



## **Court Services Victoria – Cyber Incident**

Tuesday, 2 January 2024

### **Statement from the Chief Executive Officer of Court Services Victoria, Louise Anderson:**

On Thursday 21 December 2023, Court Services Victoria (CSV) was alerted to a cyber security incident impacting Victoria's courts and tribunals.

The cyber incident led to unauthorised access leading to the disruption of the audio visual in-court technology network, impacting video recordings, audio recordings and transcription services.

CSV took immediate action to isolate and disable the affected network and to put in place arrangements to ensure continued operations across the courts. As a result, hearings in January will be proceeding.

Recordings of some hearings in courts between 1 November and 21 December 2023 may have been accessed. It is possible some hearings before 1 November are also affected. The potential access is confined to recordings stored on the network. Further details for each court are found below.

No other court systems or records, including employee or financial data, were accessed.

Maintaining security for court users is our highest priority. Our current efforts are focused on ensuring our systems are safe and making sure we notify people in hearings where recordings may have been accessed.

We understand this will be unsettling for those who have been part of a hearing. We recognise and apologise for the distress that this may cause people. CSV has established a Contact Centre with dedicated staff which is available to those seeking further information or assistance. This includes support from IDCARE, Australia's national identity and cyber support community service. The Centre can be contacted from today via telephone or email:

- **Call:** 03 9087 6116
- **Email:** [CSVData@courts.vic.gov.au](mailto:CSVData@courts.vic.gov.au)

We are working closely with the cyber security experts in the Victorian Department of Government Services. All relevant authorities have been notified of the incident and are assisting with the investigation and response.

All courts have put in place arrangements so that they can continue to safely and securely hear matters while CSV re-establishes the affected network. We appreciate the cooperation of court users during this period.

The work on the restoration of systems includes works to strengthen security across the broader court and tribunal-wide technology environment.

With limited exceptions, court and tribunal hearings are held in public and are not confidential. The unauthorised use of recordings of hearings is not permitted.

**The table below sets out which recordings of hearings may have been accessed.**

<b>Jurisdiction</b>	<b>Date range</b>	<b>Hearings where recordings may have been accessed</b>
Supreme Court	1 December to 21 December	Court of Appeal, Criminal Division, Practice Court and two regional hearings in November.
County Court	1 November to 21 December	All criminal and civil hearings recorded on the network.
Magistrates' Court	1 November to 21 December	Some committals that were heard during this period.
Children's Court	1 November to 21 December	No hearings in the date range. A recording of one hearing in October which may have remained on the network.
Coroners Court	1 November to 21 December	All hearings in the date range.
VCAT	1 November to 21 December	No hearings.