
Client

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Identifying and Definitional Attributes

Data Dictionary: NCSDD
Knowledgebase ID: 000555 Version number: 1
Metadata type: DATA ELEMENT CONCEPT
Admin status: SUPERSEDED Effective date: 01-MAR-05
Definition: A person, group or organisation eligible to receive services either directly or indirectly (ie through partner organisations) from an agency.
Context: Community service agencies may provide assistance to individual persons, groups of persons (eg 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 HACC 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 (eg 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 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.

Relational and Representational Attributes

Datatype:

Related metadata: relates to the data element concept Agency version 1
relates to the data element concept Assistance received version 1
relates to the data element Case management plan indicator version 1
relates to the data element Assessment date version 1
relates to the data element Assistance received date version 1
relates to the data element Referral date version 2
relates to the data element Goods and equipment received version 1
relates to the data element Assistance request reason version 1
relates to the data element Service episode version 1
relates to the data element Service event version 1
relates to the data element Referral source version 2
relates to the data element Service activity type version 2
relates to the data element Service delivery setting version 3
relates to the data element Name suffix version 2
relates to the data element Name title version 2

Administrative Attributes

Source Document:

Source Organisation: Australian Institute of Health and Welfare

Data Element Links

Information Model Entities linked to this Data Element

NCSIM Recipient role

Data Agreements which include this Data Element
