

Procedure manual:

Workforce Planning Unit

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1.1 Outline of assignment process

A brief outline of the assignment process is as follows:

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2 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 Report Rosters. Refer to the Court Reporter Procedure Manual for additional information applicable to Court Reporting Procedures.

2.1 Court Reporting Methods

Runners

Staff based at Darlinghurst are assigned to a court in teams of two or three, and staff based at Civic Tower are assigned to a court in teams of three. Transcription takes place in the Court Reporter office. Recording and transcription turns are managed within the team, and a third reporter should be assigned to Darlinghurst to assist the team, pending staff availability and existing workload.

Off-Site Turns

Staff 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.

Online

Online involves a team of court reporters (CAT) working in the courtroom with one laptop. One reporter writes, and one reporter scopes, simultaneously. Staff 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 staff. Online is encouraged, as it is an effective training tool for court reporters to progress to Realtime.

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 reporting staff 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.

2.2 Length of writing turns

Morning (10am-1pm)

Court reporters should be relieved after one hour of writing, with exceptions being staff operating under a Return to Work Plan and/or staff performing Realtime or Online.

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 not exceed one hour of writing.

2.3 Roster Examples

- Reporters assigned to morning turns can be used to cover the 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.

EXAMPLES	TIMES (AMP/PM)	REPORTER #	NOTES
1	10.00 11.00 12.00 <i>[LUNCH]</i> 2.00 2.50 3.30	Reporter 1 Reporter 2 Reporter 3 <i>[LUNCH]</i> Reporter 1 Reporter 2 Reporter 3	Court reporter 3 could sit additional 15 minutes to 4.15, in the event court sits slightly longer.
2	10.00 11.00 12.00 <i>[LUNCH]</i> 2.00 2.45 3.30	Reporter 1 Reporter 2 Reporter 3 <i>[LUNCH]</i> Reporter 1 Reporter 2 Reporter 3	Court reporter 3 could sit additional 15 minutes to 4.15, in the event court sits slightly longer.
3	9.00 10.00 11.00 12.00 <i>[LUNCH]</i> 2.00 2.50 3.30	Reporter 1 Reporter 2 Reporter 3 Reporter 4 <i>[LUNCH]</i> Reporter 1 Reporter 2 Reporter 3	Courts starting prior to 10 am may require an additional resource in the morning.
4	10.00 11.00 12.00 <i>[LUNCH]</i> 2.00 2.30 3.00 3.30	Reporter 1 Reporter 2 Reporter 3 <i>[LUNCH]</i> Reporter 1 Reporter 2 Reporter 3 Reporter 4	PM turns can be broken up into 30-minute turns, in the event you have additional resources available.

2.4 Casual Staff

Casual staff must:

- Continue to meet all of the requirements of the role and stay up-to-date with technology change;
- Notify the assignments area of their availability and keep the unit up-to-date with any changes to their availability;
- Work a minimum of four hours if they are called in for a shift.

Casual staff will:

- Be engaged to work one-off and on an on-call basis where there are assignments available.
Note: All ongoing staff should be utilised prior to rostering casuals;
- Only be called for one-off assignments as they become available or when the need arises.
Note: The need is determined by the assignment area and not casual staff;
- Not be rostered more than **one** day in advance, nor should they have any expectation of an ongoing assignment allocation (e.g. getting an assignment every Friday and Tuesday only);
- Not be offered a roster or continuation of assignments in a manner that could create an expectation of ongoing work;
- Expect that they can be removed from the list of available reporters if offers of assignments are continually not met over a two-month period;
- Be engaged based on their stated availability, for specific hours and can be chosen based on a specific capacity or skill set;
- Be offered assignments when available and in the following sequence:
 - 1) Alphabetical order;
 - 2) By phone or email;
 - 3) If the phone or email is not answered within a reasonable **timeframe** then the Court Reporter Rosters will move to the next person (to offer) available on that day.
- **Commence duties at 9.30am, unless otherwise arranged with the court reporter assignment officer(?).**
- **Not claim overtime; hours worked to be reflected in sign on/sign off time (?).**

NOTE: Whilst the order of assignments is completed alphabetically, once an assignment is filled casual staff will continue to be engaged down the list, as opposed to starting once again from the top of the list each time the services of a casual is needed.

If casual court reporters are open to being called outside of their usual stated availability in the case of urgent staffing need, they should only be called after attempted offers have been made to all other casuals with stated availability on that day.

2.5 Start Times for Early Courts

Court reporters work a 7-hour day with a 40-minute lunch break. Any court reporter rostered to a court that commences before 10 am is 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.

Delete-- *If this is not possible, overtime is payable after the 7 hours in 15 minute increments, however approval must be received prior to commencement of any overtime --delete.*

If this is not possible, overtime is paid in accordance with the court reporters Enterprise Agreement; that is, overtime cannot be accrued until 20 minutes after their standard 7 hours is worked. It can then be accrued in 5-minute increments. However, approval must be received prior to the commencement of any overtime.

2.6 Assignment Sheet Template

The Court Reporter Assignment Sheet 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 sheet 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.

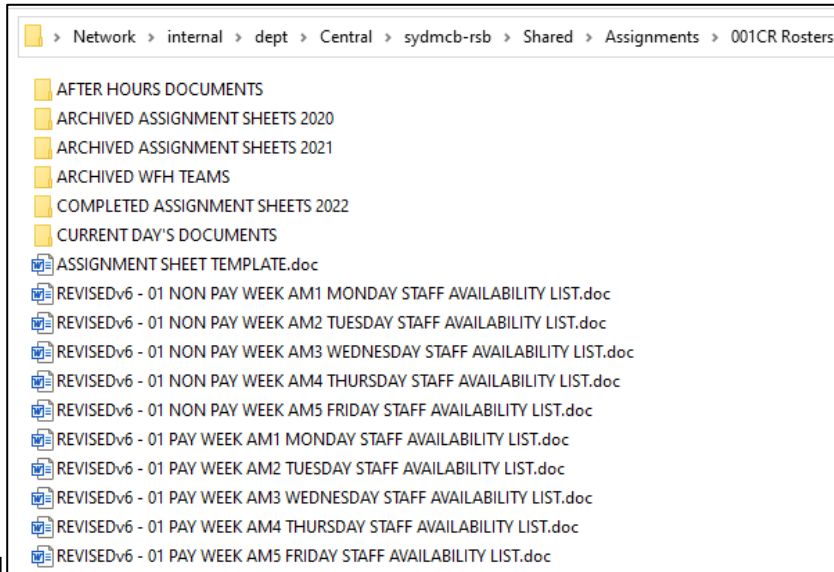
**ASSIGNMENT SHEET
2022
PAGE 1/**

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					

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2.7 Court Reporter Assignment Sheet

In preparing the court reporter assignment sheet, you require the Assignment Sheet Template and the applicable Staff Availability List located in the below location.



Follow these steps to create the court reporter assignment sheet for the following day:

1. Open the Assignment Sheet Template and date and save it. Example: ASSIGNMENT SHEET WEDNESDAY 1 JUNE 2022
2. Refer to Outlook calendar for planned leave and move resources on "Staff Availability Sheet" 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 sheet, 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 sheet 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 sheet 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 Sheet and Morning Roster for the following day in the Working folder.

NOTE: It is important that all court allocations captured on the assignment sheet is 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.

Example of Assignment Sheet

**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 ██████████ ADJOURNED
HARRISON	9D	9.30 <u>9.35</u>	SPRING		* Trial day 13 Judge Alone ██████████ 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 ██████████ 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 sheet:

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

2.8 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 before 2 pm for the afternoon allocations. All changes to the rosters are documented in the assignment sheet as there can be significant changes to assignments after a roster has been sent out.

Example of Morning Roster

**MORNING ROSTER
TUESDAY 31 MAY 2022
PAGE 1/2**

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 ██████████
HARRISON	9D	9.30 10.30	SPRING JACOBS C		* Trial day 13 Judge Alone ██████████
WRIGHT	KS2	10.00 11.00	DASEY LEWIS		* Trial day 9 ██████████
HAMILL	11A	10.00 11.00	DOHERTY DOW		* Bails x7
FAGAN	DC3.2	10.00	JAMES-BARTON LINDFIELD LOVATO		* Trial day 7 ██████████
PAYNE	DARL1	9.55	BECKETT CAMPBELL YIP		* Trial day 25/120 Jury ██████████
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 * Drccts x2 30 mins * Dty matts 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 & Ors)
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

2.9 Managing Resource Allocation for the Current Day

PROCESSES

- | | | |
|---|--|--|
| 1 | Phone messages for staff absence | Check phone messages and record unplanned leave in assignment sheet and in Outlook Calendar. This is used to cross-reference any outstanding leave applications that need to be submitted via SAP. |
| 2 | 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 sheet. |
| 3 | Changes to rosters and early finishing courts | All changes to turns and rostering of court reporters to courts should be noted on the assignment sheet 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. |
| 4 | Afternoon roster | The afternoon roster sheet should be emailed to RSB - CAT WORD before 1.30 pm. Afternoon assignments are indicated in red on the assignment sheet. |
| 5 | 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 sheet 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 staff for the "current" day is completed when all courts have finished. |
| 8 | Casual reporters | Contact casual reporters to ascertain their availability for the following day. If available, write their names on the resource sheet to be used for the following day. |

2.10 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 or court reporter for any courts where you have not received notification that the court has finished.
At 4.30 pm	2. Contact the associate and retrieve 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 5 pm, and provide associate with the "After Hours" instructions for turning on the DAT equipment inside the courtroom. 3. Overtime to cover the late sitting court may be offered as follows: a) Court reporters b) Monitors c) Overflow panel
At 4.45 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 reporter has been released from court.

NOTE: Any transcript from courts that sit beyond 4 pm are automatically changed to "next day" transcript.

2.11 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 draft 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.

2.12 Production of Back Transcript Whilst on Leave¹

It is the responsibility of individual court reporter staff to ensure that they have completed their transcripts before they take any planned leave.

Court reporters who are on leave (paid or unpaid) may be requested to produce back transcript if such transcript is ordered and it is appropriate for the officer to do so.

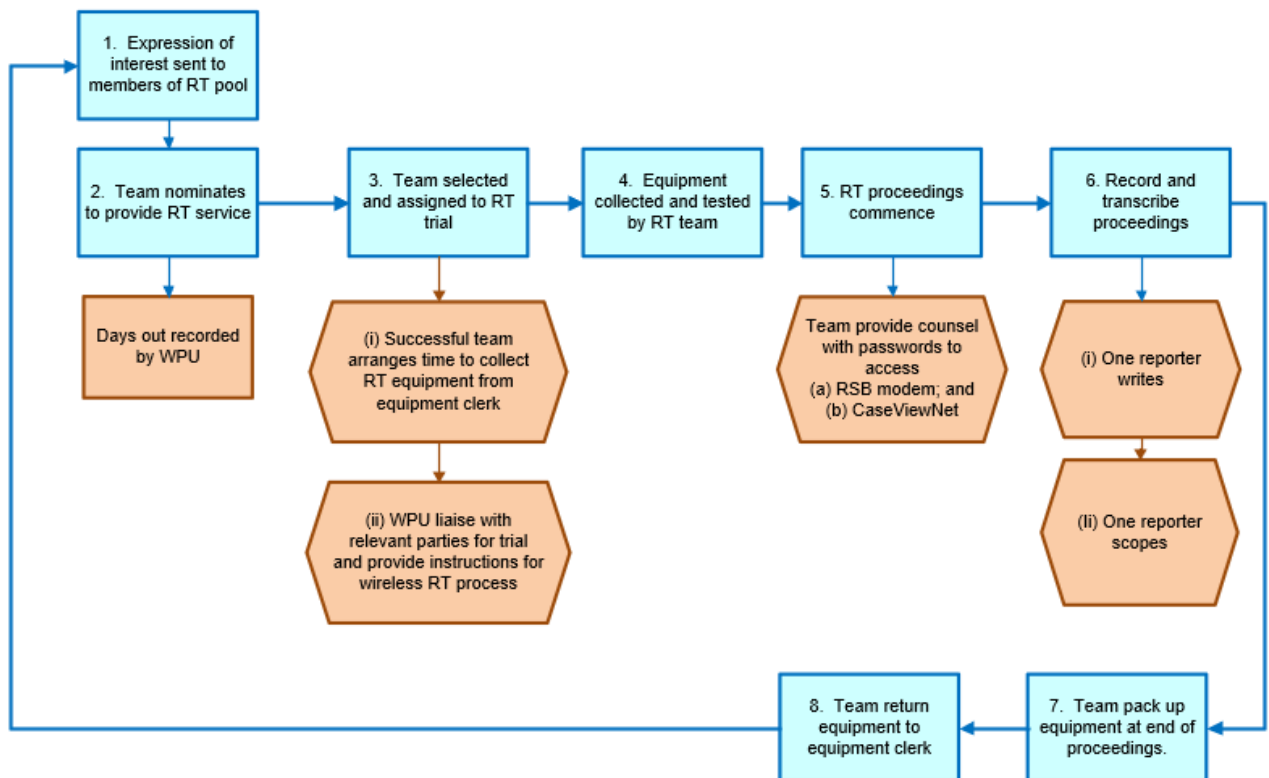
Payment for court reporters on unpaid leave will be made at the normal hourly rate, and such payment will not affect any entitlement or alter any leave arrangement already approved under leave without pay or maternity leave conditions.

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

¹ Clause 14, Enterprise Agreement for Court Reporters

2.13 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.

