



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Ms Deborah Morris MLA

Addressed to: Minister for Police, Fire and Emergency Services

Reference: Police, Fire and Emergency Services – JACS

Hearing: 20 November 2025

In relation to: ACT Emergency Services Agency and VETtrak Student Online Management System

Question received: 26/11/2025

Answer Due: 04/12/2025

- (1) What is the VETtrak Online Student Management System, specifically how is it used, and who by.
- (2) When the VETtrak system went offline in October 2025; what caused it to go offline, when was it detected, when was it restored, what measures were put in place to compensate for it being offline?
- (3) If a data breach occurred, was any personal information compromised?

Dr Marisa PATERSON MLA: The answer to the Member's question is as follows:

- 1) VETtrak is used by both the ACT Emergency Services Agency (ESA) and ACT Corrective Services (ACTCS).

VETtrak is a third party student management system used by the ESA to hold volunteer and staff data as part of ESA's Registered Training Organisation (RTO) compliance requirements which is regulated by the Australian Skills Quality Authority.

The database also holds records from other staff who have accessed training through the ESA RTO.

- 2) On Friday, 17 October 2025, the ESA received advice from ReadyTech, a vendor who hosts the VETtrak services that it had experienced a cyber incident involving the VETtrak system. ReadyTech advised that VETtrak had been taken offline and isolated to minimise further risk. ReadyTech reported the incident to the Australian National Office of Cyber Security (NOCS) and the Australian Cyber Security Centre (ACSC).


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On 28 October 2025, access was restored to the core VETtrak platform. Other parts of the VETtrak platform were tested and gradually restored with the system becoming fully functional on 11 November 2025.

The ESA had other systems in place while the outage was monitored. Messaging was distributed to ESA staff and volunteers providing information on the outage and informing them that ESA was maintaining most VETtrak activities via manual processes.

- 3) The vendor undertook thorough forensic analysis of their systems and assured with a high level of confidence that no ESA data was breached. The ACT Cyber Security Centre and the National Office of Cyber Security continue to monitor the situation.

Approved for circulation to the Standing Committee on Legal Affairs

Signature: 

Date: 5/12/25

By the Minister for Police, Fire and Emergency Services, Dr Marisa Paterson MLA