

Privacy Management Annual Report 2020-2021

Statutory requirements

This report is produced by the Northern NSW LHD Local Health District (NNSW LHD) in accordance with annual reporting requirements regarding privacy matters, as set out in:

- *NSW Annual Reports (Departments) Regulation 2015, Clause 6, and*
- *NSW Annual Reports (Statutory Bodies) Regulation 2015, Clause 8.*

Part 1. Compliance activities

The NNSW LHD is committed to meeting its privacy obligations under the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* through appropriate governance and the provision of privacy information, training and support to staff.

The NNSW LHD provides ongoing privacy information and support to its staff through:

- Privacy awareness training at staff and volunteer orientation.
- A privacy intranet website which provides staff with access to:
 - NSW privacy legislation
 - NSW Health Privacy Manual for Health Information
 - NSW Health Privacy Internal Review Guidelines
 - NSW Health Privacy Management Plan
 - Links to mandatory privacy training
 - Links to external resources including the NSW Information and Privacy Commission
- Guided on-line privacy training and provided on-demand, tailored face to face programs.
- Access to a privacy information leaflet for staff.
- Access to privacy information posters and patient information leaflets, a copy of which is available to all patients/clients attending Northern NSW Local Health District facility.
- Privacy information is provided to consumers through an Information Privacy Internet site at: <https://nswlhd.health.nsw.gov.au/about/carers-program/privacy-information-for-patients/>
- Privacy audits on access to information systems.

The NNSW LHD's Privacy Contact Officer and the NNSW LHD's Health Information Manager have continued to provide legislative, policy and compliance support/advice to health service staff, particularly in relation to access to, and disclosure of personal health information and electronic medical records.

The NNSW LHD's Privacy Contact Officer aims to actively participate in privacy networking and professional development. There were no face-to-face privacy information and network sessions during 2020-2021, facilitated by the NSW Ministry of Health Regulation and Compliance Unit, due to COVID-19 restraints. The NNSW LHD's Privacy Contact Officer participated in all Privacy Contact Officer online update/briefing meetings offered by the Ministry during this time.

Privacy complaints

Privacy complaints are managed in accordance with the NSW Health Privacy Internal Review Guidelines.

Part 2. 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'.

For the 2020/2021 reporting year, internal review applications and outcomes can be summarised as follows:

1.	Number of internal review applications carried over from the previous reporting year:	0
2.	Number of internal review applications received in the current reporting year:	1
3.	Number of internal reviews where at least one breach of a privacy principle has been found:	0
4.	Number of internal reviews where no breach of a privacy principle has been found:	1
5.	Number of internal reviews appealed in the NSW Civil and Administrative Court (NCAT):	0
6.	Number of NCAT matters where judgement found in favour of the agency:	0
7.	Number of NCAT matters where judgement found in favour of the applicant:	0
8.	Number of NCAT matters awaiting judgement:	0

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