

## Privacy Management Annual Report 2010/2011-2014/2015

This report is produced by South Eastern Sydney Local Health District in accordance with annual reporting obligations for privacy matters as set out in the *Annual Reports (Departments) Regulation 2015*, Section 6 and *Annual Reports (Statutory Bodies) Regulation 2015*, Section 10 and the predecessors to those sections.

South Eastern Sydney Local Health District is proudly committed to safeguarding the privacy of health and personal information and has implemented a range of measures to comply with its obligations under the *Health Records and Information Privacy Act 2002* and the *Privacy and Personal Information Protection Act 1998*.

A summary of privacy activities during the relevant period includes:

- Delivery of on-demand, tailored privacy training and resources for staff
- Privacy Awareness Week presentations
- Communications to staff from the Chief Executive relating to privacy requirements
- Privacy consultation and advice to internal stakeholders
- PCO participation in privacy networking and professional development
- Provision of local and Ministry of Health privacy related information including
  - Privacy leaflet for patients and staff
  - A Privacy Management Plan
  - Mandatory HETI privacy training
  - Privacy policies and related procedures
  - Embedding privacy links in internal and external webpages.

### Privacy Complaints

Reflecting the dynamic nature of privacy matters, complaints may be managed in accordance with a range of policies. Those policies include the *Privacy Internal Review Guidelines NSW Health*, the NSW Health *Complaint Management Policy* and related information management policies. Where an application for a privacy internal review is made, efforts are made to demonstrate to an applicant the difference between the processes, to enable an informed choice in the management of their complaint.

## Privacy Internal Review

Each internal review is indicated by a letter to enable tracking of the matter within the table. Please note some applications were not received and completed in the same period. No breaches were identified on the data available. A \* symbol indicates the matter was concluded and reported in a period after 2014/2015.

	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015
Internal review received	3 – A, B, C	1 – D	3 – E*, F, G**	3 – H, I*, J	1 - K
Internal review completed	2 – A, C	2 – B, D	1 - F		2 – H, K
<b>Outcomes</b>					
Breach					
No breach	C	B		J	H, K
Withdrawn		D			
Invalid	A		F		
NCAT appeal					

\*\*Data regarding outcome not available

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