

Training, awareness & disciplinary procedure

Queensland Health Digital Standard

QH-IMP-484-8: 2021

1. Statement

All Queensland Health employees are responsible for using Queensland Health's ICT services and devices ethically and appropriately. The misuse or inappropriate access to Queensland Health's ICT services and devices may result in disciplinary action.

2. Scope

This standard supports the Use of ICT services and devices policy and 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.

3. Requirements

3.1. Training and awareness

- 3.1.1. By logging on to Queensland Health's network, all staff acknowledge they are aware of and understand their obligations when accessing or using Queensland Health's ICT services and devices.
- 3.1.2. Managers and supervisors should ensure that staff are aware of their responsibilities and have access to the relevant policies and standards and are aware of the disciplinary consequences in relation to the use of ICT services and devices.
- 3.1.3. HHSs and the Department of Health should implement training and awareness programs commensurate with their risk appetite to ensure all staff are aware of their responsibilities when accessing or using Queensland Health ICT services and devices.
- 3.1.4. Staff should be aware that there are restrictions and consequences for the misuse of these services and devices.
- 3.1.5. All staff should be aware that:
 - Information created, received and stored on Queensland Health's ICT services and devices is the property of Queensland Health
 - No activities conducted on Queensland Health's ICT services and devices are private, as such information whether private or

business-related, may be disclosed under mechanisms such as the *Right to Information Act 2009*

- Creating or forwarding unauthorised emails may be grounds for disciplinary action – including dismissal.

3.2. Disciplinary procedures

- 3.2.1. Disciplinary procedures and penalties may be applied to staff as a consequence of unauthorised use of ICT services and devices. Any disciplinary action must be undertaken in accordance with Queensland Health Human Resources policies and section 187 of the *Public Service Act 2008*.
- 3.2.2. In accordance with *Discipline HR Policy E10* prior to any disciplinary process the employee is to be afforded procedural fairness.
- 3.2.3. Depending on the severity of and nature of the unauthorised use Queensland Health will take appropriate action, such as, but not limited to:
 - Suspension or revocation of internet, email or computer access – temporarily or permanently
 - Internal disciplinary action such as written warning
 - Termination of employment
 - Legal action and prosecution.
- 3.2.4. Where a staff member is found to have intentionally accessed, downloaded, stored or distributed pornography using Queensland Health's ICT services and devices they may be dismissed, subject to industrial and procedural fairness.
- 3.2.5. Where it is determined that the unauthorised or inappropriate use is of serious or repeated nature or potentially unlawful or corrupt, immediate action may be taken to fully investigate the incident. Any suspected unlawful or corrupt conduct must be reported to the respective Director of Ethical Standards Unit within the Department of Health or HHS. Any resulting disciplinary action will be undertaken in accordance with Human Resources policies.

4. Legislation

- *Anti-Discrimination Act 1991*
- *Crime and Corruption Act 2001*
- *Criminal Code Act 1899*
- *Cybercrime Act 2001 (Cth)*
- *Defamation Act 2005*

- *Financial Accountability Act 2009*
- *Financial and Performance Management Standard 2019*
- *Defamation Act 2005*
- *Hospital and Health Boards Act 2011*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Public Records Act 2002*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Spam Act 2003 (Cth)*

5. Supporting documents

- Use of ICT services and devices policy
 - Access control standard
 - Audit and recordkeeping standard
 - Collaboration platforms standard
 - External access standard
 - Information access, use and disclosure standard
 - Monitoring and reporting standard
 - Use of ICT services and devices standard
 - Use of email standard
- Data and application custodianship policy
- Data and application custodianship standard
- 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

6. Definitions

For ICT definitions please refer to:

[Digital policy glossary](#)

Version Control

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