

Privacy Management Annual Report 2019-20

Provision of Annual Report

St Vincent's Health Network provides this annual report on its privacy compliance activities and formal privacy complaints for 2019 – 2020.

Part 1. Compliance activities

St Vincent's Health Network meets its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff.

St Vincent's Health Network has taken action in complying with the requirements of the *Health Records and Information Privacy Act 2002* and the *Privacy Act 1988 (Cth)* by providing ongoing privacy information and support to patients and staff through:

- The intranet which provides staff access to our Privacy Policy and Data Breach Response Plan and outlines how to access the NSW Health Privacy Manual for Health Information;
- Designating a Privacy Contact Officer for the organisation during 2019-20 to assist with privacy queries and complaints from both patients and staff;
- Discussion of privacy obligations at new staff and volunteer orientation;
- Provision of face-to-face privacy education sessions by the Privacy Contact Officer, in addition to on-line mandatory training for staff;
- The circulation of privacy reminders for staff through internal communications and bulletins;
- Access to privacy information posters and information privacy leaflet for patients 'You and your privacy';
- Facilitating requests to access health information in accordance with the *Health Records and Information Privacy Act 2002*;
- Assessing requests to amend health information in accordance with the *Health Records and Information Privacy Act 2002*;
- An internal assessment and investigation process for privacy complaints;
- Informing patients of their right to make a complaint to the NSW Privacy Commissioner or the Office of the Australian Information Commission.

St Vincent's Health Network Privacy Contact Officer and other delegated staff provide policy and compliance support/advice to staff, particularly in relation to access to and disclosure of personal information and personal health information. The Privacy Contact Officer attended privacy information and networking sessions in 2019-2020.

St Vincent's Health Network has taken actions around privacy such as reviewing policies, and the availability of supporting privacy information and training.

Part 2: Privacy complaints

As an Affiliated Health Organisation, St Vincent's Health Network is not a 'public sector agency' under the *Privacy and Personal Information Protection Act 1998* (NSW) and/or section 21 of the *Health Records and Information Privacy Act 2002* and is therefore not subject to the Internal Review Process.

Operational privacy issues and privacy complaints are addressed as required, initially as informal complaints handled through existing complaints handling processes. Actions have been undertaken by St Vincent's Health Network as appropriate resulting from these complaints, including review of policies and practices, staff training and disciplinary action.

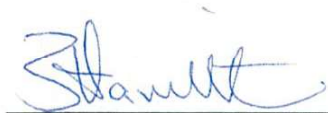
If a complainant is not satisfied with the outcome of an investigation, they are advised that they may make a formal complaint to the NSW Privacy Commissioner or the Office of the Australian Information Commissioner.

During 2019-20 St Vincent's Health Network received NIL (0) formal complaints from the NSW Privacy Commissioner and one (1) formal complaint from the Office of the Australian Information Commissioner who found that there was insufficient information to conclude St Vincent's had interfered with the complainant's privacy.

In 2019-2020 St Vincent's Health Network also received one (1) determination from the Office of the Australian Information Commissioner regarding the outcome of a complaint made in 2017 - 18. In relation to this complaint it was found the patient's concerns had been adequately dealt with by St Vincent's Health Network and no further investigation was warranted.

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Chief Executive Officer
St Vincent's Health Network

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