Counselling, support, information and referral—online

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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Registration status:	Health!, Superseded 16/01/2020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
- Email
  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Related metadata references:	Has been superseded by [Counselling, support, information and referral—online](#) [Health!,](#) Standard 16/01/2020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 cluster](#) [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