

## Privacy Management Annual Report 2022-23

This report is produced by Mid North Coast Local Health District in accordance with Ministry of Health annual reporting requirements regarding privacy matters.

### Part 1. Compliance activities

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

The Mid North Coast Local Health District provides ongoing privacy information and support to its staff through:

- 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 Mid North Coast Local Health District
- Privacy information is provided to consumers through an Information Privacy Internet site at <https://mnclhd.health.nsw.gov.au/privacy/>
- Privacy audits on access to information systems.
- The *Mid North Coast Local Health District* Privacy Contact Officer has continued to provide policy and compliance support and 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 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 to the HRIP Act. This process is known as 'internal review'.


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

Internal review application received 2022-23

During 2022-23, *Mid North Coast Local Health District* received *one* application for Internal Review.

<b>Date received</b>	28 November 2022
<b>Privacy Principle breached</b>	Yes
<b>Details</b>	The applicant complained that the agency had breached Information Protection Principle 18 Disclosure in relation to their personal information. The agency undertook an investigation and concluded that a breach of the Privacy and Personal Information Protection Act 1998 had occurred.
<b>Further review in NCAT</b>	The applicant did not seek further review in NCAT

Report prepared by:



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12 September 2023

Approved by:



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