

# Counselling, support, information and referral— telephone

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# Counselling, support, information and referral—telephone

## Identifying and definitional attributes

**Metadata item type:** Glossary item

**METEOR identifier:** 494953

**Registration status:** [Health](#), Superseded 16/01/2020

**Definition:** Counselling, support, information and referral services can be provided both via telephone and online. This service type is intended only for those services provided via telephone.

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.

Mental health support, information and referral services are those that provide support for people experiencing mental illness and which offer reliable referrals, information and selfhelp resources to empower people to take steps towards maintaining mental health and emotional wellbeing (Lifeline 2012).

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

## Collection and usage attributes

**Guide for use:** *Distinguishing features:*

- Delivered via telephone
- Primarily delivered on a one-on-one basis

*Inclusions:*

- Telephone crisis support
- Helplines
- Telephone counselling

*Exclusions:*

- Occasional services delivered under other service types that are incidentally provided via the telephone
- Telephone support services that are delivered as an adjunct for other service types, e.g. after hours carers support lines, warm lines
- Counselling, support, information and referral services not provided by telephone

*Example services:*

- Lifeline
- Kids Helpline
- Mensline
- Suicide line
- Suicide Call Back Service
- beyondblue info line

## Source and reference attributes

**Submitting organisation:** Australian Institute of Health and Welfare

## Relational attributes

### Related metadata references:

Has been superseded by [Counselling, support, information and referral—telephone Health](#), Standard 16/01/2020

See also [Mental health non-government organisation service type code N\[N\] Health](#), Standard 13/11/2014

### Metadata items which use this glossary item:

[Counselling, support, information and referral—telephone 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](#)  
[Health](#), Superseded 16/01/2020