



Privacy Management Annual Report 2017/2018

The Sydney Children's Hospital Network (SCHN) meets its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff.

SCHN provides ongoing privacy information and support to its staff through:

- A privacy Intranet and Internet website which provides staff with access to:
 - o NSW privacy legislation
 - o NSW Health privacy policies (Privacy Manual and Privacy Management Plan and Privacy Internal Review Guidelines)
 - o Access to a privacy information leaflet for Staff
 - o Links to external resources
- Provision of privacy awareness training at new staff orientation
- SCHN Staff directed to undertake HETI Privacy training
- Development and distribution of a SCHN Paediatric focused leaflet and poster
- Provision of privacy training, available either on-line as annual mandatory training or face to face
- Access to privacy information posters and patient information leaflets, a copy of which is available to all patients/clients attending a SCHN facility.
- Privacy Awareness campaigns, through emails, screen savers and articles
- Privacy Audits in response to complaints

Sydney Children's Hospital Network Privacy Contact Officer and other delegated staff continued to provide policy and compliance support/advice to health service staff, particularly in relation to electronic health records, and access to, and disclosure of personal information and personal health information. The Privacy Contact Officer attended privacy information and networking sessions during 2017-18.

Privacy information is provided to consumers through the SCHN Website.
<http://www.schn.health.nsw.gov.au/parents-and-carers/your-familys-rights>

Operational privacy issues and privacy complaints are addressed as required, either as informal complaints handled through existing complaints handling processes, or as formal complaints under privacy law via the Internal Review process. Alleged privacy breaches involving staff are referred to and managed by the SCHN Workforce Unit in consultation with the SCHN Privacy Contact Officer.

Actions have been undertaken by SCHN resulting from these complaints, including review of policies, practices and staff training.

Internal Review

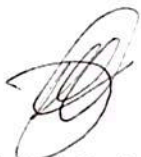
The Privacy and Personal Information Protection Act 1998 provides a formalised structure for managing privacy complaints relating to this Act and to the Health Records and Information Privacy Act 2002. This process is known as 'internal review'.

During 2017-18, Sydney Children's Hospital Network (SCHN) received two applications for internal review:

1. Application for internal review was received on the 11th September 2017, alleging a breach of HPP's 10 and 11, Use and Disclosure principles. The internal review concluded that there had not been a breach of these HPPs.
2. Application for internal review was received on the 18th September 2017, alleging a reach of HPPs 10 and 11, Use and Disclosure principles. The internal review concluded there had not been a breach of the HPPs. The applicant was further encouraged to provide additional information.

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Privacy Contact officer
Sydney Children's Hospital Network (SCHN)

Date:



Michael Brydon
Chief Executive
Sydney Children's Hospital Network (SCHN)

Date: 29/10/18