

# Better Practice Printing

## 1. Statement

The Department of Health is committed to implementing sustainable print solutions that reduce the usage, waste produced by, and cost associated with print services. This guideline outlines best practice recommendations for optimising print device management and print behaviours to help achieve these goals.

## 2. Scope

Compliance with this guideline is not mandatory, but sound reasoning should exist for departing from the recommended principles within a guideline.

This guideline supports the Use of ICT services and devices policy and is intended for all employees, contractors and consultants within the Department of Health division and business units.

This guideline may be adopted by Health and Hospital Services (HHSs) and re-branded as a local HHS guideline or used as a base for a local HHS specific guideline.

## 3. Overview

Significant financial and environmental benefits can be realised by appropriately managing printing practices.

This guideline addresses purchasing and decommissioning print devices, optimising print device settings and managing print behaviours. To ensure that resources are used efficiently and effectively, and to minimise costs and waste, device setting and print related behaviours should align with the Department's waste management hierarchy outlined in the [Department of Health Waste Reduction and Recycling Plan 2018-2020](#).

This guideline applies to printing on any device including desktop printers and Multi-Function Devices (MFD's), as well as printers managed through a Printing and Imaging as a Service (PaaS) arrangement.

## 4. Recommendations

### 4.1 Printing and Imaging as a Service (PaaS)

- Prior to purchasing an MFD, business units should investigate a managed service option.
- When considering managed services, business units should ensure printing, imaging, scanning, faxing and optical character recognition are provided.

### 4.2 Consolidate printing devices

In order to apply best practice business units should consider:

- deploying a printer to user ratio of 1:30 where it satisfies business requirements for printing
- conducting an assessment of the printing environment and decommissioning printers identified as excess to requirements
- consolidating device models and manufactures to a standard set of devices to achieve purchasing and servicing economies
- discouraging the use of small desktop printers and replacing them with more energy efficient devices as soon as practicable and no later than at their end of asset life.

### 4.3 Optimising print device settings

To ensure cost and environmental benefits, all print devices should be defaulted to:

- monochrome
- double sided printing
- draft print quality with toner saving setting
- locked printing
- ecofriendly sleep settings.

Other steps which can assist with further realisation of these benefits include:

- defaulting printers to multiple pages per sheet printing (or n-up printing)
- the use of print management software, specifically with regard to page re-composition software.

Where print devices provide specialised printing and cannot be set to the above default settings, these devices should not be used for general purposes.

### 4.4 Print behaviours

The following activities should be encouraged to reduce overall printing costs, resource demand and waste production:

- avoiding printing documents when possible
- reducing toner usage
- reducing printing volume
- reducing document length
- reusing spare paper
- recycling paper waste through appropriate recycling channels.

These activities can be achieved by:

- using mobile devices such as laptops and tablets
- using TV screens and projectors in meeting rooms
- using email and other online collaboration tools to share documents
- proof reading documents prior to printing
- only using colour printing or copying for critical business needs
- optimising document and spreadsheet format and size for printing
- using print preview prior to printing
- printing only the necessary section of a document
- using n-up printing (multiple pages per sheet) if appropriate
- using the print version icon on webpages to remove advertisements before printing
- utilising digital recordkeeping options.

More information relating to the above suggestions can be found in the [Print Services Management – Hints and Tips Factsheet](#).

### 4.5 Roles and Responsibilities

To optimise and manage operational costs associated with print services, the Cost Centre Manager is responsible for overseeing:

- business unit printing activities
- education awareness programs
- sustainable printing practices.

All staff are responsible for their individual printing behaviours.

## 4.6 Managing print waste

Cost and environmental benefits can be derived from managing the waste produced by print services through:

- ensuring paper waste and toner cartridges are removed through appropriate recycling channels including security bins for classified documents
- ensuring that employees are aware of the facilities available for disposing of print waste
- ensuring waste removal schedules are being used effectively (i.e. that multiple pickups are not scheduled unless necessary).

## 4.7 Decommissioning of devices

- Business units should ensure the storage devices of any printer or MFD are deleted properly prior to being re-purposes and/or decommissioned in accordance with the [Information Privacy Act 2009](#) and relevant [Department of Health policy](#) to ensure no information management issues.
- If a managed service arrangement is in place, business units should ensure decommissioning procedures are included in the contract by the vendor to delete the memory of all devices prior to decommissioning.
- For further information on disposing printers and MFDs in line with national recommendations see the [Australian Government Information Security Manual](#).

## 5. Legislation

- [Information Privacy Act 2009](#)
- [Waste Reduction and Recycling Act 2011](#)

## 6. Supporting documents

### 6.1 Department of Health

- [Use of ICT Services Policy](#)
- [Use of ICT Services Standard](#)
- [Print Services Management – Hints and Tips Factsheet](#)
- [Department of Health Waste Reduction and Recycling Plan](#)
- [Cyber Security Policy](#)

### 6.2 Queensland Government

- [ICTSS.14.04 Print and Imaging as a Service \(PlaaS\)](#)
- [Code of Conduct for the Queensland Public Service](#)

### 6.3 Queensland Government Enterprise Architecture

- [Print Services Policy](#)
- [Print Services Guideline](#)

### 6.4 Other

- [Australian Government Information Security Manual](#)

## Version Control

Version	Date	Comments
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1.0	27/09/2019	New guideline QH-GDL-032-7:2019
2.0	11/03/2021	Republished under Use of ICT services and devices policy QH-POL-484: 2021