

# Counselling, support, information and referral—telephone

## Identifying and definitional attributes

**Metadata item type:** Glossary Item

**METEOR identifier:** 721750

**Registration status:**

- [Health](#), Standard 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 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:*

- 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

## Source and reference attributes

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

## Relational attributes

**Related metadata references:**

Supersedes [Counselling, support, information and referral—telephone](#)

- [Health](#), Superseded 16/01/2020

**Metadata items which use this glossary item:**

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

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