Service event—reason assistance not provided, code N

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# Service event—reason assistance not provided, code N

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| Identifying and definitional attributes | |
| Metadata item type: | Data Element |
| Short name: | Assistance not provided reason |
| METEOR identifier: | 270040 |
| Registration status: | [Community Services (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/1), Standard 01/03/2005 |
| Definition: | The reason assistance was not provided to a person by a community services agency, as represented by a code. |

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| Data element concept attributes | |
| Identifying and definitional attributes | |
| Data element concept: | [Service event—reason assistance not provided](https://meteor.aihw.gov.au/content/269511) |
| METEOR identifier: | 269511 |
| Registration status: | [Community Services (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/1), Standard 01/03/2005 |
| Definition: | The reason assistance was not provided to a person by a community services agency. |
| Context: | Service provision and planning:  This item is a useful measure for planning purposes and can provide information on service gaps, resource limitations, poor referral relationships between agencies, unmet demand etc. |
| Object class: | [Service event](https://meteor.aihw.gov.au/content/320989) |
| Property: | [Reason assistance not provided](https://meteor.aihw.gov.au/content/269088) |

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| Value domain attributes | |
| Identifying and definitional attributes | |
| Value domain: | [Reason for not providing assistance code N](https://meteor.aihw.gov.au/content/270648) |
| METEOR identifier: | 270648 |
| Registration status: | [Community Services (retired)](https://meteor.aihw.gov.au/RegistrationAuthority/1), Standard 01/03/2005 |
| Definition: | A code set representing reasons for not providing a service to a person. |

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| Representational attributes | | |
| Representation class: | Code | |
| Data type: | Number | |
| Format: | N | |
| Maximum character length: | 1 | |
|  | **Value** | **Meaning** |
| Permissible values: | 1 | Service not offered by agency |
|  | 2 | Person not eligible/wrong target group |
|  | 3 | Outlet refused service to person/offer refused |
|  | 4 | Person or service provider unable to attend |
|  | 5 | Assistance currently not available |
|  | 6 | Facilities for special needs not available/service inaccessible |
|  | 7 | Referred to other more appropriate agency |
|  | 8 | Other |
| Supplementary values: | 9 | Not stated/inadequately described |

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| Collection and usage attributes | |
| Guide for use: | Record main reason assistance not provided.  More specific categories in the data domain (that can map to this data domain) can also provide useful information at an agency or locality level about service gaps and resource limitations. For example code 6 can be broken up into a number of more specific categories to ascertain whether people are having trouble accessing services due to lack of interpreter services, disabled access to a building, etc. This information can help individual agencies better allocate their resources.  Examples of the above categories are:  CODE 3     Outlet refused service to person/offer refused  Due to inappropriate behaviour or person failed to present and did not contact the agency.  CODE 4     Person or service provider unable to attend  For example, unscheduled staff absence or unscheduled events such as bad weather or electricity failure.  CODE 5     Assistance currently not available  The place, service or resource is not currently available or a waiting period applies.  CODE 6     Facilities for special needs not available/service inaccessible  Facilities for special needs such as disability, cultural, language etc, not available; no disabled access to building; too far away; service not provided in days or hours required. |



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| Data element attributes | |
| Collection and usage attributes | |
| Collection methods: | This item should at the least be collected for the primary reason that assistance is not provided. Other reasons can also be collected, but the primary reason should also be specified.  This item should be linked to a type of services or a particular event (such as a referral/contact event or a particular request for service). |
| Source and reference attributes | |
| Submitting organisation: | Australian Institute of Health and Welfare |
| Relational attributes | |
| Related metadata references: | Is re-engineered from  [Assistance - reason not provided, version 1, DE, NCSDD, NCSIMG, Superseded 01/03/2005.pdf](https://meteor.aihw.gov.au/content/273508)  (17.1 KB)  *No registration status* |