Service provider organisation—number of service provision telephone calls, total N[NNNNN]

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Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Number of service provision telephone calls
METEOR identifier:	443793
Registration status:	Health, Standard 13/11/2014
Definition:	The total number of telephone calls in which direct service activities were delivered by a service provider organisation.
Data Element Concept:	Service provider organisation—number of service provision telephone calls
Value Domain:	Total number N[NNNNN]

Value domain attributes

Representational attributes

Representation class:	Total
Data type:	Number
Format:	N[NNNNN]
Maximum character length:	6

Source and reference attributes

Submitting organisation:	Australian Institute of Health and Welfare

Data element attributes

Collection and usage attributes

Guide for use:	The reported total should be limited to telephone calls made and/or received by the service provider organisation during the reporting period in which a direct service activity was provided. This is independent of whether the origin of the call was the service provider or the client. Non-service activity calls, for example, calls to arrange an appointment if the service is not a referral service, should be excluded.

Source and reference attributes

Submitting organisation:	Australian Institute of Health and Welfare

Relational attributes

Implementation in Data Set Specifications:	Counselling, support, information and referral—telephone mental health service type cluster Health, Standard 13/11/2014 Mutual support and self-help mental health service type cluster Health, Standard 13/11/2014