

Clients

Training videos - Clients

The Client screen records demographic data about the Client, as well as communication consents and next of kin contact details.

Intersex field

Intersex people have innate sex characteristics that don't fit medical and social norms for female or male bodies, and that create risks or experiences of stigma, discrimination and harm.

Sex characteristics are physical features relating to sex, including chromosomes, genitals, gonads, hormones, and other reproductive anatomy, and secondary features that emerge from puberty.

Removing data from system

A client may have reason to request data about them is removed. Complete removal is not possible and would conflict with obligations to State law. In this situation, the preferred option is to redact personally identifiable information (PII).

If a client requests redaction, send a request to pmhcis.support@nwmpfn.org.au, including the Client ID or Contact ID. The team will run a process that replaces PII fields in the record/s with "redacted". This means the record/s will no longer be able to be located using the person's name. If there is a Client record, the process automatically removes the linked Contact record.

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