

Privacy Management Annual Report 2018-19

Statutory requirements

This report is produced by the NSW Agency for Clinical Innovation (ACI) in accordance with annual reporting requirements regarding privacy matters, as set out in:

- *NSW Annual Reports (Departments) Regulation 2015, Clause 6, and*
- *NSW Annual Reports (Statutory Bodies) Regulation 2015, Clause 8.*

Part 1. Compliance activities

The NSW Agency for Clinical Innovation is committed to meeting its privacy obligations under the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* through appropriate governance and the provision of privacy information, training and support to staff.

The ACI provides ongoing privacy information and support to its staff through:

- Provision of privacy awareness sessions at new staff orientation.
- Access to a privacy information leaflet for staff, electronically and in hardcopy form.
- Online links to privacy information including key legislation, the NSW Health Privacy Manual for Health Information in addition to links to the Information and Privacy Commission on the ACI's public website
<https://www.aci.health.nsw.gov.au/about-aci/privacy>
- Delivery of privacy training, face to face for new employees, on-line mandatory training and additional on-line privacy training to relevant staff via My Health Learning, on demand, tailored face-to-face programs.
- Privacy information is provided internally and externally at:
<https://www.aci.health.nsw.gov.au/about-aci/privacy> including links to the Information and Privacy Commission.
- The ACI's Privacy Contact Officer has continued to provide legislative, policy and compliance support/advice to health service staff, particularly in relation to access to, management of and disclosure of health information.

The Privacy Contact Officer actively participates in privacy networking and professional development, and attended privacy information and network sessions during 2018-19 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

Privacy complaints

Complaints may either be addressed as informal complaints, handled through existing complaints handling and investigation processes.

Alternatively, a complaint may be handled formally under privacy law via the internal review process, in accordance with the NSW privacy legislation and the NSW Health Privacy Internal Review Guidelines.

Actions have been undertaken by the ACI as appropriate resulting from these complaints, including review of policies and practices and staff training.

Part 2. 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'.

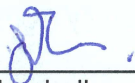
Internal review applications carried over

No privacy internal review matters were **carried over** from the 2017-18 reporting period.

New internal review applications

During 2018-19, the ACI received no **new applications** for Internal Review.

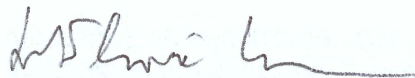
Report prepared by:



John Marshall
Privacy Contact Officer
NSW Agency for Clinical Innovation

Date: 9 August 2019

Approved for publication by:



Dr Jean-Frederic Levesque
Chief Executive
NSW Agency for Clinical Innovation

Date: 9 August 2019.