

Privacy Management Annual Report 2022-23

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

Part 1. Compliance activities

Western NSW LHD is committed to meeting its privacy obligations under the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act) through appropriate governance and the provision of privacy information, training, and support to staff.

Western NSW 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
- 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 Western NSW LHD.
- Privacy information is provided to consumers through an Information Privacy Internet site at: [Contact Western NSW LHD | NSW Government](#)
- Privacy audits on access to information systems.
- The Western NSW LHD 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 2022-23 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

Part 2. Internal review

Privacy complaints are managed in accordance the NSW Health Privacy Internal Review Guidelines. The PPIP Act provides a formal structure for managing privacy complaints relating to this Act and to the HRIP Act. This process is known as 'internal review'.

For the 2022-23 reporting year, internal review applications and outcomes can be summarised as follows:

Internal review applications carried over

Nil privacy internal review matters were carried over from 2021-22.

Internal review applications received 2022-23

During 2022-23, Western NSW LHD received Nil applications for Internal Review.

Report prepared by:



Privacy Contact Officer

Date: 04/09/2023

Approved by:



Chief Executive

Date: 30/10/2023