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

Exported from METEOR

(AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

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.

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at meteor@aihw.gov.au.

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

|  |
| --- |
| Identifying and definitional attributes |
| Metadata item type: | Data Element |
| Short name: | Number of service provision telephone calls |
| METEOR identifier: | 443793 |
| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), 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 attributes |
| Identifying and definitional attributes |
| Data element concept: | [Service provider organisation—number of service provision telephone calls](https://meteor.aihw.gov.au/content/480983)  |
| METEOR identifier: | 480983 |
| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 13/11/2014 |
| Definition: | The number of telephone calls in which direct service activities were delivered by a service provider organisation. |
| Object class: | [Service provider organisation](https://meteor.aihw.gov.au/content/269022) |
| Property: | [Number of service provision telephone calls](https://meteor.aihw.gov.au/content/480981) |

|  |
| --- |
| Value domain attributes  |
| Identifying and definitional attributes |
| Value domain: | [Total number N[NNNNN]](https://meteor.aihw.gov.au/content/494784) |
| METEOR identifier: | 494784 |
| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 13/11/2014[National Health Performance Authority (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/8), Retired 01/07/2016 |
| Definition: | The total number. |

|  |
| --- |
| 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](https://meteor.aihw.gov.au/content/494816)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 13/11/2014[Mutual support and self-help mental health service type cluster](https://meteor.aihw.gov.au/content/494824)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 13/11/2014 |