

Privacy Management Annual Report 2019-2020

Statutory requirements

This report is produced by South Eastern Sydney Local Health District 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

South Eastern Sydney Local Health District 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.

South Eastern Sydney Local Health District provides ongoing privacy information and support to its staff through:

- 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.

South Eastern Sydney Local Health District Privacy Contact Officer has continued to provide policy and compliance support and advice to health service staff, particularly in relation to access to, and disclosure of, personal health information and electronic medical records.

The Privacy Contact Officer actively participates in privacy networking and professional development, and attended privacy information and network sessions during 2019-2020 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

Privacy complaints

Privacy complaints are managed in accordance 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 2019-2020 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:	2
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:	1
4.	Number of internal reviews where no breach of a privacy principle has been found:	2
5.	Number of internal reviews appealed in the NSW Civil and Administrative Court (NCAT):	2
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:	1
8.	Number of NCAT matters awaiting judgement:	1

Report prepared by:

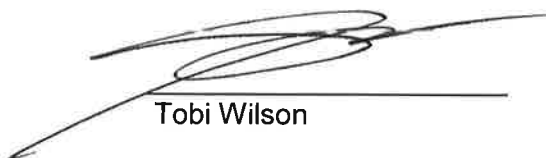
Approved by:



Nouran Tawfiq

[Privacy Contact Officer]

Date: 2-9-2020



Tobi Wilson

[Chief Executive]

Date: 3.9.20