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| **Who is a Service Recipient?** |
| A service recipient is an individual or group who avails themselves of community, disability, health, and social welfare services and supports, designed to enhance quality of life, foster independence, and ensure equitable access to resources necessary for well-being. Service recipients include, but are not limited to, people with disability, individuals experiencing socio-economic challenges, those requiring medical or therapeutic interventions, and members of marginalised communities seeking social inclusion and support. Service recipients have unique backgrounds and identities, which can include their culture, age, gender and sexual identity, socio-economic status and other characteristics that make up who they are. Recognising these intersectional identities is important because it affects how they experience the world and what kind of services they might need or choose to access.In the diverse landscape of service provision, service recipients are referenced by various organisations and entities using a range of terms that reflect the nature of the interaction and the ethos of the service provider. These terms include for example:**Clients**: Commonly employed in professional and clinical settings, denoting a formal relationship centered around service provision.**Consumers**: Indicates an individual’s choice and autonomy in selecting and utilising services, frequently seen in contexts where services are seen as products that can be chosen or purchased.**Members**: Suggests a sense of belonging to a community or program that is membership-based, highlighting the reciprocal relationship between the individual and the collective group.**Participants**: Often used by programs emphasising active engagement and collaboration in the service delivery process.**Patients**: Typically used in healthcare settings, where individuals are receiving medical care and attention.**Residents**: In assisted living or long-term care facilities, individuals are often referred to as residents, underscoring their inhabitation and membership in a living community.**Service User: Often used by programs that provide a range of services to individuals and communities.****Stakeholders**: This term is occasionally used, especially in policy-oriented services, to emphasize the vested interest and active role that service recipients have in the service ecosystem. |