

## Privacy Management Annual Report 2018-2019

This report is produced by South Eastern Sydney Local Health District in accordance with annual reporting obligations regarding privacy matters, contained in the Annual Reports (Departments) Regulation 2015, Section 6 and Annual Reports (Statutory Bodies) Regulation 2015, Section 10.

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.

Privacy matters are addressed from a range of different perspectives in SESLHD, including

- Delivery of on-demand, tailored privacy training and resources for staff by the Privacy Contact Officer (PCO)
- Privacy Awareness Week activities
- Privacy communications from the Chief Executive
- Specialist privacy advice and consultation for internal stakeholders through the PCO
- PCO participation in privacy networking and professional development
- Utilisation of Ministry of Health privacy resources including
  - Privacy leaflet for patients and staff
  - The Privacy Management Plan
  - Mandatory HETI Privacy Training
  - Privacy policies and procedures
  - Embedding privacy website links in internal and external webpages.
  - Advice from Privacy Officers

### Highlights and achievements

- Increased demand for and delivery of custom privacy training sessions
- Development of the SESLHD guide for managing privacy matters

### Privacy complaints

Privacy matters 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 about the management of their complaint.

## **Privacy internal review**

South Eastern Sydney Local Health District received five applications for privacy internal review in the 2018-2019 period.

Two applications were assessed and declined. The basis for being declined related to proper identification of reviewable conduct and the limitation period for application lodgement.

Three applications were accepted and internal reviews conducted. The three applications broadly concerned alleged breaches of information disclosure, collection and accuracy requirements. For two of the reviews, no breach was found. In the third review, a single incidence of breach of the disclosure requirements was substantiated. One of the internal review applications became the subject of NCAT proceedings which resulted in the applicant withdrawing the matter.

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**Chief Executive**

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