

Client

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Client

Identifying and definitional attributes

Metadata item type: Object Class

Synonymous names: Client

METEOR identifier: 268969

Registration status: [Community Services \(retired\)](#), Standard 01/03/2005
[Disability](#), Superseded 28/09/2016
[Health](#), Superseded 29/06/2016
[Homelessness](#), Superseded 10/08/2018
[Housing assistance](#), Superseded 08/03/2018
[Indigenous](#), Superseded 13/10/2017

Definition: A person, group or organisation eligible to receive services either directly or indirectly from an agency.

Context: Agencies may provide assistance to individual persons, groups of persons (e.g. support groups) or to other organisations. All of these may be considered clients of an agency. Specific data collections may circumscribe the Type of clients that are included in the collection. For example, at the current stage of development of the Home and Community Care (HACC) Minimum Data Set (MDS), HACC funded agencies are only required to report on clients who are individual persons. Future developments may extend the coverage of the HACC MDS collection to include organisational or group clients.

The definition of a 'client' may also be circumscribed by the definition of 'assistance'. What is included as 'assistance' may depend on what activities are considered significant enough to warrant separate recording and reporting of the nature and/or amount of the assistance provided to a person. For example, an agency worker answering a telephone call from an anonymous member of the public seeking some basic information (e.g. a phone number for someone) would not usually consider that this interaction constituted assistance of sufficient significance to warrant recording that person as a 'client'.

Furthermore, what constitutes 'assistance' may be influenced by the type of assistance the agency was established to provide. In the above example, the agency in question was funded specifically to provide telephone advice, and referral information, to members of the public or specific sub-groups of the public. The agency may have a policy that all persons telephoning the agency for information are classified as clients, albeit anonymous clients.

The level of support or the amount of support given to a person by an agency can also be used to define them as a client or not. For example in the Supported Accommodation Assistance Program (SAAP) National data collection, clients are defined by either taking up an amount of time of an agency; being accommodated by an agency; or by entering an ongoing support relationship with an agency.

Specialisation of: [Person/group of persons](#)

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare

Relational attributes

Related metadata references:

Has been superseded by [Client Disability](#), Standard 28/09/2016
[Health](#), Standard 29/06/2016
[Homelessness](#), Standard 08/03/2018
[Housing assistance](#), Standard 08/03/2018
[Indigenous](#), Standard 13/10/2017

Is re-engineered from  [Client, version 1, DEC, NCSDD, NCSIMG, Superseded 01/03/2005.pdf](#) (15.7 KB)
No registration status

Data Element Concepts implementing this Object Class:

[Client—Bringing them Home/Link Up Counsellor Program client type](#)
[Indigenous](#), Standard 16/09/2014

[Client—case management goal status](#)
[Community Services \(retired\)](#), Standard 30/11/2007
[Homelessness](#), Superseded 10/08/2018
[Housing assistance](#), Standard 23/08/2010

[Client—case management plan indicator](#)
[Community Services \(retired\)](#), Standard 01/03/2005
[Homelessness](#), Superseded 10/08/2018
[Housing assistance](#), Standard 23/08/2010

[Client—case plan review date](#)
[Community Services \(retired\)](#), Standard 18/12/2007

[Client—caseworker allocation date](#)
[Community Services \(retired\)](#), Standard 18/12/2007

[Client—consent indicator](#)
[Community Services \(retired\)](#), Standard 30/11/2007
[Homelessness](#), Superseded 10/08/2018
[Housing assistance](#), Standard 23/08/2010
[Indigenous](#), Standard 08/10/2014

[Client—first care and protection order indicator](#)
[Community Services \(retired\)](#), Standard 30/04/2008

[Client—group type](#)
[Community Services \(retired\)](#), Standard 15/09/2007

[Client—initial case plan date](#)
[Community Services \(retired\)](#), Standard 18/12/2007

[Client—injecting drug use status](#)
[Community Services \(retired\)](#), Standard 06/02/2012
[Health](#), Superseded 12/12/2018

[Client—method of drug use \(principal drug of concern\)](#)
[Community Services \(retired\)](#), Standard 06/02/2012
[Health](#), Superseded 12/12/2018

[Client—needs assessment service activity outcome](#)
[Homelessness](#), Superseded 10/08/2018
[Housing assistance](#), Standard 23/08/2010

[Client—percentage of clients with family members staying during residential treatment/rehabilitation](#)
[Indigenous](#), Standard 16/09/2014

[Client—reason case management plan does not exist](#)
[Community Services \(retired\)](#), Standard 15/09/2007
[Homelessness](#), Superseded 10/08/2018
[Housing assistance](#), Standard 23/08/2010

[Client—reason support plan does not exist](#)
[Community Services \(retired\)](#), Standard 10/04/2013
[Disability](#), Standard 13/08/2015

[Client—referral arranged](#)
[Homelessness](#), Standard 01/05/2013
[Housing assistance](#), Standard 01/05/2013

[Client—service activity type](#)
[Homelessness](#), Standard 23/08/2010

[Housing assistance](#), Standard 23/08/2010

[Client—service activity type needed](#)

[Community Services \(retired\)](#), Standard 15/09/2007

[Homelessness](#), Superseded 10/08/2018

[Housing assistance](#), Standard 01/05/2013

[Client—service activity type provided](#)

[Community Services \(retired\)](#), Standard 15/09/2007

[Homelessness](#), Superseded 10/08/2018

[Housing assistance](#), Standard 01/05/2013

[Client—service activity type referral arranged](#)

[Community Services \(retired\)](#), Standard 15/09/2007

[Client—social and emotional wellbeing health issues indicator](#)

[Indigenous](#), Standard 16/09/2014

[Client—social and emotional wellbeing health issues type](#)

[Indigenous](#), Standard 16/09/2014

[Client—support plan achievement level](#)

[Community Services \(retired\)](#), Standard 10/04/2013

[Disability](#), Standard 13/08/2015

[Client—support plan goal achievement level](#)

[Community Services \(retired\)](#), Standard 10/04/2013

[Disability](#), Standard 13/08/2015

[Client—support plan goal identifier](#)

[Community Services \(retired\)](#), Standard 10/04/2013

[Disability](#), Standard 13/08/2015

[Client—support plan goal status](#)

[Community Services \(retired\)](#), Standard 10/04/2013

[Disability](#), Standard 13/08/2015

[Client—support plan indicator](#)

[Community Services \(retired\)](#), Standard 10/04/2013

[Disability](#), Standard 13/08/2015

[Client—support plan last review date](#)

[Community Services \(retired\)](#), Standard 10/04/2013

[Disability](#), Standard 13/08/2015