

## Privacy Management Annual Report 2018-19

### Statutory requirements

This report is produced by Far West 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

The Far West 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.

The Far West Local Health District provides ongoing privacy information and support to its staff through:

- Provision of privacy awareness sessions at new staff and volunteer orientation, as listed below:
  - Community Palliative Care Volunteers – Thursday 12 July 2018 (5)
  - Corporate Induction – Thursday 26 July 2018
  - Corporate Induction – Wednesday 29 August 2018
  - Corporate Induction – Wednesday 26 September 2018
  - Corporate Induction – Wednesday 24 October 2018
  - Corporate Induction – Monday 26 November 2018
  - Corporate Induction – Wednesday 12 December 2018
  - Graduate Nurses Induction – Tuesday 19 February 2019 (29)
  - Corporate Induction – Thursday 21 February 2019 (15)
  - Corporate Induction – Thursday 21 March 2019 (7)
  - Corporate Induction – Thursday 18 April 2019 (6)
  - Corporate Induction – Thursday 23 May 2019 (8)
  - Volunteers Orientation – Saturday 25 May 2019 (28)
  - Corporate Induction – Thursday 27 June 2019
- Access to a privacy information leaflet for staff.
- 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
  - Privacy training details
  - Links to external resources including the NSW Information and Privacy Commission.
- Delivery of privacy training, available either on-line as mandatory training or on-demand, tailored face to face programs.
  - Primary Health Registered Nurse School Based – 22 January 2019 (1)
  - School-based Nursing Students – Wednesday 20 March 2019 (2)
  - Broken Hill Community Health Centre – Wednesday 15 May 2019 (19)
- Access to privacy information for Far West Local Health District staff through our internal newsletter Far West in Focus.
  - Far West in Focus article – FAQs – Confirming person in hospital – March 2019
  - Far West in Focus article – Privacy Awareness Week – April 2019

- Access to privacy information posters and patient information leaflets, a copy of which is available to all patients/clients attending Far West Local Health District facilities, including through a NSW Privacy Week information display.
  - NSW Privacy Week – 13-19 May 2019 – Foyer Display
- Privacy information is provided to consumers through an Information Privacy Internet site at:
  - <http://fwlhd.health.nsw.gov.au/index.php?select1=Privacy%20and%20Right%20to%20Information&option=LHD%20Privacy%20Information>
- Privacy Audits on access to information systems.
  - Far West in Focus article to notify staff of proactive Privacy Audits – January 2019

The Far West Local Health District Privacy Contact Officer has 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 Privacy Contact Officer actively participates in privacy networking and professional development, and attended privacy information and network sessions during 2018-19 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

### Privacy complaints

Privacy complaints may be managed in accordance with a range of policies. Those policies include the NSW Health Privacy Internal Review Guidelines, the NSW Health Complaint Management Policy and related information management policies.

Where an application for 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.

## 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 2018/19 reporting year, Far West Local Health District only received one privacy internal review matter which was **carried over** from 2017-18 reporting period.

1. **Date received:** 12 March 2018

**Privacy Principles breached:** Nil

**Details:**

The applicant lodged a complaint alleging a breach of privacy. The agency undertook an investigation and concluded that no privacy breach had occurred. The internal review was finalised in the 2018/19 reporting period.

**Further review in the NSW Civil and Administrative Tribunal (NCAT):**

The applicant sought review by NCAT - YES.

To date the matter has not resolved and is next listed for a Directions Hearing. The matter remains ongoing.

**New internal review applications**

During 2018-19, the Far West Local Health District received no ***new applications*** for Internal Review.

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**Report prepared by:**



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Diana Ferry  
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Far West Local Health District

Date: 03 September 2019

**Approved for publication by:**



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Stephen Rodwell, Chief Executive  
Far West Local Health District

Date: 4th September 2019