DJ Common Law * Drctns x2 30 mins * Dty matrs x2 4 hrs

Example of Afternoon Roster

AFTERNOON ROSTER
TUESDAY 31 MAY 2022
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SUPREME COURT - COMMON LAW DIVISION - CRIME					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
WRIGHT	KS2	2.00 2.50 3.20 3.50	SPRING DASEY LEWIS NICHOLLS		* Trial day 9 (R v ABC)
HAMILL	11A	2.00 2.35 3.10 3.45	SHEARWOOD DOHERTY DOW JACOBS C		* Bails x2
FAGAN	DC3.2	2.00 2.50	HARRIS JAMES-BARTON LOUREIRO LOVATO		* Trial day 7 (R v XYZ & Ors)
PAYNE	DARL1	2.00 2.50	LAMERI BECKETT CAMPBELL YIP		* Trial day 25/120 Jury (R v A Person & Q _{rs})
SUPREME COURT - COMMON LAW DIVISION - CIVIL					
JUDGE	COURT	TIME	REPORTER	PGS	NOTES
DAVIES	9A	2.00 2.50 3.30	DAVIES-FORSYTH DALEY BENTLEY D		* DJ Common Law * Duty matters

1.9 Managing Resource Allocation for the Current Day

PROCESSES		
1	Phone messages/emails for staff absence	Check phone messages and emails and record unplanned leave in assignment roster and in Outlook Calendar. This is used to cross-reference any outstanding leave applications that need to be submitted via SAP.
2	Medical certificates/Certificates of Capacity/RTW plans	At all times a Court Reporter must be allocated on the roster to relieve those on medical certificates/certificates of capacity/RTW plans. This is in accordance with WHS.
3	Transcript pages	After returning from court, Court Reporters will advise the WPU of estimate of pages recorded. This is to be noted next to the Court Reporter's name on the assignment roster.
4	Changes to rosters and early finishing courts	All changes to turns and rostering of Court Reporters to courts should be noted on the assignment roster as they occur. For courts that finish early, Court Reporters can then be assigned to other courts, as required. You can also keep a running list of Court Reporters who become spare, as a result of an early finishing court.
5	Afternoon roster	The afternoon roster should be emailed to RSB - CAT WORD before 1.30 pm. Afternoon assignments are indicated in red on the assignment roster. Those who may be required to travel to Darlinghurst or Civic tower need advance notice prior to 1pm so they may take their lunch break and should not be assigned at 2pm to allow for travel and set up time.
6	Monitoring of court finish times	The WPU must monitor courts that have not finished, as they may be required to provide relief, especially for courts sitting beyond 4 pm. The time the court finished is noted down on the assignment roster and a line is crossed through the court to show it has finished for the day.
6	Late or last minute requests for services	When providing services for late or last-minute requests, take into consideration how many pages a Court Reporter has already recorded before assigning them to the court. Ask for additional information, such as expected sitting length (e.g. 5 mins or 5 hours), and advise Associate of time required for Court Reporter to travel to the court (e.g. 20 mins or 30 mins, if travelling from Civic/Darlinghurst.)

7	End of day completion	Rostering of Court Reporters for the “current” day is completed when all courts have finished.
8	Casual Reporters	Rostering officer should send an email to all Casual Court Reporters before the close of business if they are required the following day.
9	Overtime	Automatically approved for “daily” transcripts.

1.10 Late sitting courts

INSTRUCTIONS	
Description	On occasion, a request for late sitting court/s may be received. The following processes should be followed where applicable.
At 4.10 pm	1. Contact the Associate and/or Court Reporter for any courts where you have not received notification that the court has finished. If no immediate response, send relief immediately.
At 4.30 pm	2. Contact the Associate for an update regarding the status of the court. Provide advance notice to the Associate that they may be required to activate the sound equipment in the event the court is likely to sit beyond 4.40pm, and provide Associate with the “After Hours” instructions for turning on the DAT equipment inside the courtroom. 3. Late sitting courts may be covered by Court Reporters on a voluntary basis (subject to WHS).
At 4.40 pm	4. Provide the Associate with one of the following updates: a) [Resource] will be attending at court at [X] time to relieve the current reporter; OR b) You are required to activate the DAT equipment as we are unable to provide a reporter. Please send me an email once you

	have activated the DAT equipment and released the reporter from Court. (See instructions for activating the AVL and DAT pc for after-hours use.)
At 5.10 pm	5. Confirm Court Rporter has been released from court.

NOTE: Daily transcript from courts that sit beyond 4 pm is automatically changed to “next day” transcript/stood over or a partial transcript prior to the last turn may be provided if required.

1.11 Retrieving Transcript from Working Directories

In the event an urgent request for transcript has been received and a copy of it cannot be found in the shared drive, this matter should be escalated to the Manager Workforce Planning.

Manager, Workforce Planning has access to all Court Reporter working directories in S:\Workgroup and S:\CAT4USERROOTS and will search through the working directories to see if a transcript can be located.

NOTE: If assistance is required to retrieve a Case CATalyst file from an individual's laptop, this can be escalated to Business Applications & Systems Support.

1.12 Production of Back Transcript Whilst on Leave¹

Court Reporters who are on leave (paid or unpaid) may be requested to produce back transcript if such transcript is ordered. A transcript may be produced by agreement of the Court Reporter.

Payment for Court Reporters on unpaid leave will be made at the normal hourly rate, and such payment will not affect any entitlement or alter any leave arrangement already approved under leave without pay or maternity leave conditions.

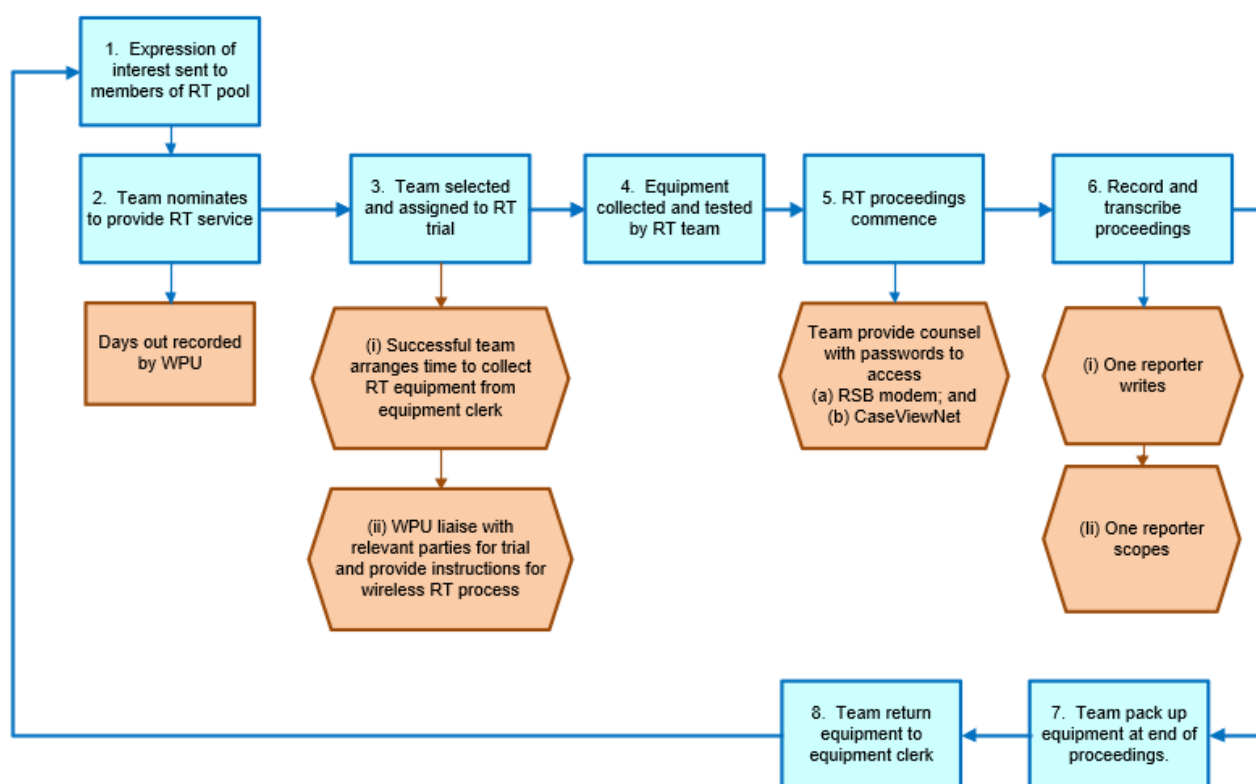
Court Reporters on paid leave shall be re-credited their leave for the time taken to produce the transcript.

Payment for Casual Court Reporters producing back transcript is as per the Enterprise Agreement.

¹ Clause 14, Enterprise Agreement for Court Reporters

1.13 Realtime

Requests for realtime transcript are sent to RSB and the process for allocating a realtime service is as follows:



The following must be taken into consideration for all Realtime trials:

- There will be only one realtime list to record all realtime days/nights out, regardless of whether realtime is performed in the city or country;
- The country list will continue to be used to record all country days/nights out, with no distinction being made between realtime or non-realtime reporting;
- Where more than one team applies for realtime with an equal number of days/nights out, selection of the team will be by ballot, as per the country travel policy;
- If no team/s volunteer for realtime by the “expression of interest” closing date, management will advise the realtime pool members in an attempt to seek applicants but no further incentive will be offered, other than the usual TAA allowance.
- Selection for a particular realtime trial will be by counting back the previous 12 months from the commencement of the trial for city assignments and three years for country assignments.

NOTE: Refer to the Realtime Allocation Procedure Guide for detailed information regarding realtime allocation processes.