

Elder abuse service contact action taken code N[N]

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Elder abuse service contact action taken code N[N]

Identifying and definitional attributes

Metadata item type:	Value Domain
METEOR identifier:	784432
Registration status:	Australian Institute of Health and Welfare, Qualified 17/01/2024
Definition:	A code set representing actions taken during an elder abuse service contact.
Context:	Elder abuse.

Representational attributes

Representation class:	Code
Data type:	Number
Format:	N[N]
Maximum character length:	2

	Value	Meaning
Permissible values:	1	Referral
	2	Information and advice
	3	Coaching and upskilling
	4	Emotional support provision
	88	Other
Supplementary values:	97	Not applicable
	99	Not stated/inadequately described

Collection and usage attributes

Guide for use:**CODE 1 Referral**

Choose this code where a referral is chosen as an appropriate course of action during the contact.

Includes where a referral is made internally (that is, a referral to another part of the organisation which operates the service).

CODE 2 Information and advice

Choose this code where information and advice is provided.

For example, providing information about what abuse is, how it can be prevented and where to access help. May include providing information about policies, legislation, legal issues or instruments, human rights or about other relevant agencies. Advice may concern next steps such as speaking to the person or consulting a health professional.

Where clients are given information about how to apply information and advice, choose CODE 3.

CODE 3 Coaching and upskilling

Choose this code where clients are given information about how to apply information and advice.

Activities may include:

- coaching a caller on how to speak to an older person about their situation, or to ascertain their will and preferences
- coaching a caller on how to speak to an alleged perpetrator to gather information and/or begin a resolution process (where appropriate)
- coaching an older person on how to engage with service providers, professionals or alleged perpetrators (where appropriate) to advocate for themselves.

Where clients are given information and advice, but not information on how to apply that information and advice, choose CODE 2.

CODE 4 Emotional support provision

Choose this code where emotional support is provided.

Includes communication of care and concern, reassurance, empathy, comfort or acceptance, or discussing or reviewing a traumatic event.

CODE 88 Other

Choose this code where action is taken not listed above.

CODE 97 Not applicable

Choose this code where no action is taken.

CODE 99 Not stated/inadequately described

Choose this code when the information is not stated or otherwise inadequately described (eg. when a response has not been recorded.)

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare

Relational attributes

**Data elements
implementing this value
domain:**

[Service provider contact—action taken, elder abuse code N\[N\]](#)
[Australian Institute of Health and Welfare, Qualified 17/01/2024](#)

