Counselling, support, information and referral—telephone mental health service type cluster

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# Counselling, support, information and referral—telephone mental health service type cluster

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| Identifying and definitional attributes |
| Metadata item type: | Data Set Specification |
| METEOR identifier: | 494816 |
| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 13/11/2014 |
| DSS type: | Data Element Cluster |
| Scope: | This data element cluster describes [**Counselling, support, information and referral—telephone**](https://meteor.aihw.gov.au/content/494953) activities in a mental health non-government organisation service. |

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| Source and reference attributes |
| Submitting organisation: | Australian Institute of Health and Welfare |
| Relational attributes |
| Implementation in Data Set Specifications: | [Mental health non-government organisation establishments NBEDS 2015-](https://meteor.aihw.gov.au/content/494729)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 13/11/2014***Implementation start date:*** 01/07/2015***Conditional obligation:*** Data are only to be reported for this data element cluster if the reporting organisation provides [**Counselling, support, information and referral—telephone**](https://meteor.aihw.gov.au/content/494953) services. |

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| Metadata items in this Data Set Specification  |
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| Seq No. | Metadata item | Obligation | Max occurs |
| 1 | [Service provider organisation—source of funding, government authority mental health identifier code NNN](https://meteor.aihw.gov.au/content/479124) | Mandatory | 1 |
| 2 | [Entity—Australian business number (ABN), identifier N(11)](https://meteor.aihw.gov.au/content/429148) | Mandatory | 1 |
| 3 | [Service provider organisation—program name, text X[X(99)]](https://meteor.aihw.gov.au/content/496474) | Mandatory | 1 |
| 4 | [Service provider organisation—number of clients, total N[NNNNN]](https://meteor.aihw.gov.au/content/481234) | Mandatory | 1 |
| 5 | [Service provider organisation—unique client count accuracy descriptor, code N](https://meteor.aihw.gov.au/content/479136)***DSS specific information:***Code 8, 'Unknown count type', is not permitted for this collection. | Mandatory | 1 |
| 6 | [Service provider organisation—number of service provision telephone calls, total N[NNNNN]](https://meteor.aihw.gov.au/content/443793) | Mandatory | 1 |
| 7 | [Service provider organisation—mental health funding provided to non-government organisations from government authorities, total Australian currency N[N(8)]](https://meteor.aihw.gov.au/content/480798) | Mandatory | 1 |
| 8 | [Service provider organisation—full-time equivalent staff (paid), total N[NNN{.N}]](https://meteor.aihw.gov.au/content/270213)***DSS specific information:***This data element should be calculated on an annual basis.The intention of this data element is to separately identify those staff employed in roles related directly to the delivery of [**Counselling, support, information and referral—telephone**](https://meteor.aihw.gov.au/content/494953) services.FTE should be apportioned to the relevant funding stream.*Exclusions:** Staff employed in roles only administratively and managerially related to the delivery of client services (reported in [Full-time equivalent paid overhead staff (average)](https://meteor.aihw.gov.au/content/480975)).
* [**Volunteers**](https://meteor.aihw.gov.au/content/327272)/unpaid staff (reported in [Hours worked—volunteer/unpaid staff](https://meteor.aihw.gov.au/content/481296)).

*Inclusions:** [**Peer workers**](https://meteor.aihw.gov.au/content/481073) (also reported in [Full-time equivalent paid peer workers (average)](https://meteor.aihw.gov.au/content/481002)).
 | Mandatory | 1 |
| 9 | [Service provider organisation—hours worked by volunteer/unpaid staff, total N[NNNNNN]](https://meteor.aihw.gov.au/content/481296)***DSS specific information:***The intention of this data element is to separately identify those staff employed in unpaid roles related directly to the delivery of [**Counselling, support, information and referral—telephone**](https://meteor.aihw.gov.au/content/494953) services.Hours worked during the reporting period should be apportioned to the relevant funding stream. | Mandatory | 1 |
| 10 | [Service provider organisation—full-time equivalent staff paid peer workers, average NNNN.NN](https://meteor.aihw.gov.au/content/481002)***DSS specific information:***This data element should be calculated on an annual basis.The intention of this data element is to separately identify peer workers employed in roles related directly to the delivery of [**Counselling, support, information and referral—telephone**](https://meteor.aihw.gov.au/content/494953) services.FTE should be apportioned to the relevant funding stream. | Mandatory | 1 |

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