

ICT Policy Dispensation

Queensland Health Digital Standard

QH-IMP-484-12

Version: 1.1 | Version effective: 14/09/2026

1. Statement

This Standard describes the requirements for ensuring all ICT policy and Enterprise Architecture dispensations are identified, assessed, and appropriately managed, monitored and maintained.

2. Scope

This Standard applies to all employees, volunteers, contractors, consultants, and managed service providers working for departmental divisions and Hospital and Health Services (HHSs). This Standard 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.

This Standard applies to ICT policy dispensations sought for the mandated requirements embedded in ICT policies and standards¹ Enterprise Architecture standards, technical standards, and data set specifications as defined within the:

- Enterprise Architecture Health Service Directive (HSD)
- Department of Health Architecture Enterprise Architecture Policy
- Enterprise ICT Governance HSD and related Digital Policy suite
- Queensland Health Enterprise Architecture Framework
- Information Security Management System (ISMS) Policy suite
- Department of Health ICT Policy Management Policy
- Queensland Health Information and Communications Technology (ICT) Cabling Standard.

NOTE: Dispensation requests for Whole of Government exceptions are out of scope for this Standard, including Information and cyber security policy (IS18). For information on Queensland Government Enterprise Architecture (QGEA) exceptions, please contact Digital Architecture, eHealth Queensland.

¹ ICT policies include departmental ICT policy and Queensland Health digital policy.

3. Requirements

- 3.1.** Where Queensland Health business areas have identified possible non-compliance with requirements in ICT policies and standards and Enterprise Architecture standards, a dispensation must be sought in line with the governing artefacts.
- 3.2.** All dispensation requests sought for mandated requirements embedded in ICT policies and standards, Enterprise Architecture standards, technical standards and data set specifications must:
 - 3.2.1.** ensure appropriate risk assessments are undertaken prior to applying for a dispensation
 - 3.2.2.** be submitted to the relevant ICT Policy Manager for consideration and assessment.
- 3.3.** The ICT Policy Manager will assess the request to:
 - 3.3.1.** determine whether the request has merit and appropriate consultation has occurred
 - 3.3.2.** ensure impacts, risks, and controls have been comprehensively considered and documented
 - 3.3.3.** make a recommendation to the appropriate governing body as to whether the request should be approved or rejected.
- 3.4.** Each governing body must have a Dispensation Coordinator/s who will:
 - 3.4.1.** maintain the Dispensation Register
 - 3.4.2.** acknowledge receipt of a dispensation request
 - 3.4.3.** co-ordinate the evaluation of the dispensation request
 - 3.4.4.** submit the dispensation request and recommendation to the relevant governing body
 - 3.4.5.** notify requestors of the governing body's decision on the dispensation request
 - 3.4.6.** monitor conditions placed against approved dispensations
 - 3.4.7.** report Dispensation Register metrics, including dispensations expiring and due for a review, to the governing body, as required.
- 3.5.** Any appeals will be referred by the requestor to the Chair of the relevant governing body for appropriate escalation.
- 3.6.** All approved dispensations must be reviewed and assessed by the end date. Where the requestor determines the dispensation needs to be extended past the agreed end date, the dispensation must be submitted for reassessment following the requirements outlined in 3.2 and 3.3.

4. Aboriginal and Torres Strait Islander considerations

There are no specific implications for Aboriginal and Torres Strait Islander Queenslanders regarding the dispensation from mandatory requirements outlined in ICT policy documents.

5. Human Rights

Human rights are not engaged by this Standard.

6. Legislation

- *Financial Accountability Act 2009*
- *Financial Accountability Regulation 2019*
- *Financial and Performance Management Standard 2019*
- *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

- Enterprise Architecture Health Service Directive (to be rescinded)
- Enterprise Architecture Policy
- Enterprise ICT Governance Health Service Directive
- ICT Policies Register (<https://www.health.qld.gov.au/system-governance/policies-standards/ict-policies>)
- ICT Policy Management Policy
- Information and Communications Technology Cabling Standard
- Queensland Health Enterprise Architecture Framework.

8. Definitions

Term	Definition / Explanation / Details	Source
Architecture and Standards Committee	The Architecture and Standards Committee (ASC) is responsible for ensuring effective and appropriate sharing of information across the health system through enterprise architecture, ICT, information management, and information security policies, standards, and guidelines.	ASC Terms of Reference
Design Authority	The Design Authority ensures that digital enabled initiative architectures align to the health system enterprise architecture for those solutions that do not warrant ASC consideration.	Design Authority Terms of Reference
Dispensation	Seeking an exemption from the mandatory requirements of the relevant authority instrument.	
Dispensation Coordinator	The Dispensation Coordinator is the responsible officer appointed to maintain the Dispensation Register and manage the ICT Policy dispensation. For the relevant Dispensation Coordinator, please visit the ICT Policy Dispensation QHEPS page.	

Term	Definition / Explanation / Details	Source
Dispensation Register	The Dispensation Register holds information about approved dispensations and is published on QHEPS.	
Enterprise Architecture	The practice of applying a comprehensive and rigorous method for describing a current and future structure and behaviour for an organisation's processes, information, applications, technology and human resources so that they align with the organisation's strategic direction. The Queensland Health Enterprise Architecture (QHEA) Framework supports enterprise architecture activity within Queensland Health. Architecture frameworks and standards are mandated within the QHEA and specify the minimum actions required to comply with the QHEA. Dispensations can be sought for mandated artefacts.	Queensland Health Enterprise Architecture Framework
Governing Body	For the purpose of this Standard, governing bodies include the Queensland Health committees that have responsibility for systemwide oversight of information management and ICT within their Terms of Reference. • ICT Cabling Standard and other technical standards: Design Authority • Enterprise Architecture: Architecture and Standards Committee or delegated to Design Authority • Information Management: Information Management Strategic Governance Committee • ISMS: Information Security Committee • Other Digital and ICT Policy Suites: Architecture and Standards Committee.	
ICT	Information and communication technology (ICT), also commonly referred to as Information Technology, includes software, hardware, network, infrastructure, communications, devices and software systems (applications) that not only support business processes of an agency but also enable the digital use and management of information and enable people to connect in a digital environment. The QHEA aligns with the Queensland Government Enterprise Architecture (QGEA) definition of ICT.	Queensland Health Information security Policy
ICT Policy	ICT policy is a statement of the principles, values and key provisions governing decision-making and sets out the intent to achieve a particular outcome. ICT policy can be a standalone document or supported by ICT standards and/or guidelines. ICT policy consists of two types of policy: • Department of Health ICT policy which applies across all departmental divisions • Queensland Health digital policy, which applies across all departmental divisions and Hospital and Health Services.	Queensland Health ICT Policy Framework
ICT Policy Manager	The ICT Policy Manager is appointed by the policy custodian. The ICT Policy Manager is responsible for implementing and	Queensland Health ICT

Term	Definition / Explanation / Details	Source
	maintaining ICT policy in line with the Queensland Health ICT Policy Framework. For the purpose of this Standard, the ICT Policy Manager's role also incorporates Enterprise Architecture standards managed by Digital Architecture, eHealth Queensland.	Policy Framework
Information Management	Information management is the means by which an organisation plans, identifies, creates, receives, collects, organises, governs, secures, uses, controls, disseminates, exchanges, maintains, preserves, and disposes of its information as well as any means through which the organisation ensures that the value of that information is identified and exploited to its fullest extent.	Glossary For government Queensland Government
Information Management Strategic Governance Committee	The Information Management Strategic Governance Committee (IMSGC) is responsible for setting the strategic direction for and guides the use of information and its management to enable improved decisions and outcomes to support Queensland Health priorities. The IMSGC has delegated accountability from the ASC for governance of information management matters across the Queensland Health ecosystem to ensure compliance, efficiency and strategic alignment.	IMSGC Terms of Reference
Information Security Committee	The Information Security Committee (ISC) is responsible for setting the strategic direction and practices for information security to minimise security threats and issues that impact Queensland Health to enable the delivery of modern healthcare.	ISC Terms of Reference
Queensland Health	Queensland Health comprises of the departmental divisions, Queensland Ambulance Service, and the 16 independent HHSs.	
Requestor	A Queensland Health employee or business area who submits a dispensation request against a mandatory requirement.	

9. Approval and implementation

Policy Custodian	Policy Contact Details	Approval Date	Approval
Deputy Director-General, eHealth Queensland	Digital-policy@health.qld.gov.au	14 September 2026	Director General, Queensland Health

10. Version control

Version	Date	Prepared by	Comments
1.0	26 October 2022	Digital Policy	New Standard. Approved by Director-General.
1.1	14 September 2026	Digital Policy	Cyclic review of Standard with minor amendments made. This Standard previously supported the ICT Policy Governance Policy QH-POL-489, which has now been rescinded and replaced with the ICT Policy Management Policy. Due to Standard's

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			operational application, it has been repositioned under the Use of ICT services and devices policy QH-POL-484. Endorsed by Architecture and Standards Committee. Approved by DDG, eHealth Queensland.

11. Change table

Section	Change type	Change	Rationale
Scope	Content Update	Removed reference to the 'Department of Health'.	Updated in line with direction from the Office of the Director-General, Queensland Health.
	Content Update	Added wording 'This Standard 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'.	In consultation with QAS, updated to reflect the application of Queensland Health digital and Department of Health ICT policies to QAS.
	Content Update	Footnote added.	To define ICT policy and standards.
	Content Update	Updated Queensland Government policy title from 'Information security policy' to 'Information and cyber security policy'.	Updated to reflect the current policy title.
	Content Update	Added wording 'For information on Queensland Government Enterprise Architecture (QGEA) exceptions, please contact Digital Architecture, eHealth Queensland'.	Updated to provide a point of contact for stakeholders seeking information on the QGEA exception process.
Requirements	Content Update	3.2 removed reference to 'Queensland Health'.	Updated to include departmental ICT and Queensland Health digital policy documents.
	Content Update	3.4.2 and 3.4.3 replaced 'dispensation application' with 'dispensation request'.	Updated terminology for consistency throughout document.
	Content Update	3.4.3 replaced 'process dispensation application requests' with 'submit dispensation request and recommendation'.	Updated terminology for clarity.
	Content Update	3.4.5 replaced 'notify requestors of the application decisions' with 'notify requestors of the governing	Amended for clarity.

Section	Change type	Change	Rationale
		body's decision on the dispensation request'.	
	Content Update	3.4.6 replaced 'monitor approved dispensation conditions, including ongoing communication with the requestors' with 'monitor conditions placed against approved dispensations'.	Updated wording to highlight that conditions placed against approved dispensations are monitored and the clause was reframed in an active voice.
	Content Update	3.4.7 added wording 'including dispensations expiring and due for a review'.	Updated to provide guidance on the meaning of Dispensation Register metrics.
	Content Removed	Removed '3.4.8 publish a summary of dispensations on QHEPS'.	Removed as this activity falls under 3.4.1 to maintain the Dispensation Register.
	Content Update	3.6 replaced 'All dispensations must be reviewed and assessed by the due date. Where the requestor determines that the dispensation needs to be extended past the agreed due date, the dispensation must be reassessed and updated' with 'All approved dispensations must be reviewed and assessed by the end date. Where the requestor determines the dispensation needs to be extended past the agreed end date, the dispensation must be submitted for reassessment following the requirements outlined in 3.2 and 3.3'.	Updated to clarify the process for seeking an extension on an approved dispensation and align terminology with the ICT Dispensation Request form for consistency.
Legislation	Content Update	Removed Public Service Act 2008. Updated Public Records Act 2023. Added Public Sector Act 2022.	Changed to reflect current legislation.
Supporting documents	Content Update	Updated ICT Policy Management Policy.	Changed to reflect the current policy landscape.
Definitions	Content update	Dispensation Coordinator - Removed responsible area contact details and replaced with a link to the ICT Dispensation Coordinator QHEPS page. Queensland Health - Removed reference to 'Department of Health' and replaced with 'departmental'.	Responsible area details have been relocated to the QHEPS page to ensure the information is accurate, up-to-date, and easily accessible for requestors. References have been updated in line with direction from the Office of the Director-General and the 2025 Business Case for Change.