

Client

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Client

Identifying and definitional attributes

Metadata item type: Object Class

Synonymous names: Client

METEOR identifier: 641397

Registration status: [Health!](#), Standard 29/06/2016
[Disability](#), Standard 28/09/2016
[Indigenous](#), Standard 13/10/2017
[Housing assistance](#), Standard 08/03/2018
[Homelessness](#), Standard 08/03/2018

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.

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.


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

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare

Relational attributes

Related metadata references: Supersedes [Client](#)
[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

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—needs assessment service activity outcome](#)
[Homelessness](#), Standard 10/08/2018

[Client—amount of assistance](#)
[Community Services \(retired\)](#), Standard 27/04/2007
[Disability](#), Standard 07/10/2014
[Homelessness](#), Standard 23/08/2010
[Housing assistance](#), Standard 23/08/2010

[Client—case management goal status](#)
[Homelessness](#), Standard 10/08/2018

[Client—case management plan indicator](#)
[Homelessness](#), Standard 10/08/2018

[Client—consent indicator](#)
[Homelessness](#), Standard 10/08/2018

[Client—injecting drug use status](#)
[Health!](#), Standard 12/12/2018

[Client—method of drug use \(principal drug of concern\)](#)
[Health!](#), Standard 12/12/2018

[Client—reason case management plan does not exist](#)
[Homelessness](#), Standard 10/08/2018

[Client—reason case management plan does not exist](#)
[Homelessness](#), Standard 10/08/2018

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