

# Reason for not providing assistance code N

Exported from METEOR (AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website's material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at <https://creativecommons.org/licenses/by/4.0/>.

Enquiries relating to copyright should be addressed to [info@aihw.gov.au](mailto:info@aihw.gov.au).

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at [meteor@aihw.gov.au](mailto:meteor@aihw.gov.au).

# Reason for not providing assistance code N

## Identifying and definitional attributes

<b>Metadata item type:</b>	Value Domain
<b>METEOR identifier:</b>	270648
<b>Registration status:</b>	<a href="#">Community Services (retired)</a> , Standard 01/03/2005
<b>Definition:</b>	A code set representing reasons for not providing a service to a person.

## Representational attributes

<b>Representation class:</b>	Code
<b>Data type:</b>	Number
<b>Format:</b>	N
<b>Maximum character length:</b>	1

	<b>Value</b>	<b>Meaning</b>
<b>Permissible values:</b>	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
<b>Supplementary values:</b>	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.

## Relational attributes

**Data elements  
implementing this value  
domain:**

[Service event—reason assistance not provided, code N](#)  
[Community Services \(retired\)](#), Standard 01/03/2005