

From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report April 2024
Date: Monday, 6 May 2024 4:42:26 PM
Attachments: [Outlook-A blue and.png](#)

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Good morning,

Please find the April 2024 Performance Reporting.

April Summary

- The Ontime Delivery Percentage for April was 85%,.
- We completed a total of 1202 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 79%.
- Daily Transcripts Ontime Delivery Percentage was 88%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



viqsolutions.com.au

From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report August 2024
Date: Friday, 6 September 2024 9:16:08 AM
Attachments: [Outlook-A blue and.png](#)
[20240906 FCA and FCFCOA Contract Report.zip](#)

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Good morning,

Please find the August 2024 Performance Reporting.

August Summary

- The Ontime Delivery Percentage for August was 94%,.
- We completed a total of 1343 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 93%.
- Daily Transcripts Ontime Delivery Percentage was 95%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



viqsolutions.com.au

From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report February 2024
Date: Thursday, 7 March 2024 10:38:26 AM
Attachments: [Outlook-A blue and.png](#)
[20240305 FCA and FCFCOA Contract Report.zip](#)

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Good morning,

Please find the February 2024 Performance Reporting.

February Summary

- The Ontime Delivery Percentage for February was 86%,.
- We completed a total of 1208 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 82%.
- Daily Transcripts Ontime Delivery Percentage was 91%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report July 2024
Date: Wednesday, 7 August 2024 3:06:34 PM
Attachments: [Outlook-A blue and.png](#)
[20240805 FCA and FCFCOA Contract Report.zip](#)

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Good morning,

Please find the July 2024 Performance Reporting.

June Summary

- The Ontime Delivery Percentage for June was 89%,.
- We completed a total of 1212 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 88%.
- Daily Transcripts Ontime Delivery Percentage was 91%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report June 2024
Date: Friday, 5 July 2024 9:12:30 AM
Attachments: [Outlook-A blue and.png](#)
[20240705 FCA and FCFCOA Contract Report.zip](#)

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Good morning,

Please find the June 2024 Performance Reporting.

June Summary

- The Ontime Delivery Percentage for June was 85%,.
- We completed a total of 1395 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 82%.
- Daily Transcripts Ontime Delivery Percentage was 86%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report March 2024
Date: Monday, 8 April 2024 11:27:31 AM
Attachments: [Outlook-A blue and.png](#)
[20240408 FCA and FCFCOA Contract Report.zip](#)

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Good morning,

Please find the March 2024 Performance Reporting.

March Summary

- The Ontime Delivery Percentage for March was 82%,.
- We completed a total of 1371 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 79%.
- Daily Transcripts Ontime Delivery Percentage was 85%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report September 2024
Date: Monday, 7 October 2024 8:23:41 AM
Attachments: [Outlook-A blue and.png](#)
[20241007 FCA and FCFCOA Contract Report.zip](#)

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Good morning,

Please find the September 2024 Performance Reporting.

September Summary

- The On-time Delivery Percentage for September was 98%.
- We completed a total of 1130 transcript orders this past month.
- Deferred Transcripts On-time Delivery Percentage was 99%.
- Daily Transcripts On-time Delivery Percentage was 96%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Subject: Re: FCA and FCFCOA Performance Report January 2024
Date: Wednesday, 7 February 2024 10:09:50 AM
Attachments: [Outlook-A blue and.png](#)
[20240202_FCA and FCFCOA Contract Report.zip](#)

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Good morning ,

I was unable to send the report yesterday due to the file being too large.

I've added this to a compressed folder, please let me know if you are unable to access this.

Kind regards,



Brendan Moffat
Contract Administrator @ VIQ Solutions



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From: postmaster@federalcourtofaustralia.onmicrosoft.com
Sent: 06 February 2024 15:39
To: Brendan Moffat
Subject: Undeliverable: FCA and FCFCOA Performance Report January 2024
[You don't often get email from postmaster@federalcourtofaustralia.onmicrosoft.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Subject: Re: FCA and FCFCOA Performance Report May 2024
Date: Monday, 10 June 2024 9:56:03 AM
Attachments: [Outlook-A blue and.png](#)
[Outlook-A blue and.png](#)
[20240607_FCA_and_FCFCOA_Contract_Report.zip](#)

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Good Morning,

I can see the attachment failed when sending this on Friday.

Please see the attached report.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



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From: Brendan Moffat
Sent: 07 June 2024 11:05
To: Digital Practice ; Erin Murphy
Cc: Cat Stephen ; Bradley Davies
Subject: FCA and FCFCOA Performance Report May 2024

Good morning,

Please find the May 2024 Performance Reporting.

May Summary

- The Ontime Delivery Percentage for May was 76%,.
- We completed a total of 1390 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 70%.
- Daily Transcripts Ontime Delivery Percentage was 82%.

Let me know if you have any questions.

Kind regards,

Brendan Moffat



Contract Administrator @ VIQ Solutions



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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Rob Southwell](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report July 2023
Date: Monday, 7 August 2023 8:03:53 AM
Attachments: [20230803 FCA and FCFCOA Contract Report.xlsb](#)

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Good Morning,

Please find the July 2023 Performance Reporting.

June Summary

- The On-time Delivery Percentage for July has decreased 3% from 97% to an end of month result of 94%.
- We completed 939 transcript orders this past month.
- No change in the average length of audio from the past 4 months remaining at roughly 85 minutes per order.
- 72% of late transcripts were less than a day late with 39% being delayed up to 2 hours, 11% delayed up to 5 hours and 22% up to 1 Day.
- Late deliveries of more than 5 business days have decreased from 6% to 4% of all

Let me know if you have any questions.

Kind regards,

Brendan Moffat

Contract Administrator

VIQ Solutions Pty Limited

Pronouns: He/Him

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████████████████████

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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Rob Southwell](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFOA Performance Report June 2023
Date: Friday, 7 July 2023 10:49:52 AM
Attachments: [20230705 FCA and FCFOA Contract Report.xlsb](#)

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Good Morning,

Please find the June 2023 Performance Reporting.

June Summary

- June has seen an improvement in our Ontime Delivery percentage increasing 3% for an end of month result of 97%.
- We completed 1159 transcript orders this past month, the second highest volume received this calendar year.
- Majority of late transcripts were less than a day late with 39% being delayed up to 2 hours, 14% delayed up to 5 hours and 17% up to 1 Day.
- Increase of late deliveries up to 10 days and over 10 days increasing from 0% to 5% and 1% respectively.
- All Abatements cleared for the month.

Let me know if you have any questions.

Kind regards,

Brendan Moffat

Contract Administrator

VIQ Solutions Pty Limited

Pronouns: He/Him

██████████

████████████████████

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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Rob Southwell](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report November 2023
Date: Thursday, 7 December 2023 9:55:45 AM
Attachments: [Outlook-A blue and.png](#)
[20231207 FCA and FCFCOA Contract Report.xlsx](#)

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Good Morning,

Please find the November 2023 **Performance Reporting**.

November Summary

- The Ontime Delivery Percentage for November was 88%, down from last month.
- We completed 1390 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 85%.
- Daily Transcripts Ontime Delivery Percentage was 91%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions



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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Rob Southwell](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report September 2023
Date: Monday, 2 October 2023 1:06:02 PM
Attachments: [Outlook-A blue and.png](#)
[20231002_FCA and FCFCOA Contract Report.xlsb](#)

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Good Afternoon,

Please find the September 2023 Performance Reporting.

September Summary

- The Ontime Delivery Percentage for September was 95%, up from last month.
- We completed 955 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 94%
- Daily Transcripts Ontime Delivery Percentage was 97%

Let me know if you have any questions.

Kind regards,



Brendan Moffat
Contract Administrator @ VIQ Solutions



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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Skye Osborne](#)
Subject: FCA and FCFCOA Performance Report April 2025
Date: Wednesday, 7 May 2025 3:23:25 PM
Attachments: [Outlook-A blue and.png](#)
[20250507 FCA and FCFCOA Contract Report.xlsh](#)

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Good afternoon,

Please find the April 2025 Performance Reporting.

April Summary

- The Ontime Delivery Percentage for April was 69%.
- We completed a total of 1067 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 46%.
- Daily Transcripts Ontime Delivery Percentage was 93%.

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Erin Murphy](#); [National Court Support](#)
Cc: [Digital Practice](#); [Skye Osborne](#); [Cat Stephen](#)
Subject: FCA and FCFCOA Performance Report August 2025
Date: Friday, 5 September 2025 11:47:14 AM
Attachments: [August Provider KPI Tracker.xlsx](#)
[August Issues Register.xlsx](#)
[20250907 FCA and FCFCOA Contract Report.xlsx](#)
[August 2025 - Previous Year Comparison.xlsx](#)

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Good afternoon,

Please find the August 2025 Performance Reporting including the following;

- End of Month Report
- KPI Tracker
- Issues Register
- Previous Year Comparison

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report December 2024
Date: Wednesday, 8 January 2025 1:42:34 PM
Attachments: [Outlook-A blue and.png](#)
[20240108 FCA and FCFCOA Contract Report.xlsb](#)

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Good afternoon,

Please find the December 2024 Performance Reporting.

December Summary

- The Ontime Delivery Percentage for November was 90%.
- We completed a total of 607 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 85%.
- Daily Transcripts Ontime Delivery Percentage was 96%.

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#)
Subject: FCA and FCFCOA Performance Report February 2025
Date: Thursday, 6 March 2025 1:29:46 PM
Attachments: [Outlook-A blue and.png](#)
[20250206 FCA and FCFCOA Contract Report.xlsh](#)

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Good afternoon,

Please find the February 2025 Performance Reporting.

February Summary

- The Ontime Delivery Percentage for February was 85%.
- We completed a total of 1468 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 76%.
- Daily Transcripts Ontime Delivery Percentage was 94%.

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#)
Subject: FCA and FCFCOA Performance Report January 2025
Date: Tuesday, 4 February 2025 3:22:36 PM
Attachments: [Outlook-A blue and.png](#)
[20250104 FCA and FCFCOA Contract Report.xlsh](#)

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Good afternoon,

Please find the January 2025 Performance Reporting.

January Summary

- The Ontime Delivery Percentage for January was 97%.
- We completed a total of 229 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 95%.
- Daily Transcripts Ontime Delivery Percentage was 100%.

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Erin Murphy](#); [National Court Support](#)
Cc: [Digital Practice](#); [Skye Osborne](#); [Cat Stephen](#)
Subject: FCA and FCFCOA Performance Report July 2025
Date: Thursday, 7 August 2025 4:43:05 PM
Attachments: [Outlook-A blue and.png](#)
[July 2025 - Previous Year Comparison.xlsx](#)
[July Issues Register.xlsx](#)
[July Provider KPI Tracker.xlsx](#)
[20250807 FCA and FCFCOA Contract Report.xlsh](#)

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Good afternoon,

Please find the July 2025 Performance Reporting including the following;

- End of Month Report
- KPI Tracker
- Issues Register
- Previous Year Comparison

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Erin Murphy](#); [National Court Support](#)
Cc: [Digital Practice](#); [Skye Osborne](#); [Cat Stephen](#)
Subject: FCA and FCFCOA Performance Report June 2025
Date: Monday, 7 July 2025 4:36:18 PM
Attachments: [Outlook-A blue and.png](#)
[June 25 - Previous Year Comparison.xlsx](#)
[20250703 FCA and FCFCOA Contract Report.xlsx](#)
[KPI Report - June 2025.xlsx](#)
[Issues Register - June 2025.xlsx](#)

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Good afternoon,

Please find the June 2025 Performance Reporting including the following;

- End of Month Report
- KPI Tracker
- Issues Register
- Previous Year Comparison

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Skye Osborne](#)
Subject: FCA and FCFCOA Performance Report March 2025
Date: Monday, 7 April 2025 4:52:44 PM
Attachments: [Outlook-A blue and.png](#)
[20250404 FCA and FCFCOA Contract Report.xlsh](#)

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Good afternoon,

Please find the March 2025 Performance Reporting.

March Summary

- The Ontime Delivery Percentage for March was 66%.
- We completed a total of 1220 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 44%.
- Daily Transcripts Ontime Delivery Percentage was 94%.

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Erin Murphy](#); [National Court Support](#)
Cc: [Digital Practice](#); [Cat Stephen](#); [Skye Osborne](#)
Subject: FCA and FCFCOA Performance Report May 2025
Date: Friday, 6 June 2025 4:40:59 PM
Attachments: [Outlook-A blue and.png](#)
[KPI Report - May 2025.xlsx](#)
[Issues Register - May 2025.xlsx](#)
[20250603 FCA and FCFCOA Contract Report.xlsx](#)
[May 25 - Previous Year Comparison.xlsx](#)

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Good afternoon,

Please find the May 2025 Performance Reporting including the following;

- End of Month Report
- KPI Tracker
- Issues Register
- Previous Year Comparison

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report November 2024
Date: Thursday, 5 December 2024 2:30:54 PM
Attachments: [image.png](#)
[20241105 FCA and FCFCOA Contract Reporty1.zip](#)

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Good afternoon,

Please find the November 2024 Performance Reporting.

November Summary

- The Ontime Delivery Percentage for November was 95%.
- We completed a total of 1168 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 94%.
- Daily Transcripts Ontime Delivery Percentage was 95%.

Let me know if you have any questions.

Kind regards,




Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



Pronouns: He/Him

Upcoming Leave: 

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From: [Brendan Moffat](#)
To: [Digital Practice](#); [Erin Murphy](#)
Cc: [Cat Stephen](#); [Bradley Davies](#)
Subject: FCA and FCFCOA Performance Report October 2024
Date: Wednesday, 6 November 2024 9:01:09 AM
Attachments: [Outlook-A blue and.png](#)
[20241105 FCA and FCFCOA Contract Reportv1.zip](#)

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Good morning,

Please find the October 2024 Performance Reporting.

October Summary

- The Ontime Delivery Percentage for October was 96%.
- We completed a total of 1351 transcript orders this past month.
- Deferred Transcripts Ontime Delivery Percentage was 94%.
- Daily Transcripts Ontime Delivery Percentage was 97%.

Let me know if you have any questions.

Kind regards,



Brendan Moffat

Contract Administrator @ VIQ Solutions

+61 1800 287 274



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From: [Shane Mirkovich](#)
To: [Erin Murphy](#); [Digital Practice](#)
Cc: [Dana Lewis](#); [Elizabeth Pennell](#)
Subject: FCA and FCFCOA Performance Report October 2025
Date: Wednesday, 19 November 2025 6:16:08 AM
Attachments: [image001.png](#)
[image002.png](#)
[20251118 FCA and FCFCOA Contract Report.xlsb](#)

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Good morning,

Please find attached the October 2025 Performance Reporting.

October Summary:

- OTD rate remained flat at 95%
- Total transcript orders came in at 731 jobs
- The average audio length per file decreased to 107 minutes
- The number of files late 24+ hours decreased by 3 jobs, while the number of jobs less than 2 hours late remained flat.

Please let me know if you have any questions.

Best regards,



Shane Mirkovich

SVP – Global Client Experience @ VIQ Solutions

602.469.8614

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-
Upcoming Leave: 24 Nov – 01 Dec Returning to Office: 02 Dec

From: [Shane Mirkovich](#)
To: [Erin Murphy](#); [Digital Practice](#)
Cc: [Dana Lewis](#); [Elizabeth Pennell](#)
Subject: FCA and FCFCOA Performance Report September 2025
Date: Wednesday, 19 November 2025 5:22:21 AM
Attachments: [image001.png](#)
[image002.png](#)
[20250930 FCA and FCFCOA Contract Report.xlsb](#)

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Good morning,

Please find attached the September 2025 Performance Reporting.

September Summary:

- OTD rate increased by 4% to 95%
- Total transcript orders came in at 586 jobs
- The average audio length per file increased to 110 minutes
- The number of files late 5+ hours increased by 8 jobs, while the number of jobs less than 2 hours late decreased by 50%.

Thanks for your patience while we put this together. Please let me know if you have any questions.

Best regards,



Shane Mirkovich

SVP – Global Client Experience @ VIQ Solutions

602.469.8614

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-
Upcoming Leave: 24 Nov – 01 Dec Returning to Office: 02 Dec