

## Illawarra Shoalhaven Local Health District Privacy Annual Report 2017-2018

The Illawarra Shoalhaven Local Health District (ISLHD) meets its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff. 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, through the Health Education Training Institute (HETI) online, Privacy Module 1.
- District wide Chief Executive newsletters and information for staff forums.
- The availability of key privacy resources for staff via the District's intranet. Key resources include:
  - NSW Health Privacy Manual for Health Information
  - NSW Health Privacy Internal Review Guidelines
  - Links to legislation via the intranet
  - Information Privacy leaflet for Staff
  - Health Information Privacy leaflet for patients and carers
  - The availability of a generic email account and contact number

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.

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 sanctions and further training.

### Privacy Internal Review

The *Privacy and Personal Information Protection Act 1998* provides a formalised structure for managing privacy complaints relating to the Act and to the Health records and Information Privacy Act 2002. This process is known as "Internal Review".

During 2017-2018, ISLHD received one application for Internal Review:

1. Application for internal review was received on 1 August 2017, alleging a breach of Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002 (Disclosure Principle). The internal review concluded that there were no breaches of either Act and the applicant was notified of the findings. The applicant chose to appeal the outcome in the NSW Civil Administrative Tribunal. The hearings concluded in October 2018 and the outcome is pending.