



Privacy Management Annual Report July 2017 – June 2018

Central Coast Local Health District (the District) meets its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff. Compliance with privacy legislation continues to be provided by the Privacy Contact Officer (PCO).

The District 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:

- Updating privacy information on the District's intranet website.
- Providing privacy information to the public on the District's internet site.
- Completion of staff undertaking mandatory training through Health Education Training Institute (HETI) Online, Privacy Module 1 – *Privacy Know Your Boundaries*
- Providing privacy training, which is available to staff on a one-to-one and group basis.
- Presenting privacy information specific to medical students at medical student orientations.
- Presenting privacy information specific to graduate nurses and midwives at nursing new graduate orientation.
- Distribution of memos via area communications to educate and reiterate to staff their obligations under privacy legislation.
- The availability of key privacy resources for staff via the District's intranet and as hardcopy in the District's Privacy Resource Folder developed by the District's PCO. Key resources include:
 - NSW Health Privacy Manual for Health Information
 - NSW Health Privacy Management Plan
 - NSW Health Privacy Internal Review Guidelines
 - Information and Privacy Commission fact sheets
 - Links to legislation via the intranet
 - Fact sheets developed by the District's PCO
 - Information Privacy Leaflet for Staff
 - Health Information Privacy Leaflet for Patients
- Participating in the annual Privacy Awareness Week (extended by the District to the entire month of May 2018).
- Processing privacy internal review requests within the required timeframe.
- Progressing of the District's privacy prevention action plan for a proactive approach to the prevention of privacy breaches.
- Following of the District's privacy risk matrix that clearly defines processes in regard to the management of alleged privacy breaches.
- The availability of a generic privacy email account and contact number to provide advice on privacy matters for both staff and the public.

The District's PCO attended privacy information and networking sessions with the NSW Ministry of Health during 2017-18. The District's PCO has continued to provide policy and compliance support to the District staff, particularly in relation to electronic medical records (eMR) and access to and disclosure of, personal health information.


Internal Review

Privacy law governs all aspects relating to the management of personal and personal health information held by an agency in NSW. The *Health Records and Information Privacy Act 2002* governs personal health information and the *Privacy and Personal Information Protection Act 1998* governs all other personal information and provides a formalised structure for managing privacy complaints relating to these acts.

During 1 July 2017 – 30 June 2018, the District's PCO received one application for privacy internal review.

- **Date received:** 30 June 2017 (carried forward to 2017/18)
Privacy principles breached: Nil
Details: The applicant submitted a privacy internal review request alleging a breach of Health Privacy Principle – Access to Health Information. The internal review concluded that breaches of the Health Privacy Principle were unable to be substantiated.

Further review: Nil



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Chief Executive

Date: 24/9/18