National elder abuse helpline DSS

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# National elder abuse helpline DSS

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| Identifying and definitional attributes |
| Metadata item type: | Data Set Specification |
| METEOR identifier: | 784311 |
| Registration status: | [Australian Institute of Health and Welfare](https://meteor.aihw.gov.au/RegistrationAuthority/24), Qualified 17/01/2024 |
| DSS type: | Data Set Specification (DSS) |
| Scope: | The National elder abuse helpline data set specification (DSS) is intended to provide a standardised set of core data items to be collected by helplines responding to elder abuse.The relevant helplines are those which can be contacted via the *1800 ELDERHelp* phone line. This phone line was established in March 2019 as a national, free call number. It directs callers to a state and territory telephone service, where they can receive confidential information, advice and referrals. The helplines are a critical entry point into the elder abuse service system for those in need of assistance.The data elements in the proposed National Elder Abuse Helpline Data Set (NEAHDS) apply to helpline contacts that pertain to a report or concern about abuse of an older person. This scope is limited to helpline contacts that:* are made with a service contactable via *1800 ELDERHelp*
* occur via telephone, email, webchat or other means
* are incoming to the helpline, or outgoing (that is, initiated by helpline staff)
* discuss new reports or concerns about abuse of an older person
* follow-up on matters previously discussed with the helpline.

The scope excludes helpline contacts where:* the contact is not related to abuse of an older person
* the caller is seeking general information about abuse of older people
* the contact relates only to hypothetical abuse.

It is acknowledged that definitions of 'abuse' may differ between jurisdictions. Helpline contacts are considered in scope if they meet the definition of 'elder abuse' in respective states and territories.  |

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| Collection and usage attributes |
| Statistical unit: | There are two counting units used by the data elements in the National elder abuse helpline DSS. The first is the helpline 'contact' and the second is a 'case'. A helpline contact refers to a [service provider contact](https://meteor.aihw.gov.au/content/783815) relating to abuse of an older person. Services will provide a unique identifier for each helpline contact where possible.A 'case' is a unique older [person](https://meteor.aihw.gov.au/content/268955) who is the subject of concern during a helpline contact. A helpline contact may discuss multiple cases. Services will provide a unique identifier for each case where possible. |
| Collection methods: | Data in this collection is supplied by elder abuse helplines on a best endeavours basis. It is recognise that not all jurisdictions will be able to supply all data elements initially. The DSS sets out the variables to be ideally reported in the complete data collection. |
| Source and reference attributes |
| Submitting organisation: | Australian Institute of Health and Welfare |

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| Metadata items in this Data Set Specification  |
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| Seq No. | Metadata item | Obligation | Max occurs |
| 1 | [Service provider contact—initial contact flag, yes/no/unknown/not stated/inadequately described code N](https://meteor.aihw.gov.au/content/784319)***DSS specific information:***In the National elder abuse helpline DSS this data element is recorded for each helpline contact.The permissible values for this data element are applied as follows:CODE 1     YesUse this code where the contact discusses abuse of any person who has not been discussed with the service previously.  CODE 2     NoUse this code where the contact discusses abuse of a person (or people) who has been discussed with the service previously. Use this code even if the contact discusses a new abuse type, or a new alleged perpetrator. CODE 8     UnknownUse this code where information at the contact level cannot be collected. | Mandatory | 1 |
| 2 | [Person—gender, code X](https://meteor.aihw.gov.au/content/741842)***Conditional obligation:***Conditional on a CODE 1 'Yes' response to [Service provider contact—initial contact flag, yes/no/unknown/not stated/inadequately described code N](https://meteor.aihw.gov.au/content/784319)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each caseThe data element records the gender of the older person who is the subject of concern during a [service provider contact](https://meteor.aihw.gov.au/content/783815).  One value should be recorded for each unique older person of concern.A service provider contact may refer to multiple persons.This data element should be recorded during an initial contact, where an older person, who is the subject of a report or concern of abuse, is discussed with the helpline for the first time.Note, the gender recorded will be the gender reported by the person making a report or concern of abuse. It may not necessarily be the same as the gender the older person concerned identifies with.Where the person making a report or concern of abuse does not know the gender of the older person concerned, record CODE 9 'Not stated/inadequately described.' | Conditional | 1 |
| 3 | [Person—age range, older person code N[N]](https://meteor.aihw.gov.au/content/784334)***Conditional obligation:***Conditional on a CODE 1 'Yes' response to [Service provider contact—initial contact flag, yes/no/unknown/not stated/inadequately described code N](https://meteor.aihw.gov.au/content/784319)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each case.This data element records the age range of the older person who is the subject of concern during a [service provider contact](https://meteor.aihw.gov.au/content/783815).One value should be recorded for each unique older person of concern. It should reflect the older person's age at the time of the helpline contact.A service provider contact may refer to multiple persons.This data element should be recorded during an initial contact, where an older person, who is the subject of a report or concern of abuse, is discussed with the helpline for the first time. | Conditional | 1 |
| 4 | [Abuse event—abuse and neglect type, code N](https://meteor.aihw.gov.au/content/784343)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact and each case. Multiple value may be selected for each unique older person of concern.A service provider contact may refer to multiple cases. | Mandatory | 99 |
| 5 | [Person—relationship to reference person, perpetrator code N[N]](https://meteor.aihw.gov.au/content/784490)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact and each case.This data element records the relationship of the alleged perpetrator to the older person who is the subject of concern.Where multiple alleged perpetrators are involved, it should be recorded for each alleged perpetrator. | Mandatory | 99 |
| 6 | [Abuse event—multiple perpetrator flag, yes/no/not stated/inadequately described code N](https://meteor.aihw.gov.au/content/784351)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact and each case.The permissible values for this data element are applied as follows:CODE 1     YesChoose this code when the service provider contact discusses real or potential abuse by more than one alleged perpetrator. CODE 2     NoChoose this code when the helpline contact discusses real or potential abuse by a single alleged perpetrator. One value should be recorded for each unique older person of concern (i.e. for each case.)A service provider contact may refer to multiple cases. | Mandatory | 99 |
| 7 | [Abuse event—informal carer involvement flag, yes/no/not stated/inadequately described code N](https://meteor.aihw.gov.au/content/784368)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact and each case.This data records whether one or more informal carers are allegedly responsible for abuse of the older person who is the subject of concern during a [service provider contact](https://meteor.aihw.gov.au/content/783815).The permissible values for this data element are applied as follows:CODE 1     YesChoose this code when the service contact discusses abuse of a person by an informal carer.CODE 2     NoChoose this code when the service contact does not discuss abuse of a person by an informal carer.One value should be recorded for each unique older person of concern (i.e. for each case.)A service provider contact may refer to multiple cases. | Mandatory | 99 |
| 8 | [Person—relationship to reference person, informant code N](https://meteor.aihw.gov.au/content/784477)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact and each case.This data element records the relationship the person in contact with the service has to the older person of concern.One value should be recorded for each unique older person of concern (i.e. for each case.)CODE 1 'Self' should be interpreted as 'a person is reporting their own abuse or risk of abuse.'A service provider contact may refer to multiple cases. | Mandatory | 99 |
| 9 | [Service provider contact—action taken, elder abuse code N[N]](https://meteor.aihw.gov.au/content/784454)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact that relates to a report or concern of abuse.Multiple values may be selected. A service provider contact may refer to multiple cases. | Mandatory | 5 |
| 10 | [Service provider contact—referral category, elder abuse code N[N]](https://meteor.aihw.gov.au/content/784463)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each service contact that relates to a report or concern of abuse.Multiple values may be selected. A service provider contact may refer to multiple cases. | Mandatory | 14 |
| 11 | [Service provider contact—identifier, X[X(19)]](https://meteor.aihw.gov.au/content/784498)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact.Services will provide a unique identifier for each helpline contact where possible. A service provider contact may refer to multiple cases. | Mandatory | 1 |
| 12 | [Person—person identifier, X[X(19)]](https://meteor.aihw.gov.au/content/529217)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each case.Services will provide a unique identifier for each unique older person who is the subject of concern during a helpline contact (each case) where possible.A service provider contact may refer to multiple cases. | Mandatory | 1 |
| 13 | [Organisation—organisation identifier, X[X(19)]](https://meteor.aihw.gov.au/content/786841)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact, and should contain a unique identifier for the helpline service. | Mandatory | 1 |
| 14 | [Organisation—organisation name, text X[X(199)]](https://meteor.aihw.gov.au/content/453823)***DSS specific information:***In the National elder abuse helpline DSS this data element should be recorded for each helpline contact, and should contain the official business name for the helpline service. | Mandatory | 1 |

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