

Use of ICT services & devices

Queensland Health Digital Policy

QH-POL-484:2021

1. Statement

The Use of Information and Communications Technology (ICT) services and devices policy sets out the acceptable behaviour required by staff, including contract and third-party providers, when using ICT services and devices within Queensland Health.

For the purposes of this policy ICT services and devices includes, but is not limited to, ICT network, ICT enabled medical devices, infrastructure, applications, portals, cloud, mobile devices, internet, storage, email, BYOD, telecommunications, printers, faxes, photocopiers and video conferencing equipment. ¹

2. Purpose

The purpose of this policy and it's supporting standards is to:

- outline the general obligations and responsibilities of staff in relation to the acceptable use of ICT services and devices across Queensland Health's system, including reasonable personal use
- prevent misuse or loss of ICT services and devices and minimise risk associated with unethical behaviour
- describe the access, monitoring and record keeping requirements for ICT services and devices
- define the consequences of breaching this policy.

3. Scope

This policy applies to all staff within Queensland Health. Staff is defined as employees, students, interns, volunteers, contractors, consultants, Board Members and managed service providers working for Queensland Health. Queensland Health consists of:

- the Department of Health, and
- Hospital and Health Services.

4. Principles

- **Accountability and Responsibility:** Queensland Health ICT services and devices are used responsibly, including behaviour that:
 - Is in accordance with public sector ethics and relevant laws

¹ See Definitions for broader definition of ICT services and devices.

- Does not disrupt the efficient delivery of Queensland Health's system services.
- **Confidentiality and privacy:** Queensland Health ICT services and devices are protected to safeguard privacy and confidentiality, preserve data and ensure the ongoing availability of information.
- **Security:** Security policies, controls and guidelines are applied to the storage, access, processing or data transmission, to protect information against loss, unauthorised access, use, modification or disclosure, and against other misuse.
- **Managed:** ICT services and devices are actively managed and monitored. All records created are effectively managed and preserved in compliance with relevant legislation.

5. Requirements

Internet, email and other ICT services and devices are provided to assist authorised users in the performance of their official duties, while allowing for professional and limited personal use.

In all cases, staff must abide by legislative requirements including the *Public Service Act 2008*, the *Code of Conduct for the Queensland Public Service* and the *Information Privacy Act 2009* including the National Privacy Principles. This policy applies to the use of ICT services and devices whether on or off Queensland Health's premises. Staff can be disciplined or dismissed for inappropriate or improper conduct in their official capacity or their private capacity if conduct adversely affects the public service.

5.1. Official use

Official use refers to use in an official capacity as a Queensland Health representative. Employees acting in an official capacity should disclose their position and indicate that they are representing Queensland Health, but must not disclose non-public information, commit Queensland Health to any action or engage in activities unless authorised to do so. Examples of official use may include, but are not limited to:

- using ICT services and devices for work related purposes
- using the internet to access work related information
- sending emails and instant messages to colleagues on work related matters
- sending emails outside of the work environment on work related matters, or
- updating departmental social media accounts, profiles or presence.

5.2. Professional use

Professional use is distinguished from official use. It refers to activity for professional development purposes, engaging with professional associations or in professional discussion forums, and networking with colleagues or peers. Professional use allows employees in their private capacity to engage in conversation as an experienced person in their particular field and with other practitioners in that field. Professional use generally occurs in non-work time or during work hours if authorised and should not interfere with official duties or affect productivity.

All comments made in a professional capacity should be clearly attributed as personal views and not the views of Queensland Health and must not imply official endorsement or disclose non-public information, breach confidentiality or privacy obligations. Staff should avoid making comments that could be interpreted as official comment and may wish to include a disclaimer. For example, “This is my personal opinion and does not represent the opinion or position of the Queensland Government”.

Staff must be aware that any comment could compromise their perceived capacity to perform their official duties in an independent, professional and unbiased manner. Staff should contact the relevant Communication and Media Branch for further information about making public comment.

5.3. Personal use

Limited personal use refers to activity conducted for purposes other than accomplishing official business or professional purposes that are consistent with departmental and HHS policy. Personal use of ICT services and devices is permitted however it is a privilege not a right and may be revoked at any time. Personal use of ICT services and devices is subject to the same requirements as official use and professional use. Personal use must be limited and reasonable, that is:

- brief, infrequent and not interfere with with the operation of Queensland Health
- wherever possible, take place during non-work time (e.g. during breaks)
- lawful, ethical and efficient
- only incur negligible additional cost to Queensland Health
- not embarrass or compromise the reputation of Queensland Health.

Note: All personal use of Queensland Health’s ICT services and devices is at the user’s risk. Queensland Health cannot guarantee the security of personal details that are transmitted using Health’s ICT services and devices and is not liable for any loss or damage incurred.

6. Non-compliance

Non-compliance with this policy represents a risk to Queensland Health’s information, systems or reputation.

Failure to comply with this policy may result in:

- disciplinary action for breaching legislation, including, but not limited to:
 - *Criminal Code Act 1899*
 - *Code of Conduct for the Queensland Public Service*
 - *Hospital and Health Boards Act 2011*
 - *Public Service Act 2008*
- serious security breaches may be referred to and investigated by the Queensland Police Service.

7. Legislation

- *Anti-Discrimination Act 1991*
- *Crime and Corruption Act 2001*

- *Criminal Code Act 1899*
- *Criminal Justice Act 1988*
- *Cyber Crime Act 2001 (Cth)*
- *Electronic Transaction Act 2001*
- *Financial Accountability Act 2009*
- *Hospital and Health Boards Act 2011*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Public Health Act 2015*
- *Public Records Act 2002*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Right to Information Act 2009*
- *Telecommunications Act 1997 (Cth)*
- *Workplace Health and Safety Regulation Act 2008*

8. Supporting documents

- Under this Policy:
 - Access control standard
 - Audit and recordkeeping standard
 - Collaboration platforms standard
 - External access standard
 - Information access, use and disclosure standard
 - Monitoring and reporting standard
 - Training, awareness and disciplinary procedure standard
 - Use of email standard
 - Use of ICT services and devices standard
- Anti-discrimination and vilification HR Policy E2
- Data and application custodianship policy
- Discipline HR Policy E10
- Information Security Policy
- Performance improvement HR Policy G11
- Requirements for reporting suspected corrupt conduct HR Policy E9
- Suspension of employment HR Policy E14
- Workplace conduct and ethics HR Policy E1
- Workplace Harassment HR Policy E13

Public Service Commission:

- Code of Conduct for the Queensland Public Service
- Private Email Use policy
- Use of Internet and email policy

Office of Investment and Assurance (formerly QGCIO):

- Use of ICT services, facilities and devices policy (IS38)
- Information Security Policy (IS18:2018)
- Information access and use policy (IS33)
- Information asset custodianship policy (IS44)
- Records governance policy

9. Definitions

Term	Definition
ICT services and devices	ICT services and devices include computers (including mobile and handheld devices); telephones (including mobiles and smart phones); paging systems; BYO devices connecting to the Queensland Health network; instant messaging services; removable media; radios or other high frequency communication devices; television sets; digital or analogue recorders (including DVD and video); cameras; photocopiers; facsimile machines; printers (and other imaging equipment); electronic networks; internet; email; web mail; fee-based web services; videoconferencing equipment; collaboration platforms; ICT enabled medical devices; satellite broadcasting and ICT enabled monitoring systems

For further ICT definitions please refer to:

[Digital policy glossary](#)

Version Control

Version	Date	Comments
1.0	01/03/2021	New policy. Endorsed by Architecture and Standards Committee. Approved by Director-General.