Service provider organisation—number of service provision telephone calls, total N[NNNNN]

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# Service provider organisation—number of service provision telephone calls, total N[NNNNN]

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| Identifying and definitional attributes |
| Metadata item type: | Data Element |
| Short name: | Number of service provision telephone calls |
| METEOR identifier: | 443793 |
| Registration status: | [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 13/11/2014 |
| Definition: | The total number of telephone calls in which direct service activities were delivered by a service provider organisation. |

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| Data element concept attributes |
| Identifying and definitional attributes |
| Data element concept: | [Service provider organisation—number of service provision telephone calls](https://meteor-uat.aihw.gov.au/content/480983)  |
| METEOR identifier: | 480983 |
| Registration status: | [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 13/11/2014 |
| Definition: | The number of telephone calls in which direct service activities were delivered by a service provider organisation. |
| Object class: | [Service provider organisation](https://meteor-uat.aihw.gov.au/content/269022) |
| Property: | [Number of service provision telephone calls](https://meteor-uat.aihw.gov.au/content/480981) |

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| Value domain attributes  |
| Identifying and definitional attributes |
| Value domain: | [Total number N[NNNNN]](https://meteor-uat.aihw.gov.au/content/494784) |
| METEOR identifier: | 494784 |
| Registration status: | [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 13/11/2014 [National Health Performance Authority (retired)](https://meteor-uat.aihw.gov.au/RegistrationAuthority/10), Retired 01/07/2016 |
| Definition: | The total number. |

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| Representational attributes |
| Representation class: | Total |
| Data type: | Number |
| Format: | N[NNNNN] |
| Maximum character length: | 6 |

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| Source and reference attributes |
| Submitting organisation: | Australian Institute of Health and Welfare |

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| Data element attributes  |
| Collection and usage attributes |
| Guide for use: | The reported total should be limited to telephone calls made and/or received by the service provider organisation during the reporting period in which a direct service activity was provided. This is independent of whether the origin of the call was the service provider or the client. Non-service activity calls, for example, calls to arrange an appointment if the service is not a referral service, should be excluded. |
| Source and reference attributes |
| Submitting organisation: | Australian Institute of Health and Welfare |
| Relational attributes |
| Implementation in Data Set Specifications: | [Counselling, support, information and referral—telephone mental health service type cluster](https://meteor-uat.aihw.gov.au/content/494816)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 13/11/2014[Mental health non-government organisation establishments DSS (draft - this is NOT the new NMDS!)](https://meteor-uat.aihw.gov.au/content/478985)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Recorded 04/07/2012***Implementation start date:*** 01/07/2013[Mutual support and self-help mental health service type cluster](https://meteor-uat.aihw.gov.au/content/494824)[Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 13/11/2014 |