



MEMORANDUM

To: Deputy Director-General, Corporate Services Division
Deputy Director-General, Clinical Excellence Queensland
Deputy Director-General, Healthcare Purchasing and System
Performance Division
Deputy Director-General, Prevention Division
Deputy Director-General, Strategy Policy and Planning Division
Chief Executive Officer, Health Support Queensland
Chief Executive Officer, eHealth Queensland
Commissioner, Queensland Ambulance Service

Copies to: Director, Ethical Standards Unit

From: Director-General
Queensland Health

Contact No: [REDACTED]

Subject: **Access, use and disclosure of confidential and personal information**

File Ref: **C-ECTF-19/5631**

The Department of Health (the Department) is committed to safeguarding the privacy and confidentiality of our clients and staff and is subject to privacy and confidentiality legislation (including the *Information Privacy Act 2009* and Part 7 of the *Hospital and Health Boards Act 2011*) which set the standards for how personal and confidential information is handled.

There is a range of personal and confidential information collected by the Department for lawful purposes, that employees have access to and use as part of their roles. There is an expectation that this information is used appropriately and that employees only access information that is reasonably required for and consistent with the performance of their role.

The misuse of information is a serious breach of the trust placed in employees of the department and has the potential to erode public trust and confidence in the public sector.

It is not acceptable or appropriate to access, use or disclose personal or health information when not directly related to your duties or when accessing or disclosing the information is not provided for under relevant legislation.

It is also not acceptable for employees to use their access to information systems to look up personal or health information for themselves, friends, family members, colleagues or out of 'curiosity' or to further their own personal interests.

The Department has processes in place to monitor and audit information systems. Whilst the misuse of information can be considered corrupt conduct under the *Crime and Corruption Act 2001* and a breach of the *Code of Conduct for the Queensland Public Service*, it may also be a criminal offence.

CCC EXHIBIT

The Department takes inappropriate and unauthorised access and disclosure of information seriously and has, and will continue, to take appropriate action (including disciplinary action) against employees who are found to have inappropriately used information systems.

I would encourage all divisions to consider implementing further awareness strategies at the local level, to ensure all employees are aware of their obligations in relation to appropriate access, use and disclosure of personal and confidential information. This is particularly important for those areas where employees have access to information systems containing personal or health information.

Any concerns identified with an employee's access or use of information systems is to be reported to the Ethical Standards Unit (ESU) for assessment of suspected corrupt conduct. The ESU can be contacted on telephone [REDACTED], or via email at co_complaints@health.qld.gov.au.



Michael Walsh
Director-General
Queensland Health
23 / 05 /2019