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

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# 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](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. |

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| 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) |

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| 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. |

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

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| Source and reference attributes | |
| Submitting organisation: | Australian Institute of Health and Welfare |

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| 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 |