



Privacy Management Annual Report 2011-12

DG36326/12

Justice Health & Forensic Mental Health Network continues to meet its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff. Oversight for monitoring compliance with privacy legislations continues to be provided by the Privacy Contact officer.

Justice Health & Forensic Mental Health Network provides ongoing privacy information and support to its staff through:-

- A privacy intranet website which provides all staff with access to :
 - NSW privacy legislation
 - NSW Ministry of Health privacy policies
 - Local Fact Sheets
 - FAQs
 - External resources including Privacy and Information Commissioners

- Provision of privacy awareness at new staff orientation
- Provision of privacy training, available online.
- Access to privacy information posters and patient information brochures, a copy of which is issued to all patients/clients attending a JH&FMHN clinic

Justice Health & Forensic Mental Health Network's Privacy officer have continued to provide policy and compliance support/advice to health service staff. The Privacy Contact officer also attended privacy information and network sessions during 2011/12.

Details on information access is provided to consumers/individuals through a Right to Information link at

http://www.justicehealth.nsw.gov.au/about/public_access_act_2009.html

Operational privacy issues and privacy complaints are addressed as required, by the either as informal complaints, handled through existing complaints handling processes, or as formal complaints. The Client Liaison Officers manage the complaints process.

Internal Review

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

During 2011 – 12 Justice Health & Forensic Mental Health Network received one Internal Review application.

The application was received on 28 February 2012. It relates to an alleged breach in the disclosure of the applicant's home address to an external investigator, Justice Health & Forensic Mental Health Network finds that there has been no breach of the privacy principles as the release of the information was essential for the progress of the investigation.