

Health Service Directive

Department of Health Policy

QH-POL-366:2023

1. Statement

Health service directives shall be developed in consultation with Hospital and Health Services to promote service coordination and integration, optimal use of resources and the setting of standards and policies for the safe and high-quality delivery of health services in Queensland.

2. Purpose

The purpose of this policy is to achieve:

- A consistent and rigorous approach to the development and review of health service directives
- Comprehensive consultation with Hospital and Health Services (HHSs) and relevant stakeholders during the development and review of health service directives
- Health service directives that can be effectively implemented, with due regard to risks and impacts
- Health service directives that are registered centrally and accessible to HHSs and the public

3. Scope

This policy applies to all employees, contractors and consultants within the Department of Health divisions and business units.

4. Principles

Health service directives shall be developed with the following guiding principles:

- **Autonomy:** as the least intrusive option which enables and sustains the greatest benefit for patients and users of the Queensland public health system
- **Clinician-patient relationship:** to optimise the quality of clinician-patient interactions
- **Coordination:** to enable service coordination and integration between HHSs, Department of Health and other service providers
- **Efficiency:** to optimise the efficient and effective use of resources for health service delivery
- **Quality:** to enable and support safe, high-quality delivery of health services

- **Consistency:** to ensure consistent approaches to the delivery of health services where necessary
- **Transparency:** to enhance accountability through openness and increased participation leading to better-informed decision making
- **Accessibility:** be accessible (available and understandable) for staff and the public
- **Alignment:** be lawful and consistent with any whole-of-government, cross agency or agreed national policy on the same matter

5. Requirements

Mandatory requirements for the initiation, development, consultation, approval, implementation, and review of all health service directives are outlined in the supporting Health Service Directive Management Standard and the Health Service Directive Consultation Standard.

6. Human rights

Human rights are not engaged by this policy, however, should be given proper consideration when initiating, reviewing, or rescinding a health service directive.

7. Legislation

- *Hospital and Health Boards Act 2011*
- *Public Sector Act 2022*
- *Public Records Act 2002*
- *Right to Information Act 2009*
- *Human Rights Act 2019*

8. Supporting documents

- [Health Service Directive Management Standard](#) (QH-IMP-366-1:2023)
- [Health Service Directive Consultation Standard](#) (QH-IMP-366-2:2023)

9. Definitions

| Term | Definition |
|--------------------------|--|
| Health service directive | A health service directive issued by the Director-General to one or more HHSs under section 47 of the <i>Hospital and Health Boards Act 2011</i> . |

10. Approval and implementation

| Policy Custodian | Policy Contact Details | Approval Date | Approver |
|---|--|---------------|--|
| Director, System Governance Strategy Branch | 07 2100 8298 QH_HSD_Register@health.qld.gov.au | 22 May 2023 | Associate Director-General, Strategy, Policy and Reform Division |

Version control

| Version | Date | Comments |
|-----------|--------------|--|
| Version 1 | 5 April 2012 | New document |
| Version 2 | 20 May 2015 | Policy rationalisation project |
| Version 3 | 22 May 2023 | Updated to make minor amendments to maintain currency. Updated policy custodian information. |