

## Illawarra Shoalhaven Local Health District Privacy Management Annual Report 2019-2020

### Statutory requirements

This report is produced by Illawarra Shoalhaven 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

Illawarra Shoalhaven 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 Illawarra Shoalhaven Local Health District provides ongoing privacy information and support to its staff through:

- Provision of privacy awareness sessions at new staff and volunteer orientation.
- Access to a privacy information leaflet for staff.
- Updated information and accountability expectations through Chief Executive newsletter (The Rounds) and at Chief Executive forums.
- 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
- Access to privacy information posters and patient information leaflets, a copy of which is available to all patients/clients attending all Illawarra Shoalhaven Local Health District facilities and services.
- Privacy information is provided to consumers through an Information Privacy Internet site at: <https://www.islhd.health.nsw.gov.au/privacy-policy>
- Privacy Audits on access to information systems.

Illawarra Shoalhaven 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 2019/ 2020 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

### Privacy complaints

Complaints may either be addressed as informal complaints, handled through existing complaints handling and investigation processes.

Alternatively, a complaint may be handled formally under privacy law via the internal review process, in accordance with the NSW privacy legislation and the *NSW Health Privacy Internal Review Guidelines*.

Actions have been undertaken by Illawarra Shoalhaven Local Health District as appropriate resulting from these complaints, including review of policies and practices, staff training and disciplinary action.

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## 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 application and outcomes can be summarised as follows:

### New internal review applications

During 2019-2020, Illawarra Shoalhaven Local Health District received two **new application** for Internal Review.

1. **Date received:** 17 February 2020  
**Privacy Principles breached:** No  
**Details:**

The applicant complained that the agency had breached Information Protection Principles in relation to their personal information and Health Privacy Principles in relation to their health information.

The agency undertook an investigation and concluded that a breach under either Principle had not occurred.

2. **Date received:** 19 March 2020  
**Privacy Principles breached:** No  
**Details:**

The applicant complained that the agency had breached Information Protection Principles in relation to their personal information and Health Privacy Principles in relation to their health information.

The agency undertook an investigation and concluded that a breach under either Principle had not occurred.

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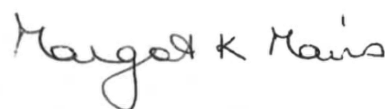
**Report prepared by:**



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Illawarra Shoalhaven Local Health District

Date: 24.8.20

**Approved for publication by:**



Margot Mains  
Chief Executive  
Illawarra Shoalhaven Local Health District

Date: 30.08.2020