

# Client—service activity type

Exported from METEOR (AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2023

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](mailto: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](mailto:meteor@aihw.gov.au).

# Client—service activity type

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Element Concept
<b>METEOR identifier:</b>	689358
<b>Registration status:</b>	<a href="#">Homelessness</a> , Standard 10/08/2018
<b>Definition:</b>	The type of service activity for which a client may seek support, or have provided to them, or be referred.

## Object Class attributes

### Identifying and definitional attributes

<b>Object class:</b>	<a href="#">Client</a>
<b>Definition:</b>	A person, group or organisation eligible to receive services either directly or indirectly from an agency.
<b>Context:</b>	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.

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 important 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 importance 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 homelessness collections, 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.

<b>Specialisation of:</b>	<a href="#">Person/group of persons</a>
---------------------------	---

### Source and reference attributes

<b>Submitting organisation:</b>	Australian Institute of Health and Welfare
---------------------------------	--

## Property attributes

### Identifying and definitional attributes

<b>Property:</b>	<a href="#">Service activity type</a>
<b>Definition:</b>	The nature of a service activity type.
<b>Property group:</b>	<a href="#">Service provision event</a>

## Data element concept attributes

## Relational attributes

**Related metadata  
references:**

Supersedes [Client—service activity type needed](#)  
[Community Services \(retired\)](#), Standard 15/09/2007  
[Homelessness](#), Superseded 10/08/2018  
[Housing assistance](#), Standard 01/05/2013

**Data Elements  
implementing this Data  
Element Concept:**

[Client—service activity type, homelessness code N\[N\]](#)  
[Homelessness](#), Standard 10/08/2018