

Privacy Management Annual Report 2021-2022

Provision of Annual Report

St Vincent's Health Network provides this annual report on its privacy compliance activities and privacy complaints for the 2021-2022 reporting year.

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* (NSW) 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 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;
- Privacy Awareness Week (2-8 May 2022) activities including a five question quiz for staff to complete online and a message from the CEO sent reminding staff of their privacy obligations;
- Access to privacy information posters and information privacy leaflet for patients 'You and your privacy';
- New resources for 2022 including a privacy video on the intranet that is scenario based and provides practical advice for staff and a one page Privacy Tips sheet to be laminated and placed on wards;
- 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; and
- Reviewing St Vincent's Health Network policies and procedures in relation to privacy;
- Conducting privacy audits on access to information systems.

St Vincent's Health Network Privacy Contact Officer and other delegated staff provide policy and compliance support and advice to staff, particularly in relation to access to, and disclosure of, personal information and health information.

The Privacy Contact Officer actively participates in privacy networking and professional development, and attended privacy information and network sessions during 2021-22 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

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* (NSW) 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.

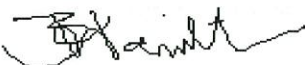
If a complainant is not satisfied with the outcome of an investigation, they are advised that they may make a formal complaint to the NSW Privacy Commissioner or the Office of the Australian Information Commissioner.

For the 2021-2022 reporting year, St Vincent's Health Network received NIL (0) formal complaints from the NSW Privacy Commissioner and NIL (0) formal complaints from the Office of the Australian Information Commissioner (OAIC).

Report prepared by:

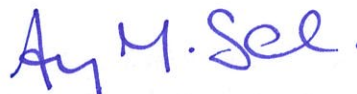


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