

Service provider organisation—number of contact hours, total N[NNNNNN]

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Service provider organisation—number of contact hours, total N[NNNNNN]

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Number of contact hours
METEOR identifier:	483103
Registration status:	Health , Standard 13/11/2014
Definition:	The total number of hours of service in which two or more individuals or groups are placed in communication with one another.
Data Element Concept:	Service provider organisation—number of contact hours
Value Domain:	Total hours N[NNNNNN]

Value domain attributes

Representational attributes

Representation class:	Total
Data type:	Number
Format:	N[NNNNNN]
Maximum character length:	7
Unit of measure:	Hour (h)

Collection and usage attributes

Guide for use:	Total hours expressed as 0, 1, 425 etc.
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Data element attributes

Source and reference attributes

Submitting organisation:	Australian Institute of Health and Welfare
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Relational attributes

Implementation in Data Set Specifications:	Care coordination mental health service type cluster Health , Standard 13/11/2014
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DSS specific information:

A service contact must involve at least two persons, one of whom must be from a [mental health-related non-government organisation](#).

Service contacts are not restricted to in person communication but can include telephone, video link or other forms of direct communication.

Service contacts can either be with a client, or with a third party such as a carer or family member, other professional or mental health worker or other service provider.

A service contact should be recorded for each client for whom the service is provided, regardless of the number of clients or third parties participating.

There may be multiple service contacts on any one day for a client, including

contacts involving third parties. If multiple service providers deliver a service contact to the same client concurrently a single service contact should be recorded. If multiple service providers deliver a service contact to the same client sequentially, a service contact should be recorded for each service provider.

Services of an administrative nature are excluded. Examples include telephone contact to schedule an appointment; noting receipt of test results that require no further action; and noting a patient/client did not attend a planned service contact. These instances would not be regarded as service contacts.

In instances where documenting the client's service contact details is separated in time from the service provision, the documenting of the contact details is not counted as a separate service contact.

Travel to or from the location at which the service is provided, for example to or from outreach facilities or private homes, is not to be reported as a service contact.

[Education, employment and training mental health service type cluster](#)

Health, Standard 13/11/2014

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[Individual advocacy mental health service type cluster](#)

Health, Standard 13/11/2014

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[Personalised support—linked to housing mental health service type cluster](#)
Health, Standard 13/11/2014

DSS specific information:

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[Personalised support—other mental health service type cluster](#)
Health, Standard 13/11/2014

DSS specific information:

A service contact must involve at least two persons, one of whom must be from a [mental health-related non-government organisation](#).

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