

# ICT Policy Management

## Department of Health Policy

QH-POL-504

### 1. Statement

The ICT Policy Management Policy is supported by the [Queensland Health ICT Policy Framework](#) (the Framework) to ensure policy development processes are appropriately governed, consistent, and support the development of high-quality policy.

This policy enables Queensland Health to better manage ICT service obligations, information security risks, meet information and data obligations, and minimise the risk of non-compliance with legislation or Whole of Government requirements.

### 2. Purpose

The purpose of this policy is to ensure appropriate governance is undertaken for all ICT policies throughout their lifecycle. ICT policy includes information security, information and data management, ICT business management, digital resilience, ICT technology service and delivery and ICT project management. ICT policy consists of Department of Health (Department) ICT policy and Queensland Health digital policy.

### 3. Scope

Compliance with policies developed under the Framework is mandatory for employees, contractors and consultants within the Department of Health and may also be mandatory for Hospital and Health Services (HHSs) under the Enterprise ICT Governance Health Service Directive. ICT policies that apply across the Department of Health and HHSs are referred to as Queensland Health digital policy documents.

This policy does not apply to Queensland Ambulance Service (QAS) policies developed and managed under the QAS Corporate Governance Procedure for Development and Management of QAS Management Documents.

### 4. Requirements

#### 4.1 ICT policy management

- 4.1.1 The Deputy Director-General, eHealth Queensland, in their functional leadership role as the Chief Information Officer of Queensland Health, is the delegated accountable officer responsible for setting the direction on how Department ICT and Queensland Health digital policy documents are managed and governed.
- 4.1.2 Intention to develop a new Department ICT policy or Queensland Health digital policy documents is to be registered with the Digital Policy and Governance Unit, eHealth Queensland.

- 4.1.3 All Department ICT policy documents must have a custodian who is at Director level or above<sup>1</sup>.
- 4.1.4 Only a Deputy Director-General (DDG), or equivalent, can be the custodian of Queensland Health digital policy documents.
- 4.1.5 Custodians are responsible for approving the development of Department ICT and Queensland Health digital policy documents.
- 4.1.6 Department ICT and Queensland Health digital policy documents are to be appropriately classified in line with the Queensland Government Information Security Classification Framework.
- 4.1.7 Department ICT and Queensland Health digital policy documents classified as OFFICIAL-PUBLIC are to be published on the Queensland Health ICT policies website.
- 4.1.8 Where a policy document is classified OFFICIAL-INTERNAL or above, a link to the published policy document is to be provided on the Queensland Health ICT policies website and only made available to external parties in line with the security classification.

## 4.2 ICT policy development

- 4.2.1 When initiating the development of a new ICT policy document, consideration must be given to whether the policy document mitigates risk or provides benefit to the health system, and to determine the applicability of the policy document, i.e. Department of Health or Queensland Health.
- 4.2.2 All proposed Queensland Health digital policy documents must be developed using co-design processes, outlined below, with HHSs and the Department of Health.
  - 4.2.2.1 The respective Deputy Director-General, or equivalent, must seek endorsement from all Health Services Chief Executives (HSCEs) and DDGs, or equivalent, on the proposed Queensland Health digital policy document.
  - 4.2.2.2 Where required, a working group will be established to co-design the proposed artefact.

## 4.3 Consultation

- 4.3.1 All Department ICT and Queensland Health digital policy documents must undergo consultation.
- 4.3.2 The consultation period for Department ICT policy documents must be no less than 10 working days. A draft of the policy document must be distributed to all Divisions within the Department of Health. Consideration should be given to including HHSs in the consultation to provide visibility of Department ICT policy documents.
- 4.3.3 Queensland Health digital policy documents must be distributed to all HHSs and the Department of Health for a period of no less than 15 working days.
- 4.3.4 Feedback received during the consultation period is to be reviewed and, where appropriate, incorporated into the policy document.

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<sup>1</sup> Refer to [Department of Health Human Resource \(HR\) Delegations Manual](#).  
ICT Policy Management – Department of Health Policy  
eHealth Queensland  
DDG eHealth Queensland  
Effective date 08/01/2026

## 4.4 Endorsement and Approval

4.4.1 Department ICT and Queensland Health digital policy documents are to be appropriately governed through the following committees prior to submission for approval:

### 4.4.1.1 Architecture and Standards Committee

- The Architecture and Standards Committee (ASC) has been delegated accountability from the System ICT Advisory Committee for the approval of Department ICT related policies, standards and guidelines, except where delegated to the Information Management Strategic Governance Committee or the Information Security Committee, in accordance with their respective Terms of Reference.
- The ASC is responsible for endorsing all Queensland Health digital policy documents prior to seeking Director-General approval. Where necessary, appropriate sub-committee endorsement must be sought prior to ASC submission.

### 4.4.1.2 Information Management Strategic Governance Committee

- The Information Management Strategic Governance Committee (IMSGC) has delegated responsibility from the ASC for information management matters across the Queensland Health ecosystem, including Department ICT policy approval, to ensure compliance, efficiency and strategic alignment to maximise benefits and optimise gains resulting from information being managed.
- The IMSGC is responsible for endorsing all Queensland Health information management digital policy documents prior to ASC submission.

### 4.4.1.3 Information Security Committee

- The Information Security Committee (ISC) has delegated responsibility from the ASC for approving all Department information security policies, standards and guidelines.
- The ISC is responsible for endorsing all Queensland Health information security digital policy documents prior to ASC submission.

4.4.2 Queensland Health digital policy documents must be forwarded to HSCEs and DDGs, or equivalent, for endorsement.

4.4.3 Department ICT policy documents can only be approved or rescinded by the respective DDG, or equivalent.

4.4.4 Only the Director-General can approve new or amended Queensland Health digital policy documents, unless the review results in only minor amendments. Where minor amendments have been made, the respective DDG, or equivalent, can approve Queensland Health digital policy documents.

4.4.5 Once approved, the policy documents and completed approval form must be provided to the Digital Policy and Governance Unit, eHealth Queensland, for registering and publishing.

## 4.5 Review

- 4.5.1 Department ICT and Queensland Health digital policy documents must be reviewed at a minimum of every three years. Policy documents must also be reviewed following legislative or other changes that impact policy documents.
- 4.5.2 Where amendments proposed are major, meaning significant changes or alter the intent of the policy document, the consultation and approval pathways outlined in Sections 4.3 and 4.4 must be followed.
- 4.5.3 Where amendments are determined to be minor in nature, the consultation requirements are not mandatory. However, for Queensland Health digital policy documents, HSCEs and DDGs, or equivalent, must endorse the minor amendments, prior to approval from the respective DDG, or equivalent.
- 4.5.4 If the majority of HSCEs and DDGs, or equivalent, do not endorse the minor amendments proposed, appropriate consultation as outlined in Section 4.3 must be undertaken.

## 4.6 Rescinding a policy

- 4.6.1 A Department ICT or Queensland Health digital policy can be rescinded at any time.
- 4.6.2 To rescind a policy document, the policy custodian must prepare and endorse the policy approval form.
- 4.6.3 The Director-General or respective DDG, or equivalent, as the policy owner, must approve the rescission.
- 4.6.4 The completed policy approval form must be provided to Digital Policy and Governance Unit, eHealth Queensland for registering and rescinding.

## 4.7 Communication channels

- 4.7.1 All new, reviewed, and rescinded Department ICT and Queensland Health digital policy documents must be communicated to impacted stakeholders. A notification is to be sent to:
  - all Chief Information Officers (or equivalents) across the state
  - all subject matter experts involved in the drafting of the policy documents
  - any designated role that has defined responsibilities in the policy documents.
- 4.7.2 A notification should be published as an e-Alert and on the QHEPS Spotlight and News section.

## 4.8 Record keeping and transparency

- 4.8.1 Appropriate records will be maintained by the Digital Policy and Governance Unit, eHealth Queensland, for all information relating to the approval of Department ICT and Queensland Health digital policy and will retain copies of rescinded and superseded versions.
- 4.8.2 The Digital Policy and Governance Unit, eHealth Queensland, will make copies of rescinded and superseded versions of Department ICT and Queensland Health digital policy available to any person within or outside of Queensland Health in accordance with legislation.

## 5. Human rights

Human rights are not engaged by this policy.

## 6. Legislation

- *Financial Accountability Act 2009*
- *Hospital and Health Boards Act 2011*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Public Health Act 2005*
- *Public Records Act 2023*
- *Public Sector Act 2022*
- *Right to Information Act 2009.*

## 7. Supporting documents

- Queensland Health ICT Policy Framework
- Enterprise ICT Governance Health Service Directive
- Digital Health 2031: A digital vision for Queensland's health system
- Information security classification and handling standard

## 8. Definitions

Term	Definition
Co-design	The act of creating with stakeholders, specifically within the design development process, to ensure the results meet their needs and are usable.
Department of Health ICT policy	ICT policies have mandatory application to the Department of Health only.
Queensland Health Digital policy	Queensland Health's Digital policy is an ICT policy and standard that has been developed to mitigate system-wide ICT risk. Digital policies apply across the Department of Health and Hospital and Health Services (HHSs). Digital policies are mandated across HHSs through the Enterprise ICT Governance Health Service Directive.

## 9. Approval and implementation

Policy Custodian	Policy Contact Details	Approval Date	Approver
Executive Director, Strategy, Architecture and Information Services Branch, eHealth Queensland	<a href="mailto:Digital-Policy@health.qld.gov.au">Digital-Policy@health.qld.gov.au</a>	08/01/2026	Deputy Director-General, eHealth Queensland

## 10. Version control

Version	Date	Comments
1	08/01/2026	<p>New policy developed to acknowledge DDG, eHealth Queensland as the delegated accountable officer for setting the direction and management of ICT policy and embeds appropriate governance arrangements across Department of Health Divisions developing Department ICT and Queensland Health digital policy.</p> <p>The Policy supersedes the Department of Health ICT Policy Governance Policy QH-489:2021.</p> <p>The policy has been developed to ensure alignment with the Department of Health Policy Management Policy.</p> <p>Endorsed Architecture and Standards Committee.</p> <p>Approved DDG, eHealth Queensland.</p>