

## Privacy Management Annual Report 2022-23

This report is produced by Northern Sydney Local Health District (NSLHD) in accordance with Ministry of Health annual reporting requirements regarding privacy matters.

### Part 1. Compliance activities

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

We demonstrate our commitment to this by providing ongoing privacy information and support to staff including:

- 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 including the NSW Information and Privacy Commission.
- Guided on-line privacy training and provided on-demand, tailored face to face programs.
- 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 NSLHD facilities.
- Awareness that privacy information is available to consumers through the Information Privacy Commission NSW's internet site at: [Information and Privacy Commission New South Wales \(nsw.gov.au\)](https://www.informationandprivacy.com.au); and NSW Health Patient Privacy site at: [Patient privacy \(nsw.gov.au\)](https://www.nsw.gov.au/patient-privacy)
- Privacy audits on access to information systems.
- The NSLHD Principal Privacy & GIPA Officer provides ongoing support and advice to staff including in relation to access to, and disclosure of, personal health information and electronic medical records.
- The NSLHD Principal Privacy & GIPA Officer actively participating in professional development activities to stay up-to-date and informed on the privacy laws including attending 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 the HRIP Act. One of these processes is known as an 'internal review' process.

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

|  |   |
|--|---|
| 1. Number of internal review applications carried over from the previous reporting year:       | 2 |
| 2. Number of internal review applications received in the current reporting year:              | 2 |
| 3. Number of internal reviews where at least one breach of a privacy principle has been found: | 1 |
| 4. Number of internal reviews where no breach of a privacy principle has been found:           | 2 |
| 5. Number of internal reviews appealed in the NSW Civil and Administrative Court (NCAT):       | 1 |
| 6. Number of NCAT matters where judgement found in favour of the agency:                       | 1 |
| 7. Number of NCAT matters where judgement found in favour of the applicant:                    | 0 |
| 8. Number of NCAT matters awaiting judgement:  | 0 |

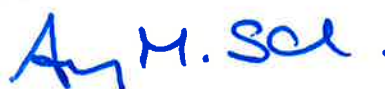
Report prepared by:



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NSLHD

Date: 28/09/2023

Approved by:



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NSLHD

Date: 22.11.23