

Counselling—face to face

Identifying and definitional attributes

Metadata item type: Glossary Item

METEOR identifier: 494808

Registration status:

- [Health](#), Superseded 16/01/2020

Definition: Counselling services operate through a range of mediums including face-to-face, telephone and online. This service type is intended only for services providing face-to-face counselling.

Counselling services provide a structured process that is concerned with addressing and resolving specific problems, making decisions, working through feelings and inner conflicts, or improving relationships with others (BAC 1986). Counselling facilitates personal growth, development, self-understanding and the adoption of constructive life practices.

The counselling process will depend on the individual counsellor, the individual client and the specific issue.

Context: Mental health non-government organisation establishments service type taxonomy.

Collection and usage attributes

Guide for use:

Distinguishing features:

- Delivered face-to-face
- Primarily centre-based
- Includes individual, family and group counselling

Inclusions:

- Talking therapies
- Grief counselling
- Relationship counselling

Exclusions:

- Counselling delivered in the context of other service types, e.g. Personalised support, carer support programs

Example organisations:

- National Association for Loss and Grief (NALAG)

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare

Relational attributes

Related metadata references:

Has been superseded by [Counselling—face to face](#)

- [Health](#), Standard 16/01/2020

See also [Mental health non-government organisation service type code N\[N\]](#)

- [ACT Health \(retired\)](#), Candidate 14/08/2018
- [Health](#), Standard 13/11/2014

Metadata items which use this glossary item:

[Counselling—face-to-face mental health service type cluster](#)

- [Health](#), Standard 13/11/2014

[Mental health non-government organisation establishments NBEDS 2015-](#)

- [Health](#), Standard 13/11/2014

[Mental health non-government organisation grants cluster](#)

- [ACT Health \(retired\)](#), Candidate 14/08/2018
- [Health](#), Superseded 16/01/2020

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