

Service event—reason assistance not provided, code N

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Service event—reason assistance not provided, code N

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Assistance not provided reason
METEOR identifier:	270040
Registration status:	Community Services (retired) , Standard 01/03/2005
Definition:	The reason assistance was not provided to a person by a community services agency, as represented by a code.
Data Element Concept:	Service event—reason assistance not provided
Value Domain:	Reason for not providing assistance code N

Value domain attributes

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

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.

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, NCSD, NCSIMG, Superseded 01/03/2005.pdf](#) (17.1 KB)
No registration status