

Service provider organisation—number of clients, total people N[NNNN]

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Service provider organisation—number of clients, total people N[NNNN]

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Number of clients
Synonymous names:	Number of service users
METEOR identifier:	321271
Registration status:	Community Services (retired) , Standard 27/04/2007 Indigenous , Standard 16/09/2014 Disability , Standard 07/10/2014
Definition:	The total number of clients receiving services or care from an agency or organisation.
Data Element Concept:	Service provider organisation—number of clients
Value Domain:	Total people N[NNNN]

Value domain attributes

Representational attributes

Representation class:	Total
Data type:	Number
Format:	N[NNNN]
Maximum character length:	5
Unit of measure:	Person

Data element attributes

Collection and usage attributes

Guide for use:	Each client receiving a service during the reporting period should be counted only once, regardless of the number of times they accessed the service in that time period. This data item refers to the number of clients receiving services, not those 'on the books', 'on waiting lists', number of 'beds' or 'places'.
Comments:	The information is needed to provide a basic count of people accessing services, and will relate to population data from the Australian Bureau of Statistics (ABS) to help in assessing met and unmet need.

Source and reference attributes

Submitting organisation:	Australian Institute of Health and Welfare. CSTDA NMDS Network.
Origin:	Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) collection. Data Guide: data items and definitions 2006-07.

Relational attributes

Implementation in Data Set Specifications:	Bringing them Home/Link Up Counselling Program client numbers cluster Indigenous , Standard 16/09/2014
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DSS specific information:

This data element refers to the number of Bringing Them Home or Link Up Counselling Program clients.

[Aboriginal and Torres Strait Islander primary health-care services client numbers cluster](#)

Indigenous, Standard 16/09/2014

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander primary health-care service's clients.

[Aboriginal and Torres Strait Islander standalone substance use service client numbers cluster](#)

Indigenous, Standard 07/12/2017

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use service clients.

[Aboriginal and Torres Strait Islander standalone substance use service non-residential/follow-up/aftercare client numbers cluster](#)

Indigenous, Standard 07/12/2017

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use services non-residential/follow-up/aftercare clients.

[Aboriginal and Torres Strait Islander standalone substance use service residential treatment/rehabilitation client numbers cluster](#)

Indigenous, Standard 07/12/2017

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use service's residential treatment/rehabilitation clients.

[Aboriginal and Torres Strait Islander standalone substance use service residential treatment/rehabilitation length of stay cluster](#)

Indigenous, Standard 07/12/2017

Implementation start date: 26/05/2014

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use residential treatment/rehabilitation clients.

[Aboriginal and Torres Strait Islander standalone substance use service sobering-up/residential respite/short-term care client numbers cluster](#)

Indigenous, Standard 07/12/2017

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use service sobering-up/residential respite/short-term care clients.

[Aboriginal and Torres Strait Islander standalone substance use services client numbers cluster](#)

Indigenous, Superseded 07/12/2017

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use service clients.

[Aboriginal and Torres Strait Islander standalone substance use services non-residential/follow-up/aftercare client numbers cluster](#)

Indigenous, Superseded 07/12/2017

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use service's non-residential/follow-up/aftercare clients.

[Aboriginal and Torres Strait Islander standalone substance use services residential treatment/rehabilitation client numbers cluster](#)

[Indigenous](#), Superseded 07/12/2017

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use service's residential treatment/rehabilitation clients.

[Aboriginal and Torres Strait Islander standalone substance use services residential treatment/rehabilitation length of stay cluster](#)

[Indigenous](#), Superseded 07/12/2017

Implementation start date: 26/05/2014

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use residential treatment/rehabilitation clients.

[Aboriginal and Torres Strait Islander standalone substance use services residential treatment/rehabilitation length of stay cluster](#)

[Indigenous](#), Standard 07/12/2017

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use residential treatment/rehabilitation clients.

[Aboriginal and Torres Strait Islander standalone substance use services sobering-up/residential respite/short-term care client numbers cluster](#)

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

DSS specific information:

This data element refers to the number of Aboriginal and Torres Strait Islander standalone substance use service's sobering-up/residential respite/short-term care clients.

[Commonwealth State/Territory Disability Agreement NMDS - 1 July 2006](#)

[Community Services \(retired\)](#), Superseded 14/12/2008

DSS specific information:

In the CSTDA NMDS, this data element refers to the number of service users receiving CSTDA-funded services of a particular service type.

The number of people who received a service during the whole reporting period is required, not just those who received a service in a reference week.

The service type outlet must have allocated some of its resources (more than 15 minutes) to the person during the reporting period, such as to a person residing in agency-operated accommodation, attending respite care, or attending a recreation service. Service users should not be counted if they have only made requests for information, minor phone queries etc.

Service type outlets 6.01-6.05 count the following:

6.01 (Advocacy) – number of people who have received advocacy services in the reporting period.

6.02 (Information/referral) – number of people making a request for information or referral.

6.03 (Combined information/advocacy) – as for 6.01 and 6.02.

6.04 (Mutual support/self-help groups) – number of people attending group sessions (i.e. if an individual attends a group session every Wednesday in the reporting period, the person should only be counted once for the reporting period.).

6.05 (Alternative formats of communication) – estimated number of people accessing the output from the service.

It may not always be feasible to count the actual number of service users receiving services from service type outlets 6.01–6.05. Where this is not possible, service type outlets are asked to estimate the number of service users accessing the service. For example, a CSTDA-funded radio station (6.05) should estimate the number of people who listen to the radio station. Where there are a number of people potentially receiving a 6.01–6.05 service simultaneously (e.g. an interpreter at a conference), estimate the number of people that are benefiting from the service (e.g. how many people actually need the interpreter). If this is not possible, all people present should be counted as service users.

A funded agency may receive funding from multiple sources – however for CSTDA NMDS purposes, only those services provided using CSTDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. CSTDA or other), they are asked to provide details of all service users and staff (for each service type). For example, if a service type outlet providing early childhood intervention is partly funded through donations or fund raising, and partly by CSTDA funds, all service users are counted who receive this service during the reporting period. This is the case unless the accounting and staffing methods of the service type outlet enable reporting separately. The total number of people receiving this service type (as indicated in response to this data item) will usually be equal to the number of Service User Forms completed by the service type outlet. In some cases 'number of service users' may be greater than the number of Service User Forms completed by the service type outlet. This may be because of service users who have not consented for their information to be transmitted as part of the CSTDA NMDS; they should still be included in the 'number of service users'.

[Commonwealth State/Territory Disability Agreement NMDS \(July 2008\)](#)
[Community Services \(retired\)](#), Superseded 11/11/2009

DSS specific information:

In the CSTDA NMDS, this data element refers to the number of service users receiving CSTDA-funded services of a particular service type.

The number of people who received a service during the whole reporting period is required, not just those who received a service in a reference week.

The service type outlet must have allocated some of its resources (more than 15 minutes) to the person during the reporting period, such as to a person residing in agency-operated accommodation, attending respite care, or attending a recreation service. Service users should not be counted if they have only made requests for information, minor phone queries etc.

Service type outlets 6.01-6.05 count the following:

6.01 (Advocacy) – number of people who have received advocacy services in the reporting period.

6.02 (Information/referral) – number of people making a request for information or referral.

6.03 (Combined information/advocacy) – as for 6.01 and 6.02.

6.04 (Mutual support/self-help groups) – number of people attending group sessions (i.e. if an individual attends a group session every Wednesday in the reporting period, the person should only be counted once for the reporting period.).

6.05 (Alternative formats of communication) – estimated number of people accessing the output from the service.

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[Disability Services NMDS 2009-10](#)

[Community Services \(retired\)](#), Superseded 15/12/2011

Implementation start date: 01/07/2009

DSS specific information:

In the DS NMDS, this data element refers to the number of service users receiving NDA-funded services of a particular service type.

The number of people who received a service during the whole reporting period is required, not just those who received a service in a reference week.

The service type outlet must have allocated some of its resources (more than 15 minutes) to the person during the reporting period, such as to a person residing in agency-operated accommodation, attending respite care, or attending a recreation service. Service users should not be counted if they have only made requests for information, minor phone queries etc.

Service type outlets 6.01-6.05 count the following:

6.01 (Advocacy) – number of people who have received advocacy services in the reporting period.

6.02 (Information/referral) – number of people making a request for information or referral.

6.03 (Combined information/advocacy) – as for 6.01 and 6.02.

6.04 (Mutual support/self-help groups) – number of people attending group sessions (i.e. if an individual attends a group session every Wednesday in the reporting period, the person should only be counted once for the reporting period.).

6.05 (Alternative formats of communication) – estimated number of people accessing the output from the service.

It may not always be feasible to count the actual number of service users receiving services from service type outlets 6.01–6.05. Where this is not possible, service type outlets are asked to estimate the number of service users accessing the service. For example, a NDA-funded radio station (6.05) should estimate the number of people who listen to the radio station. Where there are a number of people potentially receiving a 6.01–6.05 service simultaneously (e.g. an interpreter at a conference), estimate the number of people that are benefiting from the service (e.g. how many people actually need the interpreter). If this is not possible, all people present should be counted as service users.

A funded agency may receive funding from multiple sources – however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide details of all service users and staff (for each service type). For example, if a service type outlet providing early childhood intervention is partly funded through donations or fund raising, and partly by NDA funds, all service users are counted who receive this service during the reporting period. This is the case unless the accounting and staffing methods of the service type outlet enable reporting separately. The total

number of people receiving this service type (as indicated in response to this data item) will usually be equal to the number of Service User Forms completed by the service type outlet. In some cases 'number of service users' may be greater than the number of Service User Forms completed by the service type outlet. This may be because of service users who have not consented for their information to be transmitted as part of the DS NMDS; they should still be included in the 'number of service users'.

[Disability Services NMDS 2010-11](#)

[Community Services \(retired\)](#), Superseded 15/12/2011

Implementation start date: 01/07/2010

DSS specific information:

In the DS NMDS, this data element refers to the number of service users receiving NDA-funded services of a particular service type.

The number of people who received a service during the whole reporting period is required, not just those who received a service in a reference week.

The service type outlet must have allocated some of its resources (more than 15 minutes) to the person during the reporting period, such as to a person residing in agency-operated accommodation, attending respite care, or attending a recreation service. Service users should not be counted if they have only made requests for information, minor phone queries etc.

Service type outlets 6.01-6.05 count the following:

6.01 (Advocacy) – number of people who have received advocacy services in the reporting period.

6.02 (Information/referral) – number of people making a request for information or referral.

6.03 (Combined information/advocacy) – as for 6.01 and 6.02.

6.04 (Mutual support/self-help groups) – number of people attending group sessions (i.e. if an individual attends a group session every Wednesday in the reporting period, the person should only be counted once for the reporting period.).

6.05 (Alternative formats of communication) – estimated number of people accessing the output from the service.

It may not always be feasible to count the actual number of service users receiving services from service type outlets 6.01–6.05. Where this is not possible, service type outlets are asked to estimate the number of service users accessing the service. For example, a NDA-funded radio station (6.05) should estimate the number of people who listen to the radio station. Where there are a number of people potentially receiving a 6.01–6.05 service simultaneously (e.g. an interpreter at a conference), estimate the number of people that are benefiting from the service (e.g. how many people actually need the interpreter). If this is not possible, all people present should be counted as service users.

A funded agency may receive funding from multiple sources – however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide details of all service users and staff (for each service type). For example, if a service type outlet providing early childhood intervention is partly funded through donations or fund raising, and partly by NDA funds, all service users are counted who receive this service during the reporting period. This is the case unless the accounting and staffing methods of the service type outlet enable reporting separately. The total number of people receiving this service type (as indicated in response to this data item) will usually be equal to the number of Service User Forms completed by the service type outlet. In some cases 'number of service users' may be greater than the number of Service User Forms completed by the service type outlet. This may be because of service users who have not consented for their information to be transmitted as part of the DS NMDS; they should still be included in the 'number of service users'.

[Disability Services NMDS 2011-12](#)

[Community Services \(retired\)](#), Superseded 13/03/2013

Implementation start date: 01/07/2011

DSS specific information:

In the DS NMDS, this data element refers to the number of service users receiving NDA-funded services of a particular service type.

The number of people who received a service during the whole reporting period is required, not just those who received a service in a reference week.

The service type outlet must have allocated some of its resources (more than 15 minutes) to the person during the reporting period, such as to a person residing in agency-operated accommodation, attending respite care, or attending a recreation service. Service users should not be counted if they have only made requests for information, minor phone queries etc.

Service type outlets 6.01-6.05 count the following:

6.01 (Advocacy) – number of people who have received advocacy services in the reporting period.

6.02 (Information/referral) – number of people making a request for information or referral.

6.03 (Combined information/advocacy) – as for 6.01 and 6.02.

6.04 (Mutual support/self-help groups) – number of people attending group sessions (i.e. if an individual attends a group session every Wednesday in the reporting period, the person should only be counted once for the reporting period.).

6.05 (Alternative formats of communication) – estimated number of people accessing the output from the service.

It may not always be feasible to count the actual number of service users receiving services from service type outlets 6.01–6.05. Where this is not possible, service type outlets are asked to estimate the number of service users accessing the service. For example, a NDA-funded radio station (6.05) should estimate the number of people who listen to the radio station. Where there are a number of people potentially receiving a 6.01–6.05 service simultaneously (e.g. an interpreter at a conference), estimate the number of people that are benefiting from the service (e.g. how many people actually need the interpreter). If this is not possible, all people present should be counted as service users.

A funded agency may receive funding from multiple sources – however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide details of all service users and staff (for each service type). For example, if a service type outlet providing early childhood intervention is partly funded through donations or fund raising, and partly by NDA funds, all service users are counted who receive this service during the reporting period. This is the case unless the accounting and staffing methods of the service type outlet enable reporting separately. The total number of people receiving this service type (as indicated in response to this data item) will usually be equal to the number of Service User Forms completed by the service type outlet. In some cases 'number of service users' may be greater than the number of Service User Forms completed by the service type outlet. This may be because of service users who have not consented for their information to be transmitted as part of the DS NMDS; they should still be included in the 'number of service users'.

[Disability Services NMDS 2012-14](#)

[Community Services \(retired\)](#), Standard 13/03/2013

Implementation start date: 01/07/2012

Implementation end date: 30/06/2014

DSS specific information:

In the DS NMDS, this data element is collected for each [service type outlet](#), except those of service type activity types 7.01–7.04 (other support).

It refers to the number of [service users](#) receiving NDA-funded services of a particular [service type](#). The number of people who received a service during the whole reporting period is required, not just those who received a service in the reference week.

The total number of people receiving this service type indicated in response to this data item will usually be equal to the number of Service User Forms completed by the service type outlet. In some cases 'number of service users' may be greater than the number of Service User Forms. This may be because of service users who have not consented for their information to be transmitted as part of the DS NMDS; they should still be included in the 'number of service users'.

For service type outlets, except 6.01–6.05, the service type outlet must have allocated some of its resources (more than 15 minutes) to the person during the reporting period, for instance to a person residing in agency-operated accommodation, attending respite care, or attending a recreation service. Service users should not be counted if they have only made requests for information, minor phone queries etc.

Service type outlets 6.01–6.05 should count the following:

- 6.01 (Advocacy)—number of people who have received advocacy services in the reporting period.
- 6.02 (Information/referral)—number of people making a request for information or referral.
- 6.03 (Combined information/advocacy)—as for 6.01 and 6.02.
- 6.04 (Mutual support/self-help groups)—number of people attending sessions (i.e. if an individual attends a group session every Wednesday in the reporting period, please count each person only once over the reporting period).
- 6.05 (Alternative formats of communication)—estimated number of people accessing the output from the service.

It may not always be feasible to count the actual number of service users receiving services from service type outlets 6.01–6.05. Where this is not possible, service type outlets are asked to estimate the number of service users accessing the service. For example, a NDA-funded radio station (6.05) should estimate the number of people who listen to the radio station. Where there is a number of people potentially receiving a 6.01–6.05 service simultaneously (e.g. an interpreter at a conference), estimate the number of people that are benefiting from the service (e.g. how many people actually need the interpreter). If this is not possible, all people present should be counted as service users.

A funded agency may receive funding from multiple sources—however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide details of all service users and staff (for each service type). For example, if a service type outlet providing early childhood intervention is partly funded by your agency, through donations or fund raising, and partly by NDA funds, please count all service users who receive this service during the reporting period, unless your accounting and staffing methods enable reporting separately.

[Disability Services NMDS 2014-15](#)

[Disability](#), Superseded 29/02/2016

Implementation start date: 01/07/2014

Implementation end date: 30/06/2015

DSS specific information:

In the Disability Services Minimum Data Set (DS NMDS), this data element is collected for each [service type outlet](#), except those of service type activity types 7.01–7.04 (other support).

It refers to the number of [service users](#) receiving services under the National Disability Agreement (NDA) of a particular [service type](#). The number of people who received a service during the whole reporting period is required, not just those who received a service in the reference week.

The total number of people receiving this service type indicated in response to this

data item will usually be equal to the number of Service User Forms completed by the service type outlet. In some cases 'number of service users' may be greater than the number of Service User Forms. This may be because of service users who have not consented for their information to be transmitted as part of the DS NMDS; they should still be included in the 'number of service users'.

For service type outlets, except 6.01–6.05, the service type outlet must have allocated some of its resources (more than 15 minutes) to the person during the reporting period, for instance to a person residing in agency-operated accommodation, attending respite care, or attending a recreation service. Service users should not be counted if they have only made requests for information, minor phone queries etc.

Service type outlets 6.01–6.05 should count the following:

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- 6.03 (Combined information/advocacy)—as for 6.01 and 6.02.
- 6.04 (Mutual support/self-help groups)—number of people attending sessions (i.e. if an individual attends a group session every Wednesday in the reporting period, please count each person only once over the reporting period).
- 6.05 (Alternative formats of communication)—estimated number of people accessing the output from the service.

It may not always be feasible to count the actual number of service users receiving services from service type outlets 6.01–6.05. Where this is not possible, service type outlets are asked to estimate the number of service users accessing the service. For example, a radio station funded under the NDA (6.05) should estimate the number of people who listen to the radio station. Where there is a number of people potentially receiving a 6.01–6.05 service simultaneously (e.g. an interpreter at a conference), estimate the number of people that are benefiting from the service (e.g. how many people actually need the interpreter). If this is not possible, all people present should be counted as service users.

A [funded agency](#) may receive funding from multiple sources—however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide details of all service users and staff (for each service type). For example, if a service type outlet providing early childhood intervention is partly funded by your agency, through donations or fund raising, and partly by NDA funds, please count all service users who receive this service during the reporting period, unless your accounting and staffing methods enable reporting separately.

[Online Services Report \(OSR\) DSS 2020–21](#)

[Indigenous](#), Standard 07/04/2024

Implementation start date: 01/07/2020

Implementation end date: 30/06/2021

DSS specific information:

In the OSR DSS only aggregate data on the number of clients seen by the [funded organisation](#) during the financial year are provided to the AIHW. Data are disaggregated by:

- [Person—Indigenous status, code N](#)
 - Aboriginal and/or Torres Strait Islander (CODE 1, CODE 2 or CODE 3)
 - Non-Indigenous (CODE 4)
 - Indigenous status not stated (CODE 9).
- [Person—age range, 5 year code N\[N\]](#)
 - 0–4 (CODE 1)
 - 5–9 (CODE 2)
 - 10–14 (CODE 3)
 - 15–19 (CODE 4)
 - 20–24 (CODE 5)
 - 25–29 (CODE 6)
 - 30–34 (CODE 7)

- 35–39 (CODE 8)
- 40–44 (CODE 9)
- 45–49 (CODE 10)
- 50–54 (CODE 11)
- 55–59 (CODE 12)
- 60–64 (CODE 13)
- 65 and over (CODE 14).
- [Person—sex, code X](#)
 - Male (CODE 1)
 - Female (CODE 2)
 - Gender not recorded (CODE 9) (Although reporting may vary, it is possible that in some funded organisations CODE 3 'Other' is included in this category for reporting).

For data collection, recording practices may vary between funded organisations so that:

- Although the term gender is used in the Health Data Portal for data collection, either sex or gender may be collected, with both variables reported together as 'sex'.
- Either 'Sex recorded at birth' or 'Sex reported at the time of collection' may be collected, with both variables reported together as 'sex'. It is likely that 'Sex reported at the time of collection' is most commonly collected.