

## **Illawarra Shoalhaven Local Health District Privacy Annual Report 2016-2017**

The Illawarra Shoalhaven Local Health District (ISLHD) meets its privacy obligations through appropriate governance and the provision of privacy information. The Privacy Contact Officer monitors compliance with privacy legislation.

ISLHD has taken action in complying with the requirements of the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* by:

- NSW privacy legislation
- NSW Health privacy policies
- Provision of privacy awareness at new staff orientation
- Provision of privacy training, which is available to staff on-line as annual mandatory training

The District Privacy Contact Officer continues to provide policy and compliance support/advice to health service staff, particularly in relation to electronic health records, and access to/disclosure of personal health information and personal information. The District Privacy Contact Officer attended several privacy information and networking sessions during 2016-2017.

Privacy information is provided to consumers through an Information Privacy Internet site. The Privacy Information for Patients leaflets are made available to patients/clients on attendance at Illawarra Shoalhaven facilities and services.

Operational privacy issues and privacy complaints are addressed as required through the existing complaints handling processes.

Actions have been undertaken by ISLHD resulting from the complaints, including review of policies and practices, staff counselling and further training.

### **Privacy Internal Review**

During 2016-2017, ISLHD received one application for Internal Review:

1. Application for internal review was received on 21 April 2017, alleging a breach of Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002. The internal review concluded that there were no breaches of either Act and the applicant was notified of the findings. The applicant did not seek further review in the NSW Civil Administrative Tribunal.