Executive summary

The Healthcare Identifiers Service (the HI Service) is funded by all Australian governments and is the foundation for the broader eHealth system. This framework is underpinned by the Healthcare Identifiers Act 2010 (the HI Act), the Healthcare Identifiers Regulations 2010 and the service level agreement between the National E-Health Transition Authority (NEHTA) and the Australian Government Department of Human Services (the department).

The HI Service has been operating successfully for five years. Individual healthcare identifier (IHI) numbers continue to be assigned to every person who has a new enrolment in Medicare or a Department of Veterans’ Affairs (DVA) registration. Healthcare identifiers for individual healthcare providers have been allocated through the Australian Health Practitioner Regulation Agency (AHPRA) or by direct application to the department in its capacity as the HI Service Operator. Healthcare identifiers for healthcare provider organisations have also been allocated by direct application to the HI Service Operator.

This year, we made further system enhancements to the HI Service system to ensure that the web services allow only permissible IHI search transactions. We also introduced access to online application for the National Authentication Service for Health (NASH) and HI Service Public Key Infrastructure (PKI) certificates through the department’s Health Professional Online Services (HPOS).

This has been another busy and successful year for the HI Service. I appreciate all of the hard work and support provided by our stakeholders, our colleagues at the Department of Health (Health) and NEHTA, and our staff.

Barry Sandison
Chief Executive Medicare

Introduction

The Department of Human Services (the department) is the Service Operator of the HI Service.

1 July 2014 to 30 June 2015 was the fifth year of operations for the HI Service. Healthcare identifiers were introduced on 1 July 2010 as the foundation of eHealth in Australia and as a building block for the Personally Controlled Electronic Health Record (PCEHR) system and other government eHealth initiatives.

What is the HI Service?

The HI Service is a national system for uniquely identifying individuals and healthcare providers. Healthcare identifiers help to ensure that individuals and providers can have confidence that the right information is associated with the right individual at the point of care.

A healthcare identifier is not a health record; it is a unique 16-digit number that identifies an individual or a healthcare provider. The information that the HI Service Operator holds is limited to demographic information, such as an individual’s name, date of birth and gender, that is needed to uniquely identify the individual and their healthcare providers. The Healthcare Identifiers Act 2010 (Cth) (the HI Act)
specifies that the identifiers are to be used for healthcare and related management purposes only. There are penalties in place for misuse of healthcare identifiers.

The inclusion of healthcare identifiers in a health record system or patient file does not change how and when healthcare providers share information about individuals, but it provides a much more reliable way of referencing information, particularly in electronic communications and information management systems. Patients will continue to be involved in decisions about how healthcare providers handle their health information.

Patients do not need an individual healthcare identifier (IHI) to receive healthcare or to claim healthcare benefits such as Medicare. If a healthcare provider is unable to obtain an individual’s healthcare identifier from the HI Service or the individual’s healthcare identifier is not available for any reason, treatment will not be refused.

As part of the HI Service, every person with an active Medicare enrolment or Department of Veterans’ Affairs (DVA) registration is assigned a healthcare identifier number. Healthcare identifiers have been created for healthcare providers to use to improve the efficient management of an individual’s personal health information.

Medicare enrolments include Australian citizens, individuals visiting from other countries with reciprocal healthcare agreements with Australia, people who may have temporarily or permanently left Australia and individuals who may be deceased. Until confirmation is received that a person has left the country or is deceased, their Medicare enrolment remains active.

Individuals who visit or reside in Australia and who are not eligible to claim Medicare benefits or register with DVA may also be assigned a healthcare identifier by the HI Service Operator upon their request.

Healthcare identifiers are also allocated to individual healthcare providers and healthcare provider organisations. Individual healthcare providers are allocated a healthcare identifier by the Australian Health Practitioner Regulation Agency (AHPRA) or by direct application to the HI Service Operator. Healthcare organisations apply directly to the HI Service Operator.

**Our roles and responsibilities**

As the HI Service Operator, the department is responsible for:

- assigning healthcare identifiers to individuals, individual healthcare providers and healthcare provider organisations so that individuals can be more accurately identified in health records
- working with other bodies that can also assign healthcare identifiers under the HI Act to maintain a single complete record of all healthcare identifiers that have been assigned
- disclosing healthcare identifiers to individual healthcare providers and healthcare provider organisations so that healthcare identifiers can be used in the delivery of health services to the Australian community. The HI Service Operator also discloses healthcare identifiers to the businesses that healthcare provider organisations engage to help them manage health information. These businesses are typically information technology (IT) firms and are referred to in the HI Act as contracted service providers
- developing and administering robust processes for sharing healthcare identifiers with individual healthcare providers, healthcare provider organisations and contracted service providers
- keeping a record in an audit log each time a person’s healthcare identifier is accessed or retrieved from the HI Service
- maintaining the Healthcare Provider Directory. If a healthcare provider consents, the HI Service Operator publishes professional and business details of a healthcare provider in the Healthcare
Other individual healthcare providers and healthcare provider organisations can then access those details

- disclosing healthcare identifiers of individual healthcare providers and healthcare provider organisations to enable the individual healthcare provider or healthcare provider organisation to be securely identified in electronic communications
- providing information about the HI Service to individuals and healthcare providers when the HI Service Operator receives requests for information and through guidance material published on the HI Service website
- seeking advice and direction from, and providing reports to, the Australian Health Ministers’ Conference as required.

Framework under which the HI Service operates

The HI Service is an initiative funded by all Australian governments. It is part of the broader eHealth system, which is designed to support other eHealth initiatives around the country by allowing health information to be better linked to the right individuals and healthcare providers.

The HI Service framework can be found in the HI Act and the Healthcare Identifiers Regulations 2010 (Regulations). The HI Act and Regulations establish the rules for HI Service operations.

The service level agreement between the HI Service Operator and the National E-Health Transition Authority (NEHTA) outlines the technical and process requirements that have been implemented to support day-to-day running of the HI Service. NEHTA is a company established by all Australian governments to develop better ways to collect and securely exchange health information electronically.

Year in review—a summary

During 2014–15, the HI Service continued to allocate healthcare identifiers for individuals, individual healthcare providers and healthcare provider organisations.

In 2014–15 the HI Service Operator:

- assigned 585,330 healthcare identifiers to individuals
- collected or assigned 33,387 healthcare identifiers to individual healthcare providers
- assigned 531 healthcare identifiers to healthcare provider organisations
- allocated 5 registration numbers to contracted service providers
- published 713 entries in the Healthcare Provider Directory for consenting healthcare providers and organisations.

In collaboration with other government departments, NEHTA and key stakeholders, the HI Service Operator also:

- implemented enhancements to the HI Service web services so that only permissible IHI search transactions are allowed
- enabled organisations to apply online for the National Authentication Service for Health (NASH) and HI Service Public Key Infrastructure (PKI) certificates through the department’s Health Professional Online Services (HPOS).

The HI Service Operator answers queries from individuals and healthcare providers. Types of enquiries from the public included requests for healthcare identifiers and questions about information that is
contained in their IHI history. Enquiries from healthcare providers were related to eHealth and healthcare identifier applications. The HI Service Operator received 7597 enquiries by telephone in 2014–15.

The HI Service Operator did not receive any formal complaints during 2014–15.

**Operation of the HI Service**

The Department of Health (Health), NEHTA and the HI Service Operator provide strategic direction for the HI Service and its programmes, projects and initiatives. Financial forecasts and service delivery performance monitoring is in accordance with the agreed service levels.

**Assignment of healthcare identifiers**

The HI Act defines three types of healthcare identifiers:

- Individual Healthcare Identifier (IHI) number—for individuals receiving healthcare services
- Healthcare Provider Identifier—Individual (HPI–I) number—for healthcare providers involved in providing patient care
- Healthcare Provider Identifier—Organisation (HPI–O) number—for organisations, such as hospitals or general practices, that deliver healthcare.

**Individuals**

In 2014–15 the HI Service maintained the IHIs that have been allocated since 2010–11 and continued to assign IHIs to people who enrol in Medicare or register with DVA. People who visit or reside in Australia and who are not eligible to claim Medicare benefits or register with DVA have also been assigned IHIs at their request.

During 2014–15, the HI Service assigned 585 330 IHIs. This brings the total number of IHIs assigned from 1 July 2010 to 30 June 2015 to 26 480 716.

**Individual healthcare providers**

Under section 9 of the HI Act, the HI Service Operator and national registration authorities (which are prescribed in the Regulations) are authorised to assign healthcare identifiers to individual healthcare providers. During 2014–15, AHPRA was the only national registration authority that assigned HPI–Is.

In 2010 the HI Service Operator provided AHPRA with 5.1 million HPI–I numbers to assign to its registrants. The HI Service has quarantined these numbers for AHPRA’s use only.

Individual healthcare providers who are not eligible to be registered with AHPRA apply directly to the HI Service Operator by completing a registration form. The registration form is available on this website.

During 2014–15, 33 387 HPI–Is were either assigned by AHPRA or assigned to healthcare providers who applied directly to the HI Service Operator. This brings the total number of HPI–Is assigned from 1 July 2010 to 30 June 2015 to 717 310.

**Healthcare provider organisations**

To obtain a HPI–O, healthcare provider organisations must apply directly to the HI Service Operator by completing a registration form. The registration form is available on the HI Service Operator’s website.
When an organisation has been assigned a HPI–O (referred to as a ‘seed HPI–O’), nominated staff in the organisation can create a hierarchy of HPI–Os (referred to as ‘network HPI–Os’) to identify important business areas or functions in the organisation’s structure.

During 2014–15, the HI Service Operator assigned 531 HPI–Os. This brings the total number of HPI–Os assigned from 1 July 2010 to 30 June 2015 to 9101.

**Disclosure of healthcare identifiers for authorised purposes to authorised users**

Under the HI Act, the HI Service Operator is authorised to disclose healthcare identifiers to:

- healthcare providers so they can communicate or manage a patient’s health information as part of their healthcare
- individuals who ask for their healthcare identifier
- registration authorities for the specific purpose of assigning healthcare identifiers to their registrants
- entities that issue security credentials for the specific purpose of authenticating a healthcare provider’s identity in electronic transmissions.

**Disclosure of healthcare identifiers for individuals**

The HI Service Operator gives IHIs to individuals and healthcare providers through a number of channels, including phone, fax and email. Individuals can also request their IHI though the department’s Service Centres. Additionally, healthcare providers and organisations can search for healthcare identifiers using the web service channel.

When a healthcare provider searches for an IHI, they must enter an exact match before an IHI will be disclosed. Search criteria must include a family name, given name, date of birth and gender. In addition, they must also use a Medicare card number, DVA file number, IHI or address.

Every IHI that the HI Service discloses is classed as a disclosure under the HI Act and does not necessarily represent the number of individuals who have an IHI or the number of times a person has seen a healthcare provider. For example, a healthcare provider may search for an IHI each time an individual patient has an appointment, resulting in multiple disclosures over time for one person.

During 2014–15, the HI Service Operator disclosed 27 209 IHIs through the department’s Service Centres, phone and fax channels.

The HI Service Operator also disclosed 91 454 579 IHIs through web services in 2014–15.

**Disclosure of healthcare identifiers for individual healthcare providers and healthcare provider organisations**

The HI Service Operator disclosed 111 331 HPI–Is and HPI–Os, in line with legislative requirements, to entities that authenticate healthcare providers and organisations in eHealth transmissions.

**Healthcare Provider Directory**

Under section 31 of the HI Act, the HI Service Operator maintains the Healthcare Provider Directory. Healthcare providers must give consent for their details to be published in the directory.
Healthcare providers can use the directory to quickly search and find other healthcare providers registered in the HI Service. The directory aims to facilitate communication between healthcare providers by providing a reliable source of healthcare providers’ contact information.

The number of healthcare providers that consented to have their details published in the directory continued to increase in 2014–15. A total of 713 entries for healthcare providers were published in the directory in 2014–15, bringing the total number of entries published in the directory from 1 July 2010 to 30 June 2015 to 20,781.

**Policies, processes and systems used to operate the HI Service**

**Policies and processes**

HI Service policies and procedures are available for staff who manage general public and healthcare provider enquiries that are received by phone, fax or email or through the department’s Service Centres.

Information for the general public is available on this website. The website information explains what healthcare identifiers are, what they can be used for and the role of the HI Service Operator (as supported in legislation).

Policies and procedures are reviewed every 6 months or when a change needs to be made, whichever occurs first.

To support healthcare providers, an information guide is published on this website. The guide gives an overview of the HI Service, the registration processes for individual healthcare providers and healthcare provider organisations and information on the HI Service’s roles and responsibilities. The website also provides forms to register and update details as well as links to other relevant information.

**Maintenance of healthcare identifier information systems**

The HI Service Operator maintains the systems that contain IHI information (demographic details and addresses), HPI–I information (demographic details, addresses and specialty details) and HPI–O information (organisation names, addresses, services provided and demographic details and addresses of the responsible officer and organisation maintenance officer where applicable). There is no health information stored in the HI Service.

In consultation with NEHTA, the HI Service Operator implements enhancements to the HI Service system and undertakes regular maintenance through a quarterly release program. Software vendors and NEHTA are informed about all scheduled maintenance in advance.

**Updates to the healthcare identifier information systems**

Two major enhancements were made to the HI Service in 2014–15:

- enhancements to the HI Service web services to ensure that only permissible IHI search transactions are allowed
- enhancements that enable organisations to apply online for the NASH and HI Service PKI certificates through HPOS.
Management of business continuity plans

The HI Service Operator is also responsible for managing disaster recovery and business continuity of the HI Service. The HI Service is included in the department’s Disaster Recovery Plan and Business Continuity Plan as part of the annual business planning cycle. Both plans are reviewed and updated as required.

Collaboration with other departments and organisations to deliver eHealth initiatives

During 2014–15, the HI Service Operator worked closely with Health and NEHTA to improve the HI Service and support the uptake of the PCEHR system.

In December 2014, the department and AHPRA signed a data exchange agreement that sets the quality controls and standards for information sharing between the HI Service and AHPRA.

The department also attended several National Health Chief Information Officers Forums (NHCIOF). The role of NHCIOF is to assist the National Health Information and Performance Principal Committee (NHIPPC) in the development and implementation of the National eHealth Strategy and to facilitate collaboration between the Australian Commonwealth, state and territory governments to implement the strategy. The department also has representation on the NHIPPC.

Interactions with third party software vendors or contracted service providers

As a foundation element of eHealth, the HI Service is intended to provide the basis for the efficient and secure management of patient health information for healthcare providers. This means that the organisations that develop software for the health sector and those that provide IT services to healthcare providers are key partners in the development of an effective HI Service.

The department also has representation on the eHealth Compliance, Conformance and Accreditation Governance Group (CCAGG). The CCAGG brings together leading government policy makers, organisations that develop industry standards and representatives from the medical software industry who share a vital interest in the quality, safety and interoperability of health information systems in Australia. The CCAGG and its sub-groups regulate the two-part testing process that software vendor products must pass before interacting with the HI Service.

The department continues to provide ongoing support to third party software vendors to facilitate the development of their products and has met with medical software industry stakeholder groups to identify and resolve emerging issues. The HI Service Operator also published notice of all scheduled HI Service maintenance, updates to specifications and information about future releases on this website.

To connect with the HI Service, software vendors are required to accept the HI Service licence agreement for materials before they develop and test their software products.

For software vendors to gain access to, and connect with, the HI Service they must:

- complete and pass all mandatory conformance requirements of the compliance, conformance and accreditation (CCA) process and sign a Declaration of Conformity. The CCA process is a set of mandatory, conditional and optional requirements on how software products store, use and share healthcare identifiers for clinical use
complete the HI Service Operator’s testing process and receive their HI Service Notice of Connection. The HI Service Notice of Connection testing process validates the software’s ability to interact successfully with the HI Service without adversely affecting the department’s systems.

In 2014–15 the number of registrations of software vendors that were developing compatible software for the HI Service was steady. In 2014–15 22 software vendors registered, bringing the total number of registrations from 1 July 2010 to 30 June 2015 to 209.

**Contracted service providers**

Contracted service providers are entities that provide IT services relating to the communication of health information, or health information management services, under contract to healthcare providers.

Contracted service providers can be given access to IHIs when they are handling them for clinical reasons on behalf of healthcare providers.

A contracted service provider must apply directly to the HI Service Operator to be allocated a unique HI Service registration number. Once the contracted service provider is registered, a healthcare provider organisation can link to them in the HI Service, which allows them to provide services as part of the healthcare provider organisation. Until a contracted service provider has been linked to an organisation, they cannot access the HI Service.

**Service levels**

The HI Service Operator provides services in line with the service level agreement in place with NEHTA.

The HI Service Operator reports monthly to NEHTA against seven categories:

- HI application
- data quality
- customer management and support
- processes, applications, data and infrastructure
- identity management, authentication and support
- security policies and procedures
- the HI Service desk.

Under these categories, the HI Service Operator reports against 17 service levels, eight of which have a further total of 41 sub-requirements.

**HI application**

The *system response* service level is managed under the HI application category. There are two sub-requirements that both require 100 per cent *system response* to meet the agreed service level.

The first sub-requirement is calculated against all web service transactions, except IHI search, and measures the average number of 15-minute periods with an 8 second response time over the month. The department met this service level for each month of 2014–15.

The second sub-requirement was introduced in 2014–15. It is calculated against IHI search web service transactions, and measures the average number of 15-minute periods with a 4 second response time over the month. This service level sub-requirement was not met in July, September and December 2014:
During July 2014, the HI Service experienced two intermittent degradations of service. These degradations resulted in the IHI search web service system response average being met for 2949 out of a possible 2976 measurable 15-minute periods. The July 2014 system response service level was 99 per cent.

During September 2014, the HI Service experienced three degradations of service. These degradations resulted in the IHI search web service system response average being met for 2864 out of a possible 2880 measurable 15-minute periods. The September 2014 system response service level was 99 per cent.

During December 2014, the HI Service experienced three unscheduled system issues. The outage and degradations resulted in the IHI search web service system response average being met for 2930 out of a possible 2976 measurable 15-minute periods. The December 2014 system response service level was 98 per cent.

**HI Service desk**

The quick resolution of high severity incidents service level is managed under the HI Service desk category. Incidents are classified into three severity levels, with Severity 1 being the highest and Severity 3 the lowest. The agreed service levels to resolve incidents are:

- Severity 1 = 80 per cent within 4 hours / 99 per cent within 24 hours / 100 per cent within 6 days
- Severity 2 = 80 per cent within 12 hours / 99 per cent within 48 hours / 100 per cent within 20 days
- Severity 3 = 80 per cent within 48 hours / 99 per cent within 10 days / 100 per cent within 40 days.

The quick resolution of high severity incidents service level was not met in October, November and December 2014:

- In October 2014, a Severity 1 incident relating to an intermittent degradation of service resulted in the requirement to resolve the incident within 4 hours not being met.
- In November 2014, a Severity 2 incident relating to a problematic transaction resulted in the requirement to resolve the incident within 12 hours not being met.
- In December 2014, one of the Severity 1 outages noted under the HI application category resulted in the requirement to resolve the incident within 4 hours not being met.

As a result of these incidents, the department has instigated system and process changes to minimise the chance and consequence of similar issues occurring in the future.

**Communication activities to support the HI Service**

Information about healthcare identifiers, their use and the role of the HI Service Operator is published on the website for the public, healthcare providers and organisations. Content is updated with new information and material as needed. Forms and supporting information are also provided.

In 2014–15, this website was updated in line with the Web Content Accessibility Guidelines (WCAG). All HI Service content was reviewed and updated following feedback from a small group of healthcare providers.

For software vendors, the HI Service Operator’s website includes quick reference guides, frequently asked questions, contact details and HI Licensed Material.

The HI Service Operator continued to work closely with stakeholders, through both industry and government forums, on providing information about the HI Service and supporting its use by healthcare providers.
In addition to maintaining HI Service material, the HI Service Operator had input into NEHTA’s and Health’s eHealth communications material.

Financial statements

The HI Service Operator is funded on a cost recovery basis (that is, only paid for the costs it incurs to operate the service).

Core activities include:

- managing the HI Service in accordance with the legislation
- developing and maintaining information on policies and procedures for HI Service staff
- developing information guides and internet content for users of the HI Service
- maintaining HI Licensed Material and information for software vendors
- assisting software vendors to complete NEHTA’s CCA testing process
- engaging with stakeholders such as medical software industry associations and HI Service users
- providing a helpdesk (face-to-face, telephone, email or fax)
- monthly service level reporting
- financial management and reporting
- disaster recovery and business continuity
- operating and maintaining the healthcare identifier systems and the Healthcare Provider Directory.

The actual operational expenditure for 2014–15 was $10.17 million—an increase of $0.51 million on 2013–14 expenditure of $9.66 million. This increase was the result of a growing demand on the HI Service and associated infrastructure maintenance costs.

The HI Service had additional expenditure of $0.37 million for system enhancements and related services.

The total expenditure for 2013–14 was $10.44 million. Total expenditure for 2012–13 was $13.41 million.
### Table 1: Healthcare Identifiers Service—Financial statement for the year ending 30 June 2015

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## Security, privacy and confidentiality

The Australian Government’s priority is to protect the information it holds about individuals. The department takes the privacy and security of all information it handles seriously.

The department has strict controls and policies in place for accessing and disclosing personal information for all programmes. The department is committed to proactively protecting all personal information it holds. Appropriate penalties, including dismissal of staff, are in place for unauthorised access.

The department’s privacy management procedures include:

- operating by the department’s Operational Privacy Policy, endorsed by the Secretary, Department of Human Services
- providing induction training for new staff and annual online refresher training
- making privacy impact assessments when personal information is being collected, used or disclosed for new department initiatives
- carrying out proactive audits of access to personal information to identify any unauthorised access by departmental staff
• giving high-quality, up-to-date privacy advice to business units to encourage staff to identify and resolve any privacy issues that arise

• investigating customer complaints and staff reports of possible privacy breaches to make sure that action is taken to address any ongoing risks

• using specific processes for releasing personal information to other agencies or individuals (personal information is only disclosed in line with legislative requirements)

• providing messages to all staff about privacy standards.

All information that the HI Service Operator collects must be managed in accordance with the Privacy Act 1988 (Cth) (the Privacy Act). The HI Act also imposes a duty of confidentiality on the HI Service Operator and others that restricts the use or disclosure of healthcare identifier information. It is a breach of the HI Act for the HI Service Operator to use or disclose certain information except as authorised by the HI Act or another law. A breach of the HI Act relating to an individual is also treated as a breach of the Privacy Act, which means that the Information Commissioner may investigate the breach.

Individuals who believe their record has been inappropriately accessed can contact the HI Service Operator for help. Alternatively, they can contact their healthcare provider. The individual can also request the Office of the Australian Information Commissioner (OAIC) to undertake an investigation. The HI Service features a full audit log that tracks and identifies all interactions with the HI Service. This log will be used to identify potential inappropriate access during investigations.

Security, privacy and confidentiality of information are protected by the use of PKI certificates for electronic transmissions between the HI Service, healthcare providers and the PCEHR system. The PKI certificate restricts a healthcare provider’s access to the HI Service to functions that relate to the healthcare provider’s role. PKI certificates are a set of procedures and technology that provides security and confidentiality for electronic business. They encrypt and secure information and authenticate both the sender and receiver.

The HI Service Operator also has security and risk management policies and procedures in place, and conducts security and access audits on the HI Service system regularly.

There have been no privacy or confidentiality breaches by staff in relation to the HI Service.

Audits

During 2014–15, the department addressed recommendations made by the OAIC in an audit report on the storage and security arrangements that the HI Service Operator uses for HPI–Is and associated personal information. The audit was published on 30 June 2014. It focused on the protection of information from loss, unauthorised access, use, modification or disclosure, and included a review of the department’s policies and procedures that apply to the security and storage of information and how they are implemented.

The audit report contained two recommendations:

• that the HI Service Operator conduct a review of staff access control mechanisms to ensure it is satisfied that they limit access to those required for the staff role

• that the HI Service Operator ensure that it has taken steps that are reasonable in the circumstances to protect personal information contained within the original HPI–I applications. This includes considering the destruction or de-identification of applications in accordance with the Archives Act 1983.
The department accepted both recommendations. Work was undertaken during 2014–15 to implement a quarterly review of staff with access to the HI Service and to extend the current redacting and storage processes in place for individual healthcare provider registration documentation.

There were no audits conducted of the HI Service Operator during 2014–15.

Appendix A—Information and documents available on the HI Service Operator’s website

humanservices.gov.au/hiservice

Information for individuals

- HI Service Operator webpage
  - Information about the HI Service
- HI Service forms—Individual Healthcare Identifier
  - Application to request a pseudonym IHI
  - Application to create, verify or merge an IHI

Information for healthcare providers (individuals and organisations) and contracted service providers

- HI Service Operator webpage
  - Information about the HI Service
  - Contact Information
- HI Service reference guides
  - HPI–O Organisation Type Classification
  - HPI–I Provider Type Classification
  - HI Service information guide
- HI Service forms—healthcare provider organisation
  - Application to register a Seed Organisation
  - Application to register a Network Organisation
  - Application to replace a Responsible Officer or add/remove an Organisation Maintenance Officer for an organisation
  - Application to amend an Organisation Officer’s personal information
  - Application to amend a Healthcare Organisation record
  - Application to deactivate, reactivate or retire a Healthcare Organisation record
  - Healthcare Identifiers Service—Authorised employee register form
- HI Service forms—healthcare provider individual
  - Application to Register a Healthcare Provider
- Application to amend a Healthcare Provider Record
- HI Service Forms—contracted service provider
  - Application to register a Contracted Service Provider
  - Application to add, replace or remove a Contracted Service Provider officer
  - Application to link or unlink a Contracted Service Provider organisation
  - Application to amend details of a Contracted Service Provider record
  - Application to amend a Contracted Service Provider Officer’s personal details
  - Application to deactivate or retire a Contracted Service Provider organisation record
- HI Service forms—accessing the HI Service with PKI
  - Application to request or update a PKI certificate
- PCEHR system forms (HI Service forms have been updated to include PCEHR system sections to reduce duplication of information that healthcare providers and supporting organisations must provide in order to register)
  - Application to register a Seed Organisation
  - Application to register a Contracted Service Provider

**Information for software developers**

- HI Service Operator webpage
  - Information about the HI Service for software developers
  - Frequently asked questions
  - Contact Information
    - Latest Release Information
  - Licence Agreement—use of the Healthcare Identifiers Licensed Material for Notice of Connection
- HI Licensed Material
  - HI Service—Developers Guide
  - HI Service—Services Catalogue
  - HI Service—Change Guide
  - HI Service—IHI Searching Guide
  - HI Service WSDL Artefacts
  - HI Service System Interface Specifications (SIS)
- Quick reference guides
  - HI Service—B2B Web Services
  - HI Service—Web Services with related System Interface Specifications
  - Incorporating the HI Service into your software