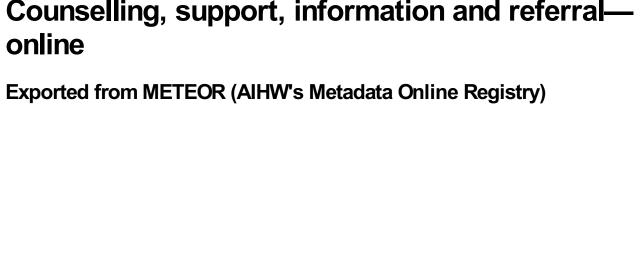
Counselling, support, information and referral—



© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website's material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at https://creativecommons.org/licenses/by/4.0/.

Enquiries relating to copyright should be addressed to info@aihw.gov.au.

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at meteor@aihw.gov.au.

Counselling, support, information and referral—online

Identifying and definitional attributes

Metadata item type: Glossary Item

METEOR identifier: 494957

Registration status: Health, Superseded 16/01/2020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 services provided

online.

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 self-help 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:

- Primarily delivered on a one-on-one basis
- · Primarily delivered via an interactive 'chat' style modality

Inclusions:

- Synchronous online chat
- · Automated referral systems
- Emai

Note: Email-based activity is not intended to be measured under the Mental health non-government organisation establishments DSS at this stage.

Exclusions:

- Occasional services delivered under other service types that are incidentally provided via the Internet
- Online services that are delivered as an adjunct for other service types
- · Counselling, support, information and referral services not provided online

Example services:

- Kids Helpline
- beyondblue
- Reach Out

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—online

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—online mental health service type

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

Self-help—online

Health, Superseded 16/01/2020