

Privacy Management Annual Report 2017-18

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 1998 (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 Privacy Manual for Health Information;
- Employment of a privacy contact officer for the organisation to assist with privacy queries and complaints;
- Provision of privacy training, as on-line mandatory training to staff;
- An 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 under the *Health Records and Information Privacy Act 2002*.

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 during 2017-18.

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

Internal review:

As a specialty health network, 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. 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 under the *Health Records and*

Information Privacy Act 2002 who makes an assessment of the complaint and decides whether further action is required.

During 2017-18 St Vincent's Health Network received NIL formal complaints from the NSW Privacy Commissioner.



A/Professor Anthony M. Schembri
Chief Executive Officer

31 October 2018