



Privacy Management Annual Report 2014-15

Justice Health & Forensic Mental Health Network (JH&FMHN) 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.

JH&FMHN 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; and,
 - External resources including Privacy and Information Commissioners.
- Provision of privacy awareness at new staff orientation.
- Provision of online privacy training being made available through the upgraded JH&FMHN Learning Management System.
- 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 has continued to provide policy and compliance support/advice to health service staff. The Privacy Contact officer also attended privacy information and network sessions during 2014/15.

Details on information access is provided to consumers/individuals through a GIPA 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, 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 2014/15 JH&FMHN received one Internal Review application.

The applicant made a complaint to the Office of the Information and Privacy Commission in relation to JH&FMHN refusing the application for documents on the basis that it was broad and too onerous. The Office of the Information and Privacy Commission requested JH&FMHN conduct an internal review. The review was conducted and it was decided that the health records applied for be released.