

# Service provider contact—action taken, elder abuse code N[N]

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# Service provider contact—action taken, elder abuse code N[N]

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Element
<b>Short name:</b>	Action taken during elder abuse service provider contact
<b>METEOR identifier:</b>	784454
<b>Registration status:</b>	<a href="#">Australian Institute of Health and Welfare</a> , Qualified 17/01/2024
<b>Definition:</b>	The activity undertaken during an elder abuse service provider contact, as represented by a code.
<b>Context:</b>	Elder abuse.
<b>Data Element Concept:</b>	<a href="#">Service provider contact—action taken</a>
<b>Value Domain:</b>	<a href="#">Elder abuse service contact action taken code N[N]</a>

## Value domain attributes

### Representational attributes

<b>Representation class:</b>	Code
<b>Data type:</b>	Number
<b>Format:</b>	N[N]
<b>Maximum character length:</b>	2

	Value	Meaning
<b>Permissible values:</b>	1	Referral
	2	Information and advice
	3	Coaching and upskilling
	4	Emotional support provision
	88	Other
<b>Supplementary values:</b>	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

## Data element attributes

### Source and reference attributes

**Submitting organisation:** Australian Institute of Health and Welfare

## Relational attributes

### Related metadata references:

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

### Implementation in Data Set Specifications:

[National elder abuse helpline DSS](#)

[Australian Institute of Health and Welfare](#), Qualified 17/01/2024

#### ***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.