

## Central Coast Local Health District Privacy Management Annual Report 2020-21

### Statutory requirements

This report is produced by Central Coast 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

Central Coast 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.

Central Coast Local Health District provides ongoing privacy information and support to its staff through:

- Provision of privacy awareness resources to all new staff at orientation.
- Participation in raising privacy awareness to all District staff during the Information and Privacy Commission Privacy Awareness Week.
- Access to a privacy information leaflet for staff.
- A privacy intranet website and availability of hardcopy Privacy Resource Folders which provide 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 mandatory privacy training
  - Fact Sheets and Signage
  - Links to external resources including the NSW Information and Privacy Commission
- Delivery of privacy training, available either on-line as mandatory training or on-demand, tailored face to face programs.
- Access to privacy information posters and patient information leaflets, a copy of which is available to all patients/clients attending Central Coast Local Health District facilities.
- Privacy information is provided to consumers through an Information Privacy Internet site at: <https://www.cclhd.health.nsw.gov.au/patients-and-visitors/your-rights-and-responsibilities/your-health-information/>
- Privacy Audits on access to patient information systems.

The Central Coast Local Health District's 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 online privacy information and network sessions during 2020-21 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*.

Appropriate actions have been undertaken by Central Coast Local Health District as a result of 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'.

### **Internal review applications carried over**

One (1) Internal Review matter was **carried over** from the 2019-20 reporting period.

1. **Date received:** 29 June 2020

**Privacy Principles breached:** Nil

**Details:** The applicant alleged the agency had breached Health Privacy Principle 7 in relation to their health information.

The agency undertook an investigation and concluded that the alleged breach was unsubstantiated.

#### **Further review in NCAT**

Nil

### **New internal review applications**

During 2020-21, Central Coast Local Health District received two (2) new applications for Internal Review.

1. **Date received:** 3 May 2021

**Privacy Principles breached:** Nil

**Details:** The applicant alleged the agency had breached Health Privacy Principle 8 and Health Privacy Principle 9 in relation to their health information.

The agency undertook an investigation and concluded that the alleged breaches were unsubstantiated.

#### **Further review in NCAT**

Nil

2. **Date received:** 31 March 2021

**Privacy Principles breached:** Nil

**Details:** The applicant alleged the agency had breached Information Protection Principle 17 and Information Protection Principle 18 in relation to their personal information.

The agency undertook an investigation and concluded that the alleged breaches were unsubstantiated.

**Further review in NCAT:**

Yes. Alleged breaches unsubstantiated.

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**Approved by:**



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Brad Astill  
Acting Chief Executive  
Central Coast Local Health District

*Date:* 27 September 2021