

## Privacy Management Annual Report 2021-2022

This report is produced by the Northern NSW Local Health District (NNSW LHD) in accordance with Ministry of Health annual reporting requirements regarding privacy matters.

### 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 NNSW LHD 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 access audits to information systems.

The NNSW LHD's Privacy Contact Officer and 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 and Health Information Manager aim to actively participate in privacy networking and professional development. They participated in Privacy Contact Officer Network online update/briefing meetings offered by the Ministry during this time.

## Part 2. Internal review

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

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 2021-2022 reporting year, one internal review application was received. Upon assessment, the application was not accepted.

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