

# Counselling, support, information and referral— telephone mental health service type cluster

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# Counselling, support, information and referral—telephone mental health service type cluster

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Set Specification
<b>METEOR identifier:</b>	494816
<b>Registration status:</b>	<a href="#">Health!</a> , Standard 13/11/2014
<b>DSS type:</b>	Data Element Cluster
<b>Scope:</b>	This data element cluster describes <a href="#">Counselling, support, information and referral—telephone</a> activities in a mental health non-government organisation service.

## Source and reference attributes

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

## Relational attributes

**Implementation in Data Set Specifications:** [Mental health non-government organisation establishments NBEDS 2015-Health!](#), Standard 13/11/2014  
**Implementation start date:** 01/07/2015  
**Conditional obligation:**

Data are only to be reported for this data element cluster if the reporting organisation provides [Counselling, support, information and referral—telephone](#) services.

## Metadata items in this Data Set Specification

Seq No.	Metadata item	Obligation	Max occurs
1	<a href="#">Service provider organisation—source of funding, government authority mental health identifier code NNN</a>	Mandatory	1
2	<a href="#">Entity—Australian business number (ABN), identifier N(11)</a>	Mandatory	1
3	<a href="#">Service provider organisation—program name, text X[X(99)]</a>	Mandatory	1
4	<a href="#">Service provider organisation—number of clients, total N[NNNNN]</a>	Mandatory	1
5	<a href="#">Service provider organisation—unique client count accuracy descriptor, code N</a>	Mandatory	1
<b>DSS specific information:</b>			
Code 8, 'Unknown count type', is not permitted for this collection.			
6	<a href="#">Service provider organisation—number of service provision telephone calls, total N[NNNNN]</a>	Mandatory	1
7	<a href="#">Service provider organisation—mental health funding provided to non-government organisations from government authorities, total Australian currency N[N(8)]</a>	Mandatory	1

Seq No.	Metadata item	Obligation	Max occurs
8	<p><a href="#">Service provider organisation—full-time equivalent staff (paid), total N[NNN{.N}]</a></p> <p><b>DSS specific information:</b></p> <p>This data element should be calculated on an annual basis.</p> <p>The intention of this data element is to separately identify those staff employed in roles related directly to the delivery of <a href="#">Counselling, support, information and referral—telephone</a> services.</p> <p>FTE should be apportioned to the relevant funding stream.</p> <p><i>Exclusions:</i></p> <ul style="list-style-type: none"> <li>• Staff employed in roles only administratively and managerially related to the delivery of client services (reported in <a href="#">Full-time equivalent paid overhead staff (average)</a>).</li> <li>• <a href="#">Volunteers</a>/unpaid staff (reported in <a href="#">Hours worked—volunteer/unpaid staff</a>).</li> </ul> <p><i>Inclusions:</i></p> <ul style="list-style-type: none"> <li>• <a href="#">Peer workers</a> (also reported in <a href="#">Full-time equivalent paid peer workers (average)</a>).</li> </ul>	Mandatory	1
9	<p><a href="#">Service provider organisation—hours worked by volunteer/unpaid staff, total N[NNNNNNN]</a></p> <p><b>DSS specific information:</b></p> <p>The intention of this data element is to separately identify those staff employed in unpaid roles related directly to the delivery of <a href="#">Counselling, support, information and referral—telephone</a> services.</p> <p>Hours worked during the reporting period should be apportioned to the relevant funding stream.</p>	Mandatory	1
10	<p><a href="#">Service provider organisation—full-time equivalent staff paid peer workers, average NNNN.NN</a></p> <p><b>DSS specific information:</b></p> <p>This data element should be calculated on an annual basis.</p> <p>The intention of this data element is to separately identify peer workers employed in roles related directly to the delivery of <a href="#">Counselling, support, information and referral—telephone</a> services.</p> <p>FTE should be apportioned to the relevant funding stream.</p>	Mandatory	1