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Crime and Corruption  
Commission

QUEENSLAND

Your Reference: [REDACTED]  
Our Reference: [REDACTED]

2 May 2019

**TO BE OPENED BY ADDRESSEE ONLY**

[REDACTED]  
[REDACTED]  
Statutory Compliance and Conduct  
Gold Coast Hospital and Health Service  
CARRARA QLD 4211

By email: [REDACTED]

Dear [REDACTED]

RE: **CCC REVIEW – ALLEGATIONS OF UNAUTHORISED ACCESS TO  
ELECTRONIC MEDICAL RECORDS BY ENROLLED NURSE**

I refer to correspondence received from the Gold Coast Hospital and Health Service (GCHHS) on 30 April 2019 enclosing Show Cause documents in relation to four allegations of unauthorised access to electronic medical records by [REDACTED] Nurse [REDACTED].

The Crime and Corruption Commission (CCC) initially received this complaint on 29 January 2019 and after our assessment of the material, we determined that the GCHHS would deal with the allegations and the investigation would be the subject of a **Merit and Compliance Review**.

The CCC understands that following an investigation it was determined that there was sufficient evidence to commence a Show Cause process against [REDACTED] in relation to:-

- (1) Inappropriately accessing the electronic medical records of [REDACTED] on ten occasions between [REDACTED]
- (2) Inappropriately accessing the electronic medical records of [REDACTED] on nine occasions between [REDACTED]
- (3) Inappropriately accessing the electronic medical records of [REDACTED]; and
- (4) Inappropriately accessing [REDACTED] own the electronic medical records on four occasions between [REDACTED]

We note that following a submission by [REDACTED] the delegate [REDACTED] has decided to take the following disciplinary action against [REDACTED]:-

- Forfeiture of an increment from Nurse [REDACTED] to Nurse [REDACTED] for a period of nine (9) months; and
- A Reprimand.

A core function of the CCC is to raise standards of integrity and conduct in units of public administration and this can, in part, be achieved by agencies training their staff in ethical behaviour. This may be undertaken in the course of a regular training regime or when a decision maker concludes a discipline matter. We are of the view that it would be appropriate in [REDACTED] case to require [REDACTED] to complete appropriate ethical / code of conduct training to ensure [REDACTED] is fully aware of [REDACTED] employment obligations.

The CCC has carefully considered the Show Cause documents and supporting material and we have no further investigative requirements of the GCHHS. Additionally we do not require the GCHHS to provide a comprehensive investigation report about this particular matter.

However prior to the CCC considering the finalisation of this matter, we require that the GCHHS to provide for review a copy of the final outcome letter to [REDACTED].

At the time of CCC's initial assessment of the allegations against [REDACTED] we advised the GCHHS<sup>1</sup>, that the GCHHS were to consider whether there was sufficient evidence to report the alleged offences of 'Computer Hacking and misuse<sup>2</sup>' to the Queensland Police Service. The CCC understands that this has not occurred however we are satisfied in this particular circumstance [REDACTED] shall be adequately dealt with through the disciplinary process and we now have no further requirement of the GCHHS to report this matter to the police service.

Accordingly, the matter is now referred to the GCHHS to take whatever action you deem appropriate. We would appreciate your advice concerning the outcome of that action in the near future.

Should you have any inquiries in relation to this matter, please contact [REDACTED] on [REDACTED] or [REDACTED]. Please note that all reports must be forwarded to [complaints@ccc.qld.gov.au](mailto:complaints@ccc.qld.gov.au).

Yours sincerely



Review Unit  
Integrity Services

<sup>2</sup> S 408E of the *Criminal Code Act 1899*