

Privacy Management Annual Report 2016-17

Western New South Wales Local Health District (Western NSW LHD) meets its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff.

Western NSW LHD provides ongoing privacy information and support to its staff through:

- A privacy Intranet website which provides staff with access to:
 - NSW privacy legislation and NSW Health privacy policies (Privacy Manual and Privacy Management Plan and Privacy Internal Review Guidelines) via the nswhealth intranet site.
 - Local intranet site providing privacy resources (privacy newsletter, leaflets for patients, privacy manual and link to staff training)
 - Privacy training PowerPoint
- Provision of privacy awareness at new staff orientation
- Provision of privacy training, available either on-line as mandatory training or face to face
- Access to privacy Information posters, privacy leaflet for staff and patient privacy information leaflet, a copy of which is available to all patients/clients attending a Western NSW LHD facility.
- Promoting Privacy Awareness Week – initiative of Office of Australian Information Commission

Western NSW's Privacy Contact Officer and other delegated staff continued to provide policy and compliance support/advice to health service staff, particularly in relation to electronic health records, and access to, and disclosure of personal information and personal health information. The Privacy Contact Officer and other LHD representatives also attended privacy information and networking sessions during 2016-17.

Privacy information is provided to consumers through the WNSW LHD [Access My Health Information](#) internet site.

Operational privacy issues and privacy complaints are addressed as required, either as informal complaints handled through existing complaints handling processes, or as formal complaints under privacy law via the Internal Review process.

Actions have been undertaken by Western NSW LHD resulting from these complaints, including review of policies, practices and staff training.

Internal Review

The *Privacy and Personal Information Protection Act 1998* provides a formalised structure for managing privacy complaints relating to this Act and to the *Health Records and Information Privacy Act 2002*. This process is known as 'internal review'.

Nil privacy internal reviews were carried over from 2015-16.

During 2016-17, Western NSW Local Health District received 3 new applications for internal review.

1. Application for internal review was received on 31 March 2017, alleging breaches of IPP 10 – limits on use of personal information. The internal review determined that no breach of privacy was found.
2. Application for internal review was received on 5 April 2017, alleging breaches of HPP 10 & 11 – limits on use of personal health information, limits on disclosure of personal health information. The internal review determined that a breach of privacy had occurred. An apology was made to the applicant. Staff conduct referred to Human Resources.
3. Application for internal review was received on 5 April 2017, alleging breaches of IPP 9 – agency must check accuracy of personal information before use. The internal review determined that no breach of privacy was found.

Anne-Marie Floyd
Privacy Contact Officer
16 October 2017