

Information Technology & Telecommunications
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Privacy Management Annual Report 2016-2017

Hunter New England Health continues to meet its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff. Oversight for monitoring compliance with privacy legislations continues to be provided by the Chief Information Officer, specifically through the Privacy Contact Officer.

Hunter New England Health provides ongoing privacy information and support to its staff through :-

- A privacy intranet website which provides all staff with access to:
 - NSW privacy legislation
 - NSW Health privacy policies (Privacy Management Plan and Privacy Manual)
 - Local Fact Sheets
 - FAQ's
 - External resources including Privacy and Information Commissioners
- Provision of privacy awareness at new staff orientation
- Provision of privacy training, available as either an online or face to face training programs
- Online privacy training is mandatory for all Hunter New England Health employees.
- Access to privacy information posters and patient information brochures, a copy of which is issued to all patients/clients attending a Hunter New England Health facility.

Hunter New England Health's Privacy Contact Officer has continued to provide policy and compliance support/advice to health service staff, particularly in relation to electronic health records and access to, and disclosure of personal health information. The Privacy Contact Officer also attended privacy information and network sessions during 2016-2017 (to March, 2017) which were facilitated by the NSW Ministry of Health Privacy Officer.

Privacy information is provided to consumers/individuals through an Information Privacy internet site at <http://www.hnehealth.nsw.gov.au/privacy>

Operational privacy issues and privacy complaints are addressed as required, either as informal complaints, handled through existing complaints handling processes, or as formal complaints under privacy law via the Internal Review process.

Actions have been undertaken by Hunter New England Health resulting from these complaints, including, review of policies, practices and staff training. These processes have extended beyond the areas of the specific complaint.

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'.

Matters carried over from 2015-2016.

There were no privacy matters carried over from this period.

During 2016-2017, Hunter New England Health received two new applications for Internal Review.

1. Application 16/02(a)(NW) for internal review was received on 05 September, 2016 alleging a breach of HPP 11 (Disclosure principle). The Internal Review concluded that a breach of the Disclosure principle did occur. The applicant accepted the outcome of the investigation and did not refer the matter to NCAT. A letter of apology was sent from the CE to the applicant for this conduct. The offending staff members were appropriately disciplined. NSW MOH and iPC were notified of the findings and outcome from the internal review.
2. Application 16/03(LB) for internal review was received on 18 October, 2016 alleging a breach of HPP 5 (Security Principle); HPP 10 (Use Principle) and HPP 11 (Disclosure Principle). The Internal Review concluded that there was not a breach of either of these privacy principles and recommended that no further action be taken in this matter. NSW MOH and iPC were notified of the findings and outcome from the internal review.



Greg Jackson
Privacy Contact Officer
27 October, 2017