

Service type outlet—number of clients, total people N[NNNN]

Exported from METEOR (AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website's material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at <https://creativecommons.org/licenses/by/4.0/>.

Enquiries relating to copyright should be addressed to info@aihw.gov.au.

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at meteor@aihw.gov.au.

Service type outlet—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:	497579
Registration status:	Community Services (retired) , Standard 10/04/2013 [Non Dictionary] Disability , Standard 13/08/2015
Definition:	The total number of clients receiving services or care from a service type outlet.
Data Element Concept:	Service type outlet—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.
---------------------------------	---

Relational attributes

Implementation in Data Set Specifications:	Disability Services NMDS 2015–16 Disability , Superseded 28/09/2016 Implementation start date: 01/07/2015 Implementation end date: 30/06/2016 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:

- 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 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.

[Disability Services NMDS 2016–17](#)

[Disability](#), Superseded 15/12/2017

Implementation start date: 01/07/2016

Implementation end date: 30/06/2017

DSS specific information:

In the Disability Services National 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 ('[Service type outlet—service activity type, NDA service type code N.NN](#)'). 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, 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, count all service users who receive this service during the reporting period, unless your accounting and staffing methods enable reporting separately.

Disability Services NMDS 2017–18

Disability, Superseded 05/07/2019

Implementation start date: 01/07/2017

Implementation end date: 30/06/2018

DSS specific information:

In the Disability Services National Minimum Data Set (DS NMDS), this data element is collected for each **service type outlet**, except those of service types (**Service type outlet—service activity type, NDA service type code N.NN**) 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 (**Service type outlet—service activity type, NDA service type code N.NN**). 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 the service type indicated in response to this data element 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 service types ([Service type outlet—service activity type, NDA service type code N.NN](#)) 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 types ([Service type outlet—service activity type, NDA service type code N.NN](#)) 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, 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 types ([Service type outlet—service activity type, NDA service type code N.NN](#)) 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 (service type 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 type simultaneously (for example, an interpreter at a conference), estimate the number of people that are benefiting from the service (for example, 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, count all service users who receive this service during the reporting period, unless your accounting and staffing methods enable reporting separately.

[Disability Services NMDS 2018–19](#)

[Disability](#), Standard 05/07/2019

Implementation start date: 01/07/2018

Implementation end date: 30/06/2019

DSS specific information:

In the Disability Services National Minimum Data Set (DS NMDS), this data element is collected for each **service type outlet**, except those of service types ([Service type outlet—service activity type, NDA service type code N.NN](#)) 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 ([Service type outlet—service activity type, NDA service type code N.NN](#)). 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 the service type indicated in response to this data element 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 service types ([Service type outlet—service activity type, NDA service type code N.NN](#)) 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 types ([Service type outlet—service activity type, NDA service type code N.NN](#)) 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, 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 types ([Service type outlet—service activity type, NDA service type code N.NN](#)) 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 (service type 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 type simultaneously (for example, an interpreter at a conference), estimate the number of people that are benefiting from the service (for example, 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, count all service users who receive this service during the reporting period, unless your accounting and staffing methods enable reporting separately.

[Disability services provider details cluster](#)

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

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

[Disability services provider details cluster](#)

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