

Service provider organisation—number of service contacts, total N[NNNNN]

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Service provider organisation—number of service contacts, total N[NNNNN]

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Number of service contacts
METEOR identifier:	483060
Registration status:	Indigenous , Standard 16/09/2014 Health! , Standard 13/11/2014
Definition:	The total number of service contacts provided to individual clients by a service provider organisation.
Data Element Concept:	Service provider organisation—number of service contacts
Value Domain:	Total contacts N[NNNNN]

Value domain attributes

Representational attributes

Representation class:	Total
Data type:	Number
Format:	N[NNNNN]
Maximum character length:	6
Unit of measure:	Service contact

Data element attributes

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare

Relational attributes

Implementation in Data Set Specifications: [Aboriginal and Torres Strait Islander primary health-care service individual client contacts cluster](#)

[Indigenous](#), Standard 07/12/2017

DSS specific information:

This data element is used to collect the number of individual client contacts made by Aboriginal and Torres Strait Islander primary health-care service workers.

[Aboriginal and Torres Strait Islander primary health-care services individual client contacts cluster](#)

[Indigenous](#), Standard 07/12/2017

DSS specific information:

This data element is used to collect the number of individual client contacts made by Aboriginal and Torres Strait Islander primary health-care service workers.

[Aboriginal and Torres Strait Islander primary health-care services individual client contacts cluster](#)

[Indigenous](#), Standard 16/09/2014

DSS specific information:

This data element is used to collect the number of individual client contacts made by Aboriginal and Torres Strait Islander primary health-care service' workers.

[Bringing Them Home/Link Up Counselling Program client contacts cluster](#)

[Indigenous](#), Superseded 07/12/2017

DSS specific information:

This data element is used to collect the number of individual client contacts made by Bringing Them Home/Link Up Counsellors.

[Bringing Them Home/Link Up Counselling Program individual client contacts cluster](#)

[Indigenous](#), Standard 07/12/2017

DSS specific information:

This data element is used to collect the number of individual client contacts made by Bringing Them Home/Link Up Counsellors.

[Care coordination mental health service type cluster](#)

[Health!](#), Standard 13/11/2014

DSS specific information:

A service contact must involve at least two persons, one of whom must be from a [mental health-related non-government organisation](#).

Service contacts are not restricted to in person communication but can include telephone, video link or other forms of direct communication.

Service contacts can either be with a client, or with a third party such as a carer or family member, other professional or mental health worker or other service provider.

A service contact should be recorded for each client for whom the service is provided, regardless of the number of clients or third parties participating.

There may be multiple service contacts on any one day for a client, including contacts involving third parties. If multiple service providers deliver a service contact to the same client concurrently a single service contact should be recorded. If multiple service providers deliver a service contact to the same client sequentially, a service contact should be recorded for each service provider.

Services of an administrative nature are excluded. Examples include telephone contact to schedule an appointment; noting receipt of test results that require no further action; and noting a patient/client did not attend a planned service contact. These instances would not be regarded as service contacts.

In instances where documenting the client's service contact details is separated in time from the service provision, the documenting of the contact details is not counted as a separate service contact.

Travel to or from the location at which the service is provided, for example to or from outreach facilities or private homes, is not to be reported as a service contact.

[Education, employment and training mental health service type cluster](#)

[Health!](#), Standard 13/11/2014

DSS specific information:

A service contact must involve at least two persons, one of whom must be from a [mental health-related non-government organisation](#).

Service contacts are not restricted to in person communication but can include telephone, video link or other forms of direct communication.

Service contacts can either be with a client, or with a third party such as a carer or family member, other professional or mental health worker or other service provider.

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[Individual advocacy mental health service type cluster](#)

[Health!](#), Standard 13/11/2014

DSS specific information:

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Service contacts are not restricted to in person communication but can include telephone, video link or other forms of direct communication.

Service contacts can either be with a client, or with a third party such as a carer or family member, other professional or mental health worker or other service provider.

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[Mental health non-government organisation establishments DSS \(draft - this is NOT the new NMDS!\)](#)

[Health!](#), Recorded 04/07/2012

Implementation start date: 01/07/2013

[Personalised support—linked to housing mental health service type cluster](#)

[Health!](#), Standard 13/11/2014

DSS specific information:

A service contact must involve at least two persons, one of whom must be from a [mental health-related non-government organisation](#).

Service contacts are not restricted to in person communication but can include telephone, video link or other forms of direct communication.

Service contacts can either be with a client, or with a third party such as a carer or family member, other professional or mental health worker or other service

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In instances where documenting the client's service contact details is separated in time from the service provision, the documenting of the contact details is not counted as a separate service contact.

Travel to or from the location at which the service is provided, for example to or from outreach facilities or private homes, is not to be reported as a service contact.

[Personalised support—other mental health service type cluster](#)

[Health!](#), Standard 13/11/2014

DSS specific information:

A service contact must involve at least two persons, one of whom must be from a [mental health-related non-government organisation](#).

Service contacts are not restricted to in person communication but can include telephone, video link or other forms of direct communication.

Service contacts can either be with a client, or with a third party such as a carer or family member, other professional or mental health worker or other service provider.

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