



Privacy Management Annual Report 2022/23

This report is produced by NSW Ambulance in accordance with Ministry of Health annual reporting requirements regarding privacy matters.

Part 1. Compliance activities

NSW Ambulance is committed to meeting its privacy obligations under the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act) through appropriate governance and the provision of privacy information, training and support to staff.

NSW Ambulance provides ongoing privacy information and support to its staff through:

- A privacy intranet website which provides staff with access to:
 - NSW privacy legislation
 - NSW Health Privacy Manual for Health Information
 - NSW Health Privacy Internal Review Guidelines
 - NSW Health Privacy Management Plan
 - Links to mandatory privacy training
- Tailored face to face privacy programs provided on-demand
- Access to a privacy information leaflet for staff
- Access to a privacy information leaflet for patients
- Articles providing privacy awareness for staff and volunteers via NSW Ambulance internal magazine Sirens
- Participation and registration as a champion in the Information and Privacy Commission Privacy Awareness Week, including internal communications to staff linking privacy resources
- Privacy information is provided to consumers through an Information Privacy Internet site at: <https://www.ambulance.nsw.gov.au/privacy>
- The Privacy Contact Officer has continued to provide policy and compliance support and advice to health service staff, particularly in relation to access to, and disclosure of, personal health information and electronic medical records.
- The Privacy Contact Officer actively participates in privacy networking and professional development and attended privacy information and network sessions during 2022-23 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

Part 2. Internal review

Privacy complaints are managed in accordance the NSW Health Privacy Internal Review Guidelines.

The PPIP Act provides a formal structure for managing privacy complaints relating to this Act and to the HRIP Act. This process is known as 'internal review'.

For the 2022-23 reporting year, internal review applications and outcomes can be summarised as follows:



Internal review applications received 2022-23

During 2022-23, NSW Ambulance received one (1) application for Internal Review.

Date received	6 April 2023
Privacy Principle breached	Yes
Details	<p>The applicant complained that the agency had breached Health Privacy Principle(s) 5, 10 and 11 in relation to their health information.</p> <p>The agency undertook an investigation and concluded that a breach of Health Privacy Principle 5 had occurred. A breach of Health Privacy Principle 10 or 11 had not occurred.</p>
Further review in NCAT	NIL

Report prepared by:

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Date: 31.10.23

Approved by:

Dr Dominic Morgan ASM
Chief Executive

Date: 31/10/23