

Women's Health NSW

Data Dictionary

Practitioner guide for recording and interpreting women's presenting issues as well as services provided

Detailed and nuanced data plays a critical role in addressing health inequity created by the historical exclusion of women from health and medical research. The Women's Health NSW Data Dictionary (the Data Dictionary) supports the shared understanding, and consistent recording, of data within the women's community health sector. This will enable us to better identify trends, advocate for women's needs, evaluate the effectiveness of our service delivery, and address data gaps.



For digital version

Women's Health NSW Database

The Women's Health NSW Database (WHDB) is a bespoke database designed to support the needs of the women's health sector. The presenting issues and services provided in this Data Dictionary correspond to those within the WHDB. When inputting items into the WHDB, be mindful that the database is case-sensitive.

Data Dictionary principles

The definitions and descriptions used in the Data Dictionary may differ from those outlined in professional standards and guidelines. They should only be used for the purpose of data collection at the women's health centre you work at.

Contents

Presenting issues	3
Recording presenting issues	3
Table 1: Presenting issue by category.....	4
Presenting issues A to Z: Definitions, examples and tips.....	6
Services provided	28
Recording services provided	28
Table 2: Service provided by category	29
Table 3: Service provided by number	30
Services provided A to Z: Descriptions and tips	31

This Data Dictionary was developed in consultation with the NSW community women's health sector and reflects our collective commitment to improving women's health and wellbeing.

Presenting issues

In the community women's health sector, presenting issues reflect not just the reason(s) a woman books an appointment, but also anything that comes up during the appointment that you support her with. This can include disclosures or concerns she raises; behaviours, signs and symptoms she displays; and any health impacts resulting from her experiences. The WHDB contains a broad list of presenting issues that align with a social model of health. An inclusive list allows us to accurately document the breadth of women's experiences.

Recording presenting issues

- Presenting issues are recorded in the client contact tab in the WHDB.
- Each presenting issue has a unique name and number. You can record the presenting issue by typing the item name or number into the dropdown box in the client contact tab.
- Record all presenting issues that come up in the appointment, including disclosures, concerns, signs, symptoms, behaviours, and health impacts.
- There is no limit to the number of presenting issues you can record.
- It can be helpful to complete your case notes first and then input presenting issues. This way you have a clear picture of all the presenting issues relevant to the woman you are supporting.

In some cases, a single presenting issue will be linked to one or more other presenting issues. Start by recording the presenting issue in its most detailed form, followed by any related issues. For example, a disclosure of reproductive coercion might see you record "Violence: reproductive coercion (174)" and "Violence: intimate partner violence (177)", to indicate in the data that the perpetrator of the reproductive coercion was the woman's intimate partner.

If you work with the Women's Health NSW Database you can find more information about it in the Women's Health NSW YouTube series: Talking data with Women's Health NSW. Ask your manager for more details.

Table 1: Presenting issue by category

Dependency		
Alcohol (29)	Dependency: recovery (156)	Opiates (34)
Amphetamine: other (30)	Gambling (39)	Poly drug use (35)
Cannabis (31)	Hallucinogens/party drugs (33)	Prescription medication use (36)
Cocaine (32)	Methamphetamine (158)	
Compulsive sexual behaviour (198)	Other drug use (37)	Smoking/vaping (nicotine) (38)
		Video gaming (205)
Emotional and mental health		
ADHD symptoms (162)	Disordered eating (40)	Postnatal depression (102)
Anger (5)	Dissociation (161)	PTSD (160)
Anxious/panic symptoms (6)	Emergency/crisis/immediate need (44)	Self-esteem (110)
Autism spectrum disorder (ASD) (163)		Self-harm (111)
	Grief/loss (45)	Suicidal attempt (112)
Body image (not disordered eating) (16)	Mental health: other (96)	Suicidal ideation (204)
	Neurodiverse/neurodivergence (206)	Stress (7)
Complex trauma (159)		Trauma symptoms (8)
Depressive symptoms (25)	Peer/emotional support (189)	
Relationships		
Arranged marriage (199)	Impacted health: dependency (146)	Impacted health: other (150)
Attachment (170)		Parenting (101)
Childhood/developmental (136)	Impacted health: child removal (168)	Relationships: other (109)
		Safe sex (117)
Carers (155)	Impacted health: mental (148)	Sexual choking (193)
Communication (169)	Impacted health: physical (147)	Sex/sexuality (not sexual identity) (116)
Co-parenting (200)		
Family (135)	Impacted health: identity (149)	
Violence and abuse		
Violence: adult CSA (122)	Violence: DFV financial abuse (180)	Violence: modern slavery (201)
Violence: adult sexual assault (124)		Violence: other (127)
	Violence: DFV intimate partner violence (177)	Violence: ritual abuse (137)
Violence: bullying (183)		Violence: sexual harassment (114)
Violence: child CSA (123)	Violence: DFV migration (178)	
Violence: children (not DFV) (185)	Violence: DFV other (125)	Violence: sexual tech abuse (182)
	Violence: DFV reproductive coercion (174)	Violence: systemic abuse (144)
Violence: DFV child protection (181)	Violence: DFV safety (173)	Violence: strangulation/suffocation/choking (191)
Violence: DFV children (128)	Violence: DFV tech abuse (179)	
Violence: DFV coercive control (194)	Violence: elder abuse (not DFV) (184)	Violence: tech abuse (not DFSV) (187)
Violence: DFV elder abuse (175)	Violence: financial abuse (not DFV) (186)	Violence: trauma/torture (126)
Violence: DFV family (176)		
Social and cultural		
Access/advocacy (1)	Equality/equity (171)	Sex discrimination (113)
Cultural concerns (22)	Gender identity (203)	Sexual identity (115)
Disability: management of (27)	Loneliness/isolation (58)	Systemic racism: immigrant/refugee (143)
Discrimination: disability (202)	Migration (23)	
Discrimination: other (28)	Racism: other (24)	Systemic racism: Indigenous (142)
Education (190)	School (172)	
Other		
Other (130)		

Legal and financial		
Adoption/foster care (3)	Legal issues: care/protection orders (164)	Legal issues: other (57)
Employment/workplace (41)		Legal issues: parental access/child custody (53)
Financial problems (43)	Legal issues: divorce/separation (54)	Legal issues: victims' compensation (55)
Homelessness (50)		Poverty (153)
Housing (49)	Legal issues: family law (56)	
Legal issues: AVO (151)		
Medical and physical health		
Acute pain (98)	Fibromyalgia (166)	Lymphedema (138)
Allergies (4)	Gastrointestinal (65)	Medication (59)
Arthritis (83)	Haematology (80)	Musculoskeletal: other (82)
Bowel cancer (195)	Headache (46)	Neurological: other (91)
Cardiovascular (61)	Health: other (95)	Nutrition (97)
Chronic fatigue syndrome (17)	Hepatitis C (47)	Oncology/cancer: other (92)
Chronic pain (87)	Herbal/homeopathic medication (60)	Osteoporosis/osteopenia (84)
Coronaviruses (188)	Immunology (81)	Pathology/other tests (100)
Dermatological (62)	Injury: acquired brain injury (165)	Pre-/post-surgery (88)
Dental (154)	Injury: acute (51)	Pulmonary/lung/respiratory (90)
Diabetes/insulin resistance (132)	Injury: chronic (52)	Sciatica (85)
Digestion (26)	Injury: repetitive strain/tendonitis (86)	Sight/vision/eyes (131)
Ears/nose/throat (63)	Injury: physical other (89)	Sleep issues (118)
Endocrine/hormonal: other (64)	Injury: traumatic brain injury (192)	Tiredness/fatigue (18)
Epilepsy (167)		Weight management (129)
Faecal incontinence (42)		
Gynaecological and sexual health		
Cervical cancer (94)	Ovarian cancer (145)	Sexual health assessment (208)
Circumcision/female genital mutilation (67)	Pap/cervical screening (99)	Sexually transmitted infection (79)
Endometriosis (68)	Pap/cervical screening: under-screened (196)	Thrush/candida (77)
Gynaecological general (66)	Pelvic floor dysfunction (157)	Urinary incontinence (119)
HIV/AIDS (48)	Pelvic pain (197)	Urinary (kidney/bladder): other (121)
Hormone replacement therapy (69)	Perimenopause (207)	Urinary tract infections (120)
Hysterectomy (70)	Polyendocrine metabolic ovarian syndrome (PMOS) (75)	
Menopause (73)	Premenstrual syndrome (76)	Vulva/vaginal external (78)
Menstruation (74)		
Pregnancy choices		
Contraception: emergency (21)	Pregnancy: ectopic pregnancy (107)	Pregnancy: other (108)
Contraception: general (20)		Pregnancy: post-termination (133)
Contraception: long-acting reversible (LARC) (209)	Pregnancy: gestational diabetes (106)	Pregnancy: postnatal check-ups (104)
Pregnancy: antenatal/prenatal care (103)	Pregnancy: infertility (71)	Pregnancy: pregnancy test (105)
Pregnancy: artificial insemination (9)	Pregnancy: IVF (72)	
	Pregnancy: miscarriage (134)	
	Pregnancy: options/decision-making (141)	
Breast health		
Breast cancer (93)	Breast implants (14)	Breast screening/examination (10)
Breast cancer metastases (139)	Breast lumps (12)	
	Breast: other (15)	Breast surgery (13)
Breast diagnostic (140)	Breastfeeding (11)	

Presenting issues A to Z: Definitions, examples and tips

Access/advocacy (1)

Available, accessible and affordable services, resources and supports to enable individuals to exercise their full human rights and/or to articulate their needs (e.g. support letters, court reports, case conference and communications with other services).

Example: Client is struggling to communicate with housing and has asked for help.

Tip: For advocacy relating to the state or quality of being equal or having the same rights, record “Equality/equity (171)”.

Acute pain (98)

Sudden onset of pain.

Example: Client reports neck pain after slipping over in the kitchen last week. For this example, record “Acute pain (98)” and “Musculoskeletal: other (82)”.

Tip: Use for pain lasting less than 6 weeks. For pain lasting more than 6 weeks, record “Chronic pain (87)”.

ADHD symptoms (162)

Persistent difficulty managing attention, self-regulation, impulse control and/or physical restlessness to the point that it impacts daily life; and/or diagnosis of attention deficit hyperactivity disorder (ADHD).

Example: Client is worried about applying for jobs as her ADHD-related poor organisational skills and impulsivity have been a factor in losing her last two jobs. For this example, record “ADHD symptoms (162)” and “Employment/workplace (41)”.

Tip: For neurodiversity more broadly record Neurodiversity/neurodivergence (206)”.

Adoption/foster care (3)

Legal process that permanently or temporarily transfers parenting responsibilities from biological parents to another.

Example: Client expresses, as the adopted daughter, she always felt like an imposter growing up.

Tip: Record for the client's own adoption/foster care or the process of adopting another.

Alcohol (29)

The use of alcohol to the point of alcohol dependence and/or alcoholism.

Example: Client drinks large amounts of alcohol, struggles to stop drinking, or experiences blackouts or withdrawal (e.g. cravings, shaking and anxiety).

Allergies (4)

An overreaction of the immune system to a harmless substance.

Example: Client reports her hay fever has been so bad she missed work.

Amphetamine: other (30)

The use of amphetamines to the point of dependence and/or preventative.

Amphetamines includes speed, crystal methamphetamine/ice, and prescribed amphetamines used to treat ADHD and narcolepsy.

Example: Client uses amphetamines, struggles to stop using amphetamines, or experiences withdrawal (e.g. tiredness, anxiety, depression, confusion, aches and pains).

Tip: For the use of crystal methamphetamine/ice to the point of dependence and/or addiction record “Methamphetamine (158)”.

Anger (5)

An emotional response to something that causes annoyance or resentment.

Example: Client feels she has lost her tolerance and has been grinding her teeth, and

swearing in front of kids in car when cut off, since the divorce.

Anxious/panic symptoms (6)

Intense, excessive and persistent worry and fear; and/or diagnosis of anxiety and/or panic attacks.

Example: Client is physically tense and says she feels on edge and worried all the time. She starts to breathe rapidly when we talk about it.

Arranged marriage (199)

Marriages arranged or planned by third parties (e.g. family member, guardian or matchmaker).

Example: Client is having problems getting along with her new husband selected by family and worries they are not compatible.

Arthritis (83)

Conditions that impact joint mobility and cause joint pain, including autoimmune conditions, cartilage hardening or damage, and the crystallisation of uric acid.

Example: Client expresses her arthritis means she cannot continue her walking, and this makes her feel isolated. For this example, record “Arthritis (83)” and “Loneliness/isolation (58)”.

Attachment (170)

Forming emotional bonds with others and enforcing healthy boundaries within relationships.

Example: Client feels self-harming is the only way to get her girlfriend's attention. For this example, record “Attachment (170)” and “Self-harm (111)”.

Autism spectrum disorder (ASD) (163)

Difficulties with social interactions, sensory and neurotypical communication style to the point that it impacts daily life; and/or diagnosis of Autism spectrum disorder (ASD).

Example: Client, who has ASD, is worried about dating again and missing social cues.

Tip: For clients who report that caring for a child with Autism has impacted their health,

record “Impacted health: mental health (148)” (referring to the child's mental health).

Tip: For neurodiversity more broadly record “Neurodiversity/neurodivergence (206)”.

Body image (not disordered eating) (16)

Unhealthy or negative impression of body.

Example: Client expresses that she hates her legs and will not wear shorts even in summer.

Bowel cancer (195)

Diagnosis or symptoms of, and/or screening for bowel cancer.

Example: Client wants more information about using the free at-home bowel screening kit (national bowel cancer screening program).

Tip: For other gastrointestinal conditions use “Gastrointestinal (65)”.

Breast cancer (93)

Growth of abnormal cells in the breast tissues.

Example: Client reports that because of the pain caused by her breast cancer she cannot work.

Breast cancer metastases (139)

Breast cancer cells having spread to other parts of the body.

Example: Client reports that she has become increasingly depressed since being told her breast cancer had spread to her lungs and she is struggling to breathe. For this example, record “Breast cancer metastases (139)”, “Breast cancer (93)”, “Oncology/cancer: other (92)”, “Pulmonary/lung/respiratory (90)” and “Depressive symptoms (25)”.

Breast diagnostic (140)

Diagnostic procedure to investigate abnormalities in breast tissue (e.g. biopsy of breast tissue and medical imaging).

Example: Client has an ultrasound to investigate a lump in breast tissue. For this example, record “Breast diagnostic (140)” and “Breast lumps (12)”.

Tip: For routine screening record “Breast screening/examination (10)”.

Breast implants (14)

Artificial prosthetic surgically inserted into breast tissues or chest muscle.

Example: Client expresses concern about hardening scar tissue around her breast implants.

Breast lumps (12)

Lumps or bumps in breast tissue.

Example: Client raises concerns about a lump in her breast tissue; she is undergoing investigation for breast cancer or is looking for a referral but has not yet been diagnosed.

Tip: For cancer in the breast tissue record “Breast cancer (93)”.

Breast: other (15)

Symptoms or injuries involving the breast tissue not listed elsewhere.

Example: Client has an abscess on her breast.

Breastfeeding (11)

Process of feeding breast milk to an infant.

Example: Client seeks out information, raises concerns about and/or presents with illness or injuries related to breastfeeding.

Breast screening/examination (10)

Routine x-ray (mammogram) used to detect early signs of breast cancer for people without symptoms.

Example: Client is seeking information about breast screening and/or completes a breast examination.

Tip: For diagnostics related to abnormalities in breast tissues record “Breast diagnostic (140)”.

Breast surgery (13)

Surgery or planning surgery related to the breasts, including plastic surgery; removal of cancer or tumours; and breast reduction, including removal.

Example: Client seeks referral to have a breast reduction because she hates the size of her breasts and they make her neck and back hurt all the time. For this example, record

“Breast surgery (13)” and “Musculoskeletal: other (82)”.

Tip: For prosthetics surgically inserted into the breast tissue record “Breast implants (14)”.

Cannabis (31)

The use of cannabis to the point of dependence and/or addiction.

Example: Client uses cannabis regularly, struggles to stop using cannabis or experiences withdrawal (e.g. cravings, anxiety, irritability, anger or aggression, disturbed sleep/dreaming, depressed mood and loss of appetite).

Cardiovascular (61)

Heart conditions, including high blood pressure, heart attack and arrhythmias.

Example: Client raises concerns about family history of heart attack and requests information on improving heart health.

Carers (155)

Regular and ongoing unpaid care and support to family members and friends.

Example: Client reports increased stress after taking on carer role for her elderly mother. For this example, record “Carers (155)” and “Stress (7)”.

Cervical cancer (94)

Diagnosis and/or symptoms related to uncontrolled growth of abnormal cells in the cervix.

Example: Client seeks support after her diagnosis of cervical cancer and for her feelings of loss after she learned she couldn't have any more kids. For this example, record “Cervical cancer (94)” and “Grief/loss (45)”.

Childhood/developmental (136)

Experiences as a child that were not consistent with healthy stages of development (e.g. problems with behaviour, emotional regulation, social skills or cognitive development).

Example: Client reports delayed speech development as a child and bed-wetting into her teens.

Chronic fatigue syndrome (17)

Diagnosis and/or symptoms of severe fatigue not improved by rest.

Example: Client would like to explore if naturopathy would help her manage her chronic fatigue syndrome (diagnosed). For this example, record “Chronic fatigue syndrome (17)” and “Herbal/homoeopathic medication (60)”.

Chronic pain (87)

Ongoing and prolonged pain (longer than 6 weeks).

Example: Client reports knee pain for the last 6 months. For this example, record “Chronic pain (87)” and “Musculoskeletal: other (82)”.

Tip: Use for pain lasting more than 6 weeks. For pain lasting less than 6 weeks record “Acute pain (98)”.

Circumcision/female genital mutilation (67)

Circumcision, cutting or mutilation of female genitalia.

Example: Client expresses worry about giving birth because she was circumcised. For this example, record “Circumcision/female genital mutilation (67)” and “Pregnancy: other (108)”.

Cocaine (32)

The use of cocaine to the point of dependence and/or addiction. Cocaine is also known as “coke” and “blow”.

Example: Client uses cocaine daily, struggles to stop using cocaine or experiences withdrawal (e.g. cravings, irritability, vivid dreaming, depressed mood, fatigue, increased appetite and slowing down of physical movements).

Communication (169)

Expressing or understanding the meaning of verbal and/or non-verbal messages.

Example: Client asks for help understanding a

disciplinary letter.

Complex trauma (159)

Psychological trauma caused by prolonged and, repeated traumatic events.

Example: Client in a relationship with DFV mentions having flashbacks and intrusive memories of child abuse from father as well as other mental health symptoms. For this example, record “Complex trauma (159)”, “Violence: DFV family (176)”, “Violence: DFV children (128)” and “Violence: DFV intimate partner violence (125)”.

Compulsive sexual behaviour (198)

Sexual fantasies, urges and behaviours representative of compulsive sexual behaviour; and/or diagnosis of compulsive sexual behaviour. Compulsive sexual behaviour is also known as “hypersexuality” and “sex addiction”.

Example: Client feels their sexual urges are beyond their control and/or uses sex as an escape from their problems (e.g. stress, anxiety, depression).

Contraception: emergency (21)

The use of medication or devices to prevent pregnancy after unprotected sex, contraception failure or rape that occurred within the last 5 days.

Example: Client discloses she had unprotected sex (within the last 5 days) and requests the morning-after pill.

Contraception: general (20)

Preventing pregnancy (e.g. prescription medication, barrier methods, permanent surgical contraception, and natural techniques).

Example: Client wants to know what options are available to prevent pregnancy other than taking the pill.

Contraception: long-acting reversible (LARC) (209)

Preventing pregnancy using implants and intrauterine devices (IUDs).

Example: Client asking questions about IUDs but friend had issues.

Co-parenting (200)

Raising children with other parents.

Example: Client reports the co-parenting arrangement isn't working out well as her ex often rings up to tell her he cannot have the kids on his days.

Tip: For raising children record "Parenting (101)".

Coronaviruses (188)

Diagnosis and/or symptoms related to family of viruses characterised by respiratory symptoms.

Example: Client reports ongoing fatigue and body aches and pain since having COVID-19 last year. For this example, record "Coronaviruses 9188)", "Tiredness/fatigue (18)" and "Chronic pain (87)".

Tip: Record "long COVID" here.

Cultural concerns (22)

Differences in beliefs, values, norms and practices among diverse groups of people.

Example: Client is worried her parents won't accept her boyfriend from another culture.

Dental (154)

Conditions and care of teeth, gums and oral structures.

Example: Since using meth the client has noticed she grinds her teeth more and one has a crack in it now. For this example, record "Dental (154)" and "Methamphetamine (158)".

Dependency: recovery (156)

Ability to manage dependence on drugs or harmful activities, improving health, wellness and social function. Addiction is a chronic health condition characterised by physical and psychological dependence.

Example: Client reports they are substance-free and managing their life.

Depressive symptoms (25)

Persistent or extreme low mood or sadness/hopelessness and/or diagnosis of depression.

Example: Client reports that being in pain all the time makes her feel hopeless and has lost interest in her hobbies and socialising. For this example, record "Depressive symptoms (25)" and "Chronic pain (87)".

Dermatological (62)

Skin conditions, including rashes, inflammation, itchiness, growths, cancers and/or infections of the skin.

Example: Client has history of skin cancer and presents with a growth that has changed colour. For this example, record "Dermatological (62)" and "Oncology/cancer: other (92)".

Diabetes/insulin resistance (132)

Diagnosis of and/or symptoms related to high blood-sugar levels.

Example: Client requests repeat script for diabetes medication. For this example, record "Diabetes/insulin resistance (132)" and "59: Medication (59)".

Digestion (26)

Conditions impacting client's ability to break down and absorb nutrients.

Example: Client reports improved symptoms after removing gluten from her diet after being diagnosed with coeliac disease. For this example, record "Digestion (26)" and "Nutrition (97)".

Disability: management of (27)

Strategies and services to support individuals with disabilities (e.g. NDIS application support, workplace modifications, addressing access issues and specialised services).

Example: Client wants help with NDIS application to get a new wheelchair because the old chair is causing chafing. For this example, record "27: Disability: management of (27)" and "Dermatological (62)".

Discrimination: disability (202)

Unfair treatment of a person and/or limiting a person's rights due to a disability.

Example: A landlord denies the client's rental application because she uses a mobility scooter. For this example, record "Discrimination: disability (202)" and "Housing (49)".

Discrimination: other (28)

Unfair treatment of a person and/or limiting a person's rights due to individual characteristics not listed elsewhere (e.g. age, religion and financial status).

Example: Client says she gets paid less because she is young despite doing the same job as older employees. For this example, record "Discrimination: other (28)" and "Employment/workplace (41)".

Tip: For unfair treatment of a client and/or the limiting of the client's rights due to their disability or sex record "Discrimination: disability (202)" or "Sex discrimination (113)".

Tip: For racism record "Racism: other (24)", "Systemic racism: immigrant/refugee (143)" or "Systemic racism: Indigenous (142)".

Disordered eating (40)

Persistent unhealthy eating habits to the point of harm (e.g. excessive eating, binge eating, excessive dieting, compulsive eating and anorexia).

Example: Client binges junk food and then starves herself for days.

Dissociation (161)

Disconnection between thoughts, feelings, memories, behaviours, sensations and sense of identity; and/or diagnosis of dissociative amnesia, depersonalisation-derealisation disorder (DPDR) or dissociative identity disorder (DID).

Example: Observed client zoning out in session. When asked about it she says that she forgot where she was for a minute and that she often loses time.

Ears/nose/throat (63)

Conditions of the ear, nose and throat.

Example: Client reports she has had pain in her ears and trouble hearing for the last 10 days.

Education (190)

Matters related to structured and unstructured learning (e.g. study, study schedules, exam outcomes and professional qualifications).

Example: Client is overwhelmed by her study load and can't bring herself to start her assignment. For this example, record "Education (190)" and "Mental health: other (96)".

Emergency/crisis/immediate need (44)

Sudden, urgent and/or dangerous circumstances that require immediate action.

Example: Client (18+) has run away from home and is afraid her father is chasing her. For this example, record "Emergency/crisis (44)", "Violence: DFV family (176)" and "Violence: DFV safety (173)".

Employment/workplace (41)

Location, environment and culture of place where people perform tasks for an employer (e.g. professional relationships; workplace culture; pay; gaining, maintaining or leaving employment).

Example: Pregnant client is concerned she will lose her job due to boss's comments about maternity leave. For this example, record "Employment/workplace (41)", "Pregnancy: other (108)" and "Sex discrimination (113)".

Endocrine/hormonal: other (64)

Conditions where the body produces too many or too few hormones, or incorrectly responds to hormones.

Example: Client raises concerns about excess weight gain since diagnosis of Cushing's syndrome. For this example, record "Endocrine/hormonal: other (64)" and "Weight management (129)".

Tip: For diabetes record “Diabetes/insulin resistance (132)”.

Endometriosis (68)

Uterine cells growing outside the uterine wall.

Example: Client reports ongoing pain that gets worse when she has her period. For this example, record “Endometriosis (68)” and “Pelvic pain (197)”.

Epilepsy (167)

Diagnosis and/or symptoms related to chronic brain condition characterised by repeated seizures.

Example: Client reports her current medication for epilepsy is causing fatigue and nausea. For this example, record “Epilepsy (167)”, “Medication (59)”, “Digestion (26)” and “Tiredness/fatigue (18)”.

Equality/equity (17)

State or quality of people being equal or having the same rights, social status and opportunities; and/or measures to achieve this.

Example: Client is upset about a lack of abortion services in her local area and wants help writing to her member of parliament.

Tip: For discrimination or racism record “Discrimination: other (28)” and “Racism (24)”.

Tip: For availability, accessibility and affordability of services, resources and supports, record “Access/advocacy (1)”.

Faecal incontinence (42)

Accidental passing of solid or liquid stool.

Example: Client expresses that she has problems holding onto her bowel motions and has lost control of her bowels twice in the last month.

Family (135)

Tension, stress and/or non-violent conflict between a person and their relatives or kinship group.

Example: Client reports her recent panic attack was caused by an argument with her

mother over where she will be spending Christmas. For this example, record “Family (135)” and “6: Anxious/panic symptoms (6)”.

Fibromyalgia (166)

Diagnosis of and/or symptoms related to fibromyalgia (hypersensitive nervous system that amplifies pain signals).

Example: Client reports her body pain and fatigue are worse in winter and wants help managing her fibromyalgia.

Tip: For other forms of chronic pain record “Chronic pain (86)”.

Financial problems (43)

Situation where an individual or household lacks the resources to comfortably meet their basic living or financial needs.

Example: Client expresses she is behind on rent and struggling with bills.

Tip: For more extreme situations record “Poverty (153)”.

Gambling (39)

Betting, risking or playing for money or valuables to the point of dependence and/or addiction.

Example: Client gambles regularly, struggles to stop gambling and/or becomes restless or irritable when attempting to cut down or stop gambling.

Gastrointestinal (65)

Conditions of the mouth, oesophagus, stomach, small intestine, large intestine, rectum and anus.

Example: Client reports increased stomach cramps at night and diarrhoea.

Tip: For bowel cancer screening and diagnosis record “Bowel cancer (195)”.

Gender identity (203)

Personal sense of own gender (e.g. whether they identify as a man, a woman, a blend of both or neither).

Example: Client feels pressured by family and society to wear gender-specific clothes that they don't relate to.

Tip: For clients affected by a family member's or friend's personal sense of own gender record "Impacted health: identity (149)".

Grief/loss (45)

Emotional response to the loss of someone or something important.

Example: Client expresses she feels intense sadness as she is going through a divorce and losing the family home. For this example, record "Grief/loss (45)", "Depressive symptoms (25)", and "Legal issues: divorce/separation (54)".

Gynaecological general (66)

Problems related to female reproductive system, including uterus, ovaries, fallopian tubes, cervix and vagina (e.g. vaginal prolapse or atrophy, fibroids, cysts and polyps).

Example: Client says she has pain during sex and has had ovarian cysts in the past.

Haematology (80)

Conditions that affect the production, function or quantity of blood (e.g. clotting disorders, low iron and infectious diseases not listed elsewhere).

Example: Client attends follow-up appointment after iron transfusion for anaemia.

Hallucinogens/party drugs (33)

The use of hallucinogens or party drugs to the point of dependence and/or addiction. Hallucinogens and party drugs include LSD/acid, magic mushrooms, MDMA, ecstasy, ketamine and GBH.

Example: Client struggles to socialise without party drugs, struggles to stop using party drugs or experiences withdrawal (e.g. cravings, depression and anxiety).

Tip: If more specific drug categories exist, such as "Cocaine (32)" or "Methamphetamine (158)", record these instead.

Headache (46)

Pain or discomfort in the head or scalp.

Example: Client reports headaches the week before her period starts. For this example, record "Headache (46)" and "Menstruation (74)".

Health: other (95)

Other health conditions not listed elsewhere.

Hepatitis C (47)

Diagnosis and/or symptoms of inflammation of the liver due to viral or non-viral causes.

Example: Client wants to explore if new medication will rid them of hep C. For this example, record "Hepatitis C (47)" and "Medication (59)".

Herbal/homeopathic medication (60)

Natural substances to support health and wellbeing.

Example: Client wants to know if there are any natural ways to improve sleep. For this example, record "Herbal/homeopathic medication (60)" and "Sleep issues (118)".

HIV/AIDS (48)

Diagnosis and/or symptoms of a virus that attacks the immune system. If left untreated, HIV can lead to AIDs.

Example: Client requests to be tested for HIV after her husband has been having sex with other men. For this example, record "HIV/AIDS (48)" and "Sexual health assessment (208)".

Homelessness (50)

Living in or at risk of living in temporary shelters and/or severely overcrowded spaces (e.g. sleeping rough, couch-surfing and insecure tenancies).

Example: Client discloses she has been living out of her car since she escaped her violent partner. For this example, record "Homelessness (50)" and "Violence: DFV intimate partner violence (177)".

Tip: If the client still has a home but there are issues, including feeling unsafe at home, record "Housing (49)".

Hormone replacement therapy (69)

Use of hormones to treat symptoms of perimenopause and menopause.

Example: Client wants to explore hormone replacement therapy to treat her menopause symptoms. For this example, record “Hormone replacement therapy (69)” and “Menopause (73)”.

Housing (49)

Accessing affordable and suitable housing.

Example: Client has constant respiratory symptoms, but landlord will not fix mould and water damage in her house, and she cannot afford to move. For this example, record “Pulmonary/lung/respiratory (90)”, “Housing (49)”, and “Financial problems (43)”.

Tip: If client is couch-surfing or lacks a home record “Homelessness (50)”.

Hysterectomy (70)

Surgical procedure to remove the uterus. May include cervix, fallopian tubes and ovaries.

Example: Client reports continued pain after hysterectomy. For this example, record “Hysterectomy (70)” and “Pelvic pain (197)”.

Immunology (81)

Conditions related to the immune system (e.g. autoimmune conditions and overreacting and underreacting immune systems).

Example: Client reports worsening pain caused by her rheumatoid arthritis. For this example, record “Immunology (81)” and “Chronic pain (87)”.

Tip: For overreaction of the immune system to a harmless substance record as “Allergies (4)”.

Impacted health: dependency (146)

Effects created by a family member's or friend's use of drugs and/or behaviours to the point of dependence.

Example: Client reports her anxiety is triggered by her husband's cocaine addiction. For this example, record “Impacted health: dependency (146)” and “Anxious/panic symptoms (6)”.

Impacted health: child removal (168)

Effects created by the fear of removal or removal of a family member's or friend's children.

Example: Client can't let own child out of her sight since her niece and nephew were removed from her brother's care.

Impacted health: mental (148)

Effects created by a family member's or friend's emotional and/or psychological wellbeing.

Example: Client wanted someone to talk to about her son's latest suicide attempt.

Impacted health: physical (147)

Effects created by a family member's or friend's disease, illness and/or injury.

Example: Client has been feeling depressed since her twin sister was diagnosed with cancer. For this example, record “Impacted health: physical (147)” and “Depressive symptoms (25)”.

Impacted health: identity (149)

Effects created by a family member's or friend's perception of their sexuality and/or gender.

Example: Client has mixed emotions about her husband wearing her dresses.

Tip: For clients presenting with issues related to romantic interests and sexual attraction record “Sexual identity (115)”. For internal sense of own gender record “Gender identity (203)”.

Impacted health: other (150)

Effects created by the experiences or circumstances of others not listed elsewhere (e.g. racism perpetrated against a partner or friend, global pandemics, international or community crisis, crime reports).

Example: Client refusing to leave her house since hearing about a new virus.

Injury: acquired brain injury (165)

Diagnosis, mechanism of injury and/or symptoms of a brain injury that occurred after

birth, not including traumatic brain injuries caused by hits or blows to the head.

Example: Client was strangled by her partner multiple times during their 5-year relationship and reports ongoing problems with her memory. For this example, record “Injury: acquired brain injury (165)”, “Violence: intimate partner violence (177)”, “Violence: strangulation/suffocation/choking (191)”.

Tip: You do not need a medical diagnosis to record this item; a mechanism of injury is enough.

Tip: For hits, blows and bangs to the head record “Injury: traumatic brain injury (192)”.

Injury: acute (51)

A sudden physical injury.

Example: Client reported pain in her ankle after falling over at the shops. For this example, record “Injury: acute (51)” and “Acute pain (98)”.

Tip: Use for injuries that have occurred within the last 6 weeks. For injuries that occurred over 6 weeks ago, record “Injury: chronic (52)”.

Injury: chronic (52)

Physical damage to the body that has caused prolonged and ongoing symptoms.

Example: Client reported ongoing back pain caused by a workplace injury. For this example, record “Injury: chronic (52)”, “Chronic pain (87)”, and “Employment/workplace (41)”.

Tip: Use for injuries that occurred more than 6 weeks ago. For injuries that occurred less than 6 weeks ago, record “Injury: acute (51)”.

Injury: physical other (89)

Physical damage to the body not listed elsewhere.

Example: Client has burn marks on her arms that she explains were from her husband. For this example, record “Injury physical: other (89)”, “177: Violence: intimate partner violence”, and “126: Violence: trauma/torture (126)”.

Injury: repetitive strain/tendonitis (86)

Damage to muscles, tendons and/or nervous system caused over time by repeat movement (e.g. RSI, tendonitis and carpal tunnel syndrome).

Example: Client reports pain in wrist that is exacerbated at work by having to move boxes all day. For this example, record “Injury: repetitive strain/ tendonitis (86)” and “Employment/workplace (41)”.

Injury: traumatic brain injury (192)

Diagnosis, mechanism of injury and/or symptoms of a brain injury caused by an external force (e.g. car accident, hits or blows to the head).

Example: Client discloses that her ex-husband banged her head into a wall during sexual assault and remembers always feeling tired afterwards. For this example, record “Injury: traumatic brain injury (192)”, “Violence: DFV intimate partner violence (177)” and “Violence: adult sexual assault (124)”.

Tip: You do not need a medical diagnosis to record this item; a mechanism of injury is enough.

Tip: For brain injuries occurring after birth that don’t involve hits or blows to the head, such as strangulation and stroke, record “Injury: acquired brain injury (165)”.

Legal issues: AVO (151)

An apprehended violence order (AVO) is a legal order by court or police to protect people from a harmful person.

Example: Client reports that her ex-boyfriend continues to come to her workplace despite an AVO being in place. For this example, record “151: Legal issues: AVO (151)” and “Violence: intimate partner violence (177)”.

Tip: Use if the client is considering applying for or has an existing AVO, or if there has been a breach of an AVO.

Legal issues: care/protection orders (164)

A court-issued directive to ensure the safety, welfare and wellbeing of a person under 18 years.

Example: Client expresses the upcoming visitation with her children has her so stressed she cannot sleep. For this example, record “Legal issues: care and protection orders (164)” and “Stress (7)”.

Legal issues: divorce/separation (54)

Legal processes related to temporary or permanent separation, including legal marriage and/or de facto relationships over 2 years.

Example: Client reports after raising five children she has no superannuation and wants to know if she has a right to some of her ex-partner's.

Legal issues: family law (56)

Child support (financial) and property settlements.

Example: Client expresses increased anxiety while child support is being decided and the family home is being split. For this example, record “Legal issues: family law (56)” and “Anxious/panic symptoms (6)”.

Tip: For legal issues related to child custody record “Legal issues: parental access/child custody (53)”. For separation issues record “Legal issues: divorce/ separation (54)”.

Legal issues: other (57)

Legal issues not listed elsewhere (e.g. civil compensation, criminal charges, driving offences, housing, workplace disputes, government benefits, visas and immigration).

Example: Client seeks support in understanding recent letter from the Department of Home Affairs about her visa status. For this example, record “Legal issues: other (57)” and “Migration (23)”.

Legal issues: parental access/child custody (53)

Legal processes related to parental responsibilities and care arrangements for child/ren of separated parents.

Example: Client asks how she can change her custody agreement to suit her new work role.

Tip: For shared parenting not bound by legal orders record as “Co-parenting (200)” or “Parenting (101)”.

Legal issues: victims' compensation (55)

Considering, planning to apply or applying to the NSW Victims Support Scheme or other state/territory equivalent.

Example: Client asks for help completing a victims' compensation claim after being sexually assaulted during a night out. For this example, record “Legal issues: victims' compensation (55)” and “Violence: adult sexual assault (124)”.

Loneliness/isolation (58)

A negative feeling that happens when a person doesn't have the kind of social relationships they want and/or need.

Example: Client speaks to no one each day and struggles to see the point of leaving the house.

Lymphedema (138)

Swelling from additional fluid in the body's soft tissues, typically arms or legs.

Example: Client reports swelling, heaviness, tightness and reduced flexibility in arms or legs, as well as skin changes like thickening, redness or pitting (indentations).

Medication (59)

Pharmaceutical drugs to support health and wellbeing.

Example: Client requests prescription for antibiotics for an ear infection. For this example, record “Medication (59)” and “Ears/nose/throat (63)”.

Menopause (73)

The cessation of the menstrual cycle that occurs 12 months after the final menstrual period (e.g. occurring naturally, or due to surgery or cancer treatment).

Example: Client reports she is going through menopause which causes her to have poor sleep and hot flushes. For this example, record “Menopause (73)” and “Sleep issues (118)”.

Tip: For the transition to menopause record “Perimenopause (207)”.

Menstruation (74)

Shedding of the uterine lining, commonly called a “period” and often occurring monthly.

Example: Client reports heavy and prolonged bleeding as well as headaches during her period. For this example, record “Menstruation (74)” and “Headache (46)”.

Mental health: other (96)

Mental health condition not listed elsewhere (e.g. bipolar disorder, phobias, schizophrenia, dyslexia, obsessive-compulsive disorder and psychosis).

Example: Client reports since starting bipolar medication she has been disinterested in sex. For this example, record “Mental health other (96)” and “Sex/sexuality (not sexual identity) (116)”.

Methamphetamine (158)

The use of methamphetamines to the point of dependence and/or addiction.

Methamphetamine is a more potent form of amphetamine and includes base, ice and crystal meth.

Example: Client uses crystal methamphetamine regularly, struggles to stop using crystal methamphetamine or experiences withdrawal (e.g. cravings, confusion, aches and pains, anxiety, depression).

Migration (23)

Movement across international borders and/or adjustment to new country.

Example: Client is unaware of Australian norms and reluctant to call the police when partner is violent.

Tip: For racism record “Racism (24)”.

Musculoskeletal: other (82)

Musculoskeletal conditions not listed elsewhere.

Example: Client worried about developing a

hump in her back as she gets older.

Neurodiverse/neurodivergence (206)

A different way of processing information compared to most other people (e.g. diagnosed or self-reported neurodivergent, neurodiverse, on the spectrum and/or neurospicy).

Example: Client uses a sensory toy in appointments and is argumentative, dysregulated and resistant to mental health diagnosis.

Tip: For clients who have a diagnosis or symptoms of Autism spectrum disorder record “Autism spectrum disorder (ASD) (163)”. For attention deficit hyperactivity disorder record “Attention deficit hyperactivity disorder (ADHD) (162)”.

Neurological: other (91)

Conditions that affect the nervous system, including the brain, not listed elsewhere (e.g. dementia, stroke and multiple sclerosis).

Example: Client attends follow-up appointment after being discharged from hospital following a stroke.

Tip: For hits and blows to the head record “Injury: traumatic brain injury (192)”. For other brain injuries caused after birth record “Injury: acquired brain injury (165)”.

Nutrition (97)

The process by which the body takes in, absorbs and utilises food and liquids.

Example: Client, who is obese, seeks information on what foods are more healthy. For this example, record “Nutrition (97)” and “Weight management (129)”.

Oncology/cancer: other (92)

Diagnosis and treatment related to growth of abnormal cells not listed elsewhere (e.g. skin, lung, brain and bone).

Example: Client attends appointment following a skin cancer diagnosis.

Tip: Where more detailed items relating to the client’s type of cancer exist, record them – for example “Bowel cancer (195)”, “Cervical

cancer (94)", "Ovarian cancer (145)" and "Breast cancer (93)".

Opiates (34)

The use of opiates to the point of dependence and/or addiction. Opiates include heroin and prescription drugs, such as codeine, oxycodone and morphine.

Example: Client uses oxycodone above/beyond prescription, struggles to stop taking the medication or experiences withdrawal (e.g. cravings, hot and cold flushes, anxiety, irritability, nausea, vomiting, diarrhoea and lack of appetite, watery eyes, runny nose and disturbed sleep). For this example, record "Opiates (34)" and "Prescription medication use (36)".

Osteoporosis/osteopenia (84)

Diagnosis and/or symptoms related to weakened bone density.

Example: Client reports she has osteopenia and wants to know how to prevent osteoporosis.

Other (130)

Presenting issues not listed elsewhere which are reviewed annually.

Other drug use (37)

The use of other drugs not listed elsewhere to the point of dependence and/or addiction. Other drugs include laxatives; benzodiazepines and other depressants; weight-loss drugs; and inhalants, like household chemicals, fumes or gases (ingestion of which is also known as "sniffing", "chroming" or "huffing").

Example: Client uses laxatives regularly to get skinny and struggles to stop taking laxatives. For this example, record "Other drug use (37)" and "Eating disorder (40)".

Ovarian cancer (145)

Uncontrolled growth of abnormal cells in the ovaries.

Example: Client seeks support in telling her family about her recent diagnosis of ovarian

cancer. For this example, record "Ovarian cancer (145)" and "Communication (169)".

Pap/cervical screening (99)

Routine check of the cervix to detect cell changes linked to cancer, and/or self-collected vaginal swab.

Example: Client attends an appointment for cervical screening.

Tip: Cervical screening routinely occurs every 5 years. For those overdue for screening, record "Pap/cervical screening: under-screened (196)".

Pap/cervical screening: under-screened (196)

Overdue for cervical screening by at least 2 years. All people aged 25 to 74 with a cervix who have ever been sexually active should complete a cervical screen every 5 years.

Example: Client attends an appointment for cervical screening and is 2 years overdue for her screen. For this example, record "196: Pap/cervical screening: under-screened (196)" and "Pap/cervical screening (99)".

Parenting (101)

Raising children (e.g. behavioural management, developmental support and family dynamics).

Example: Client seeks help finding ways to make it easier to manage her children's behaviour when she takes them grocery shopping.

Tip: For raising children with other parents, record "Co-parenting (200)".

Pathology/other tests (100)

The testing of tissues, blood and fluids; medical imaging; and/or discussing results.

Example: Client reports fatigue and dizziness, and requests test to investigate cause. For this example, record "Pathology and other tests (100)" and "Tiredness/fatigue (18)".

Peer/emotional support (189)

Support mechanisms usually provided by friends/family.

Example: Client who lives alone wanted to debrief after a tough day.

Tip: For clients distressed by not having social connections record “Loneliness/isolation (58)”.

Pelvic floor dysfunction (157)

The muscles supporting the bladder, bowel, uterus and rectum become too weak, too tight or uncoordinated.

Example: Client expresses embarrassment that she pees herself when she laughs. For this example, record “Pelvic floor dysfunction (157)” and “Mental health: other (96)”.

Pelvic pain (197)

Pain in the lowest part of the stomach area and bones of the pelvis, including reproductive organs and bladder (e.g. period cramps or bloating, and pelvic inflammation).

Example: Client reports intense cramping (in pelvic area) during her period. For this example, record “Pelvic pain (196)” and “Menstruation (74)”.

Perimenopause (207)

Transition to menopause when hormone levels fluctuate and can cause symptoms like hot flashes and irregular and/or heavy bleeding.

Example: Client, 39, says she has unexplained weight gain, hot flushes and heavy bleeding that lasts 10 to 12 days. She is worried she is going into early menopause like her mum. For this example, record “Perimenopause (207)” and “74: Menstruation (74)”.

Tip: For cessation of menstrual cycle that occurs 12 months after the final menstrual period record “Menopause (73)”.

Poly drug use (35)

The use of more than one drug to the point of dependence and/or addiction, including both prescription medications and illicit substances.

Example: Client uses a combination of cannabis, alcohol and prescription opiates regularly to manage mood; struggles to stop

using or experiences withdrawal. For this example, record “Poly drug use (35)” as well as each specific drug, for example “Cannabis (31)”, “Alcohol (29)”, “Opiates (34)” and “Prescription medication use (36)”.

Polyendocrine metabolic ovarian syndrome (PMOS) (75)

A hormonal and metabolic disorder characterised by an imbalance in reproductive hormones and irregularities in how the ovaries function. Previously called polycystic ovary syndrome (PCOS).

Example: Client feels self-conscious about her recent weight gain and excess hair growth on her face which is related to her PMOS diagnosis. For this example, record “Polyendocrine metabolic ovarian syndrome (PMOS) (75)” and “Self-esteem (110)”.

Postnatal depression (102)

Persistent or extreme low mood or sadness/hopelessness that happens after childbirth, and/or diagnosis postnatal depression.

Example: Client reports that since giving birth to her son she feels disconnected from her baby and partner. She also lacks the motivation to get up in the morning.

Poverty (153)

Severe financial hardship where the client is unable to afford basic needs, such as food, shelter, healthcare and education, making it impossible to fully participate in society.

Example: Client is sleeping rough and relying on food banks. For this example, record “Poverty (153)” and “Homelessness (50)”.

Tip: For less extreme situations record “Financial problems (43)”.

Pre-/post-surgery (88)

Follow-up and issues related to a planned or recent surgery (within the last 6 months).

Example: Client reports poor mobility after hip replacement surgery 2 months ago.

Pregnancy: antenatal/prenatal care (103)

Medical care, health information and emotional support to pregnant people and the fetus.

Example: Client reports she recently had a UTI and wants to make sure the baby is okay.

Pregnancy: artificial insemination (9)

Placing prepared sperm directly into the uterus or cervix to achieve pregnancy.

Example: Client reports she has been trying to get pregnant for over 2 years and would like to explore artificial insemination. For this example, record “Pregnancy: artificial insemination (9)” and “Pregnancy: infertility (71)”.

Pregnancy: ectopic pregnancy (107)

Fertilised egg implanting in the outside of the main uterine cavity, most commonly the fallopian tubes.

Example: Client attends a follow-up appointment after an ectopic pregnancy diagnosis and emergency surgery. For this example, record “Pregnancy: ectopic pregnancy (107)” and “Pre-/post-surgery (88)”.

Pregnancy: gestational diabetes (106)

High blood sugar that develops during pregnancy.

Example: Client presents for a routine check-up after a diagnosis of gestational diabetes. For this example, record “106: Pregnancy: gestational diabetes (106)” and “Pregnancy: antenatal/prenatal care (103)”.

Pregnancy: infertility (71)

Inability to achieve pregnancy.

Example: Client reports she has been trying to get pregnant for over 12 months and hasn't been able to.

Pregnancy: IVF (72)

Assisted reproductive technology where mature eggs are collected from ovaries and fertilised by sperm in a laboratory. Embryos are then implanted into a uterus.

Example: Client attends an appointment to confirm pregnancy after IVF treatment. For this example, record “Pregnancy: IVF (72)” and “Pregnancy: pregnancy test (105)”.

Pregnancy: miscarriage (134)

Spontaneous loss of pregnancy under 20 weeks' gestation.

Example: Client discloses that since her miscarriage she has felt extremely sad and sometimes cannot get out of bed. For this example, record “Pregnancy: miscarriage (134)” and “Depressive symptoms (25)”.

Tip: Loss of pregnancy over 20 weeks is considered a still birth. Record as “Pregnancy: other (108)”.

Pregnancy: options/decision-making (141)

Options and information following the confirmation of a pregnancy, including information about termination, adoption and birthing.

Example: Client discloses that she is 6 weeks pregnant but isn't sure if she can handle being a mother and if having an abortion is the right thing to do.

Pregnancy: other (108)

Issues or information-seeking related to pregnancy not listed elsewhere.

Example: Client feeling lost after stillbirth at 28 weeks.

Tip: If miscarriage under 20 weeks record “Pregnancy: miscarriage (134)”.

Pregnancy: postnatal check-ups (104)

Medical care, health information and emotional support to support people and their baby after birth.

Example: Client reports that she has had heavy vaginal bleeding since giving birth 10 days ago.

Pregnancy: post-termination (133)

Follow-up after pregnancy termination.

Example: Client asks if it is normal to still be bleeding after MTOP 2 weeks ago.

Pregnancy: pregnancy test (105)

Urine and/or blood test to determine pregnancy.

Example: Client believes she is pregnant and would like to have a test done to confirm.

Pregnancy: termination (2)

Procedure to terminate pregnancy, including medical and surgical abortion.

Example: Client has decided she doesn't want to go through with the pregnancy and asks to be referred to a service who can deliver a termination.

Premenstrual syndrome (76)

Physical and psychological symptoms that occur a week before menstruation and resolve before menstruation (e.g. tiredness; mood changes – feeling down, tearful, irritable, anxious; aches and pains; bloating).

Example: Client reports severe mood changes, fatigue, acne and headaches during her period and these impact her life. For this example, record “Premenstrual syndrome (76)”, “Menstruation (74)”, “Tiredness/fatigue (18)” and “Headache (46)”.

Prescription medication use (36)

The use of prescription medication to the point of dependence and/or addiction.

Example: Client uses Valium regularly to sleep, struggles to stop using or experiences withdrawal (e.g. cravings, abdominal cramps, headache, tremors, sweating, vomiting, anxiety, confusion, reduced appetite and sensory hypersensitivity).

PTSD (160)

Mental health condition caused by exposure to a terrifying, shocking or dangerous event; and/or diagnosis of post-traumatic stress disorder (PTSD).

Example: Client discloses since the sexual assault, committed by her partner, she starts shaking and wants to run when men enter the room. For this example, record “PTSD (160)”, “Violence: adult sexual assault (124)” and “Violence: DFV intimate partner violence (177)”.

Tip: PTSD symptoms last more than 4 weeks.

Pulmonary/lung/respiratory (90)

Conditions of the airways and lungs.

Example: Client reports having had a cough and shortness of breath for the last 2 months.

Tip: For COVID-19 record “Coronaviruses (188)”.

Racism: other (24)

Oppression, harassment, abuse or humiliation, unfair treatment and/or limiting a person's rights based on their race.

Example: The client had coffee thrown at her by a man saying immigrants are stealing hard-working Australians' jobs.

Tip: For systemic racism against Indigenous peoples and migrants and refugees record “Systemic racism: Indigenous (142)” or “Systemic racism: immigrants/refugee (143)”.

Relationships: other (109)

Intimate, domestic, friendship and professional connections with others not listed elsewhere.

Example: Client was offered a temporary job (12 months) interstate and is worried that her boyfriend will break up with her because she decided to go.

Safe sex (117)

Medical and/or protective methods that reduce the risk of sexually transmitted infections and unwanted pregnancy and reinforce the use of consent.

Example: Client asks if she can still get an STI from oral sex.

Tip: For screening for sexually transmitted infections record “Sexual health assessment (208)”.

School (172)

School environment and setting (e.g. structure of the school, social connections and school refusal) for someone under 18 years.

Example: Client has body dysmorphia exacerbated by teasing at school. For this example, record “Schooling (172)”, “Violence:

bullying (183)” and “Body image (not eating disorder) (16)”.

Tip: For other educational settings and clients over 18 years record “Education (190)”.

Sciatica (85)

Diagnosis and/or symptoms of injury or irritation to the sciatic nerve.

Example: Client reports lower back pain that travels down her leg.

Self-harm (111)

Deliberately causing pain or hurting one’s body.

Example: Client says she was upset last night and used razors to cut into her legs. For this example, record “Self-harm (111)” and “Injury physical: other (89)”.

Self-esteem (110)

Persistent low subjective opinion of self-worth.

Example: Client doubts that she can get the promotion and better pay, repeating that she isn't smart enough to do the job. For this example, record “Self-esteem (110)” and “Employment/workplace (41)”.

Sex discrimination (113)

Unfair treatment of a person and/or limiting a person's rights due to their sex and/or gender.

Example: Client's parents are telling her she can't go to university but are paying for her brother to attend.

Sex/sexuality (not sexual identity) (116)

Sexual acts and sexual attraction.

Example: Client wants to have sex more often with her husband and wants it to be more adventurous but isn't sure how to make this happen.

Tip: For presentations related to sexual orientation record “Sexual identity (115)”.

Sexual choking (193)

Strangulation enacted during sex with consent.

Example: In a sexual health check-up the client says she enjoys it when her boyfriend chokes her during sex.

Tip: For disclosures that include non-consent or violence record “Violence: strangulation/suffocation/choking (191)”.

Sexual health assessment (208)

Checking in about sexually transmitted infections, other gynaecological conditions and/or sexual wellbeing.

Example: Client says her vagina smells from time to time and is worried about her boyfriend noticing.

Sexual identity (115)

How individuals perceive, understand and label their own sexuality.

Example: Client discloses that she feels pressured by her girlfriend to come out before she is ready.

Tip: For clients affected by a family member's or friend's expression of their sexuality record “Impacted health: identity (149)”.

Sexually transmitted infection (79)

Diagnosis of an infection spread through sexual contact.

Example: Client says even after taking her antibiotics to treat chlamydia she still has symptoms.

Tip: Testing for sexually transmitted infection is recorded as “Sexual health assessment (208)”.

Sight/vision/eyes (131)

Conditions related to sight, vision and eyes.

Example: Client has had blurry vision since her partner hit her over the head with a fry pan last night. For this example, record “Sight/vision/eyes (131)”, “Injury: traumatic brain injury (192)” and “Violence: DFV intimate partner violence (177)”.

Sleep issues (118)

Issues related to getting to sleep, staying asleep and/or waking up.

Example: Client says since her husband died, she is waking up 6 times during the night.

Smoking/vaping (nicotine) (38)

The use of nicotine, or vaping or smoking, to the point of dependence and/or addiction.

Example: Client smokes constantly, struggles to stop smoking or experiences withdrawal (e.g. cravings, difficulty concentrating, irritability, trouble sleeping, anxiety, frustration, increased hunger and weight gain).

Stress (7)

Worry and physical and/or mental tension triggered by internal or external pressures. Stress can be situational or chronic.

Example: Client has difficult work situation and presents with constant low-grade chest infections caused by long-term stress. For this example, record “Stress (7)” and “Pulmonary/lung/respiratory (90)”.

Suicide attempt (112)

Deliberate attempts to end life.

Example: After discovering her partner was having an affair, client drove into the tree intending to kill herself. For this example, record “Suicide (112)” and “Relationships: other (109)”.

Suicidal ideation (204)

Thoughts and/or ideas about death or suicide.

Example: Client reports she thought about ending her life but was feeling so low she couldn't get out of bed. For this example, record “Suicidal ideation (204)” and “Depressive symptoms (25)”.

Systemic racism: immigrant/refugee (143)

The oppression, abuse, humiliation and/or harassment of immigrant or refugee people using laws, policies and other barriers to full participation.

Example: Client is upset she cannot work as a doctor because Australian laws don't recognise her qualifications.

Tip: For other forms of racism record “Racism (24)”.

Systemic racism: Indigenous (142)

The oppression, abuse, humiliation and/or harassment of Indigenous people using laws, policies and other barriers to full participation.

Example: Client complains their local GP practice has a policy to not to take Indigenous clients.

Tip: For other forms of racism record “Racism (24)”.

Thrush/candida (77)

Fungal infection, in the mouth or vagina, caused by an overgrowth of the candida yeast.

Example: Client is diagnosed with vaginal thrush and asks if it is still safe to have sex with her partner. For this example, record “Thrush (77)” and “Safe sex (117)”.

Tiredness/fatigue (18)

Physical and mental exhaustion, and lack of energy to the point where it interferes with daily activities.

Example: Client reports feeling exhausted and burnt out after years of night shift. For this example, record “Tiredness/fatigue (18)” and “Employment/workplace (41)”.

Trauma symptoms (8)

Distressing thoughts and/or other symptoms in response to an event that made someone feel unsafe or helpless (e.g. fatigue, tremors, poor sleep, confusion, feeling overwhelmed, worry and/or guilt).

Example: Client expresses having lost everything for a second time in the flood has left her emotionally exhausted and she can't stop crying. For this example, record “Trauma symptoms (8)” and “Peer/emotional support (189)”.

Urinary (kidney/bladder): other (121)

Problems with kidney, bladder and urethra not listed elsewhere (including chronic kidney disease, kidney stones, lupus nephritis,

complications after preeclampsia, overactive bladder).

Example: Client attends follow-up appointment after diagnosis of kidney disease related to previously uncontrolled diabetes. For this example, record “Urinary (kidney/bladder): other (121)” and “Diabetes/insulin resistance (132)”.

Urinary incontinence (119)

Involuntary/accidental leakage of urine due to poor bladder control.

Example: Client says after having her baby skipping at the gym causes her to pee her pants.

Urinary tract infections (120)

An infection in the bladder, urethra and/or kidneys. Commonly a bacterial infection but can be fungal or viral.

Example: Client reports recurring UTIs.

Video gaming (205)

Compulsive, uncontrolled and excessive playing of interactive digital entertainment systems, including home consoles, personal computers (PCs) and mobile devices, to the point of dependence and/or addiction.

Example: Client says she lashed out at her boyfriend when he tried to get her to stop gaming and come to dinner. For this example, record “Video gaming (205)” and “Anger (5)”.

Tip: If the client is affected by their partner’s, child’s or friend’s dependence and/or addiction to video gaming record “Impacted health: dependency (146)”.

Violence: adult CSA (122)

Forced, coerced or tricked into, or exposed to, sexual behaviour by an adult as a child (17 years or younger).

Example: Client says that her father sexually assaulted her from age 6 to 10. For this example, record “Violence: adult CSA (122)” and “Violence: DFV family (176)”.

Violence: adult sexual assault (124)

Forced, coerced or tricked into, or exposed to, sexual behaviour as an adult (18 years and older).

Example: Client (18+) reports she was sexually assaulted at a friend's birthday party.

Violence: bullying (183)

Repeated and intentional use of words or actions that cause distress and risk to someone’s wellbeing.

Example: Client expresses she doesn't want to go to work because her colleagues are belittling her. For this example, record “Violence: bullying (183)” and “Employment/workplace (41)”.

Violence: child CSA (123)

Forced, coerced or tricked into, or exposed to, sexual behaviour as a child (17 years or younger).

Example: Client, 12 years old, says her brother's friend made her touch his penis.

Violence: children (not DFV) (185)

Physical, verbal or coercive violence towards a child (17 years or younger) not perpetrated by an intimate partner, family member or kinship group. This can be the client, who is or was 17 or younger at the time, or the client's child/ren.

Example: Client reports a schoolteacher hit her child.

Violence: DFV child protection (181)

Children (17 years or younger) suffering or at risk of harm as a result of abuse or neglect perpetrated by a current or ex intimate partner, family member, kinship group and/or carer. This can be the client or the client's child/ren.

Example: Client discloses her 13-year-old daughter was sexually assaulted by her uncle. She understands this is something that should be reported. For this example, record “Violence: DFV child protection (181)”, “Violence: DFV children (128)” and “Violence: DFV family (176)”.

Violence: DFV children (128)

Acts of harm perpetrated against a child (17 years or younger) by someone they are in a domestic relationship with. This can be the client who is or was 17 years or younger at the time, or the client's child/ren.

Example: Client says she thinks her ex-husband is hitting the kids. For this example, record "Violence: DFV children (125)" and "Violence: DFV family (176)".

Violence: DFV coercive control (194)

Pattern of controlling and manipulative behaviours intended to remove an individual's personhood perpetrated by someone they are in a domestic relationship with.

Example: Client says her husband belittles her and makes her feel stupid constantly. For this example, record "Violence: DFV coercive control (194)" and "Violence: DFV intimate partner violence (177)".

Tip: If coercive control is perpetrated by someone outside a domestic relationship record as "Violence: other (127)".

Violence: DFV elder abuse (175)

Violence, threats or controlling behaviours intended to make an older person (65 years and older, or 50 years and older for Aboriginal and Torres Strait Islander people) feel scared and/or unsafe, perpetrated by someone they are in a domestic relationship with.

Example: Client (65+) says her grandson threatens self-harm every time she tries to kick him out of her house. For this example, record "Violence: DFV elder abuse (175)", "Violence: DFV coercive control (194)" and "Violence: DFV family (176)".

Tip: For violence towards an older person perpetrated by someone outside a domestic relationship record "Violence: elder abuse (not DFV) (184:)".

Violence: DFV family (176)

Violence, threats or controlling behaviours intended to make someone and/or their family feel scared and/or unsafe, perpetrated by an immediate family member or kinship group.

Example: Client says her husband hit her mum and threw her into the wall until she gave him access to her bank accounts. For this example, record "Violence: DFV family (176)", "Violence: DFV intimate partner (177)", "Violence: DFV financial abuse (180)".

Tip: For violence perpetrated by other live-in persons, carers, in-laws or flatmates record "Violence: DFV other (125)".

Violence: DFV financial abuse (180)

Access to money and other economic resources is controlled, exploited or sabotaged by someone a person is in a domestic relationship with.

Example: Client's pay goes directly into a bank account her husband controls and she is only given money when he approves of what she wants to buy. For this example, record "Violence: DFV financial abuse (180)", "Violence: DFV coercive control (194)" and "Violence: DFV intimate partner violence (177)".

Violence: DFV intimate partner violence (177)

Violence, threats or controlling behaviours intended to make someone feel scared and/or unsafe perpetrated by a current or ex intimate partner, including partner in marriage, de facto partner and someone the first person is seeing in a casual dating relationship.

Example: Client discovered her boyfriend was tracking her phone and has been reading all her emails. For this example, record "Violence: DFV intimate partner violence (177)" and "Violence: DFV tech abuse (179)".

Violence: DFV migration (178)

Controlling, threatening to control or restricting someone's freedom to travel and/or choose their place of residence, perpetrated by someone an individual is in a domestic relationship with.

Example: Client reports her partner has confiscated her passport and threatened to have her visa cancelled if she doesn't clean the house better. For this example, record "Violence: DFV migration (178)", "Violence:

DFV intimate partner violence (177)",
"Violence: DFV coercive control (194)" and
"Violence: Systemic abuse (144)".

Violence: DFV other (125)

Violence, threats or controlling behaviours intended to make someone and/or their family feel scared and/or unsafe, perpetrated by other live-in persons (e.g. carers, other inmates, other aged care residents, other people in a group home, in-laws or flatmates).

Example: A client with disability reports her neighbour, who also cares for her, has taken her bank cards and is not allowing her to access her own money. For this example, record "Violence: DFV other (125)" and "Violence: DFV financial abuse (180)".

Tip: For other family or kinship group record "Violence: DFV family (176)".

Violence: DFV reproductive coercion (174)

Control of reproductive choices, which include pregnancy-preventing and pregnancy-promoting behaviours, perpetrated by a current or ex intimate partner, family member, kinship group and/or informal carer.

Example: Client discloses her boyfriend wants a baby despite her objections and has hidden her contraceptive pill. For this example, record "Violence: DFV reproductive coercion (174)" and "Violence: DFV intimate partner violence (177)".

Violence: DFV safety (173)

Making plans to stay safe at home or leave in a DFV environment.

Example: Client worried about how to keep her kids safe when her partner is having a violent outburst. For this example, record "Violence: DFV safety/safety planning (173)" and "Violence: DFV intimate partner violence (177)".

Violence: DFV tech abuse (179)

The use of digital technologies to threaten, coerce, stalk, harass or humiliate, carried out by a current or ex intimate partner, family member, kinship group and/or carer.

Example: Client says her partner forced her to perform in front of a webcam to attract other partners. For this example, record "Violence: DFV tech abuse (179)", "Violence: sexual tech abuse (182)" and "Violence: DFV intimate partner violence (177)".

Violence: elder abuse (not DFV) (184)

Violence, threats or controlling behaviours intended to make an older person (65 years and older, or 50 years and older for Aboriginal and Torres Strait Islander people) feel scared and/or unsafe.

Example: Client (65+) reports that her carer who does her local shopping has been stealing her belongings. For this example, record "Violence: elder abuse (not DFV) (184)" and "Violence: financial abuse (not DFV) (186)".

Tip: For violence towards an older person perpetrated by someone they are in a domestic relationship with record "Violence: DFV elder abuse (175)".

Violence: financial abuse (not DFV) (186)

Access to money and other economic resources is controlled, exploited or sabotaged.

Example: Client says small amounts are coming out of her account, but she didn't approve them.

Violence: other (127)

Experiences of other forms of violence not considered DFV and not listed elsewhere, including violence related to migration, coercive control, single acts of violence and/or a lack of safety from violence.

Example: Client says a disgruntled customer hit her in the face and spat on her at work.

Violence: modern slavery (201)

Severe forms of exploitation where someone is controlled, coerced or deceived into work or marriage, losing their personal freedom.

Example: Client says she has a debt with her boss and is unable to change jobs. For this example, record "Violence: modern slavery

(201)” and “Employment/workplace (41)”.

Violence: ritual abuse (137)

Physical, sexual and psychological abuse inflicted by a group with a shared valued system.

Example: Client reports that she had to endure beatings as a of “rite of passage”.

Violence: sexual harassment (114)

Unwelcome behaviour of a sexual nature designed to offend, humiliate or intimidate.

Example: Client reports her work colleague makes sexually suggestive comments verbally and in emails. For this example, record “Violence: sexual harassment (114)” and “Employment/workplace (41)”.

Violence: sexual tech abuse (182)

The use of digital technologies to threaten, coerce, stalk, harass or humiliate someone in a sexual context.

Example: Client says strangers online have used AI to modify her social media photos to make her look naked.

Violence:

strangulation/suffocation/choking (191)

Disclosures and/or experiences where someone used their hands, other body parts or objects to restrict and/or stop another person’s breathing, including by using chokeholds, sitting on chest, covering the mouth and using ligatures.

Example: During a DVSAT, the client says that her husband has put her in a chokehold many times. For this example, record “Violence: strangulation/suffocation/choking (191)” and “Violence: DFV intimate partner violence (177)”.

Tip: For strangulation enacted during sex with consent record “Sexual choking (193)”.

Violence: systemic abuse (144)

Experiences of violence where laws, policies and societal practices embedded within

institutions – such as healthcare, justice, education and housing – are used to control, manipulate or harm.

Example: Client had a fight with flatmate. Flatmate called the police saying client was suicidal and they forced her to go to hospital.

Violence: tech abuse (not DFV) (187)

The use of digital technologies to threaten, coerce, stalk, harass or humiliate someone.

Example: Client is being bullied online. For this example record “Violence: tech abuse (not DFV) (187)” and “Violence: bullying (183).”

Tip: If this is sexual tech abuse record as “Violence: sexual tech abuse (182)”.

Violence: trauma/torture (126)

Action or practice of inflicting severe pain or suffering as a punishment or in order to force someone to do or say something.

Example: The client presented with visible cigarette burns on her arms and other violent injuries. On inquiry she said her partner did them when she forgot things. For this example, record “Violence: trauma/torture (129)” and “Violence: DFV intimate partner violence (177)”.

Vulva/vaginal external (78)

Problems with external genitalia (labia, clitoris and vaginal opening) not listed elsewhere.

Example: Client reports new type of bath soap has caused swelling and irritation around her vagina.

Weight management (129)

The process of attaining and maintaining a healthy body weight.

Example: Client reports dramatic weight loss since her cancer diagnosis. For this example, record “Weight management (129)” and “Oncology/cancer: other (92)”.

Services provided

“Services provided” refers to actions taken by the practitioner to support the client, including screening, assessments, therapeutic interventions, health promotion, writing prescriptions and making referrals. Recording and analysing this information allows us to better understand women's needs and the demands on our services.

Recording services provided

In the WHDB, services provided are recorded in the client contact tab. Just like presenting issues, each service provided has a unique name and number. You can record the service provided by typing the name of the service or its number into the dropdown box in the client contact tab.

Record all services you provide to the client, including services you start but are unable to finish, and services you resume from previous sessions. For example, if you are unable to complete your DFSV risk assessment because the client chooses not to continue, still document providing them this service. If you resume the assessment in a later appointment, record it as a service provided. You could use case notes to record where you got up to.

There is no limit to the number of services provided you can record. In some cases, a single service incorporates one or more other services. For example, completing a DVSAT might see you also record (if you asked these sets of questions):

- Safety assessment/planning (48)
- DV screening (47)
- Sexual violence screening (70)
- Strangulation/suffocation/choking screening. (71)

Table 2: Service provided by category

Medical		
Chronic health care plan (56)	Medication (24)	Screening (preventative): medical (39)
Chronic pain plan (57)	Pathology/other diagnostic tests (27)	Screening (other): medical (49)
Exit summary: medical (55)		
Medical: general (23)	Preventative health: medical 80	Triage (54)
Complementary and allied health		
Acupuncture (1)	Herbal medicine (14)	Naturopathy (52)
Art/music/writing therapy (50)	Homoeopathy (15)	Physical movement/exercise/tai chi/yoga (28)
Bodywork (chiropractic/osteopathic etc.) (4)	Massage (22)	Podiatry (29)
	Meditation (25)	
Flower essence (13)	Nutrition/diet (26)	Vitamins (35)
Mental health and dependency support		
Counselling (5)	Intake/assessment/screening: mental health (3)	Outcome evaluation (58)
Exit summary: mental health (59)		Suicide risk assessment/safety planning (61)
Harm reduction: dependency support (81)	Mental health care plan (60)	
Pregnancy choices and sexual and reproductive health		
Contraception: other (45)	Pregnancy: counselling/decision-making (82)	Pregnancy termination: surgical referral (75)
Contraception: oral (62)		
Contraception: physical (63)	Pregnancy services (46)	Sexual choking assessment (69)
Contraception: long-acting reversible contraception (LARC) (64)	Pregnancy termination: medical (44)	Sexual choking screening (68)
	Pregnancy termination: medical referral (79)	Sexual health assessment (83)
Violence and violence prevention		
DV screening (47)	Sexual violence screening (70)	Strangulation/suffocation/choking screening (71)
Mandatory reporting child protection (65)	Strangulation/suffocation/choking assessment (72)	Subpoena preparation (66)
Safety assessment/planning (48)		Subpoena preparation SACP (67)
Advocacy, casework and support		
Advocacy/support letters (2)	Crisis intervention (51)	Progress check: using validated tool (74)
Casework (42)	Disability access/advocacy (73)	
Case conference (38)	Immediate needs support (84)	Supervision (33)
Legal and financial		
Court support (41)	Legal information (19)	Brokerage (77)
Financial counselling (53)		
Info, skills and referral		
Developing personal skills (11)	Interpreter: external (18)	Referral: external (30)
Information/health promotion (16)	Interpreter: internal (17)	Referral: internal (31)
Other		
Check-in/follow-up (76)	Other (37)	Use of rooms (34)
Library resources (21)		

Table 3: Service provided by number

(1) Acupuncture	(34) Use of rooms	(61) Suicide risk assessment/safety planning
(2) Advocacy/support letters	(35) Vitamins	(62) Contraception: oral
(3) Intake/assessment/screening: mental health	(37) Other	(63) Contraception: physical
(4) Bodywork (chiropractic/osteopathic etc.)	(38) Case conference	(64) Contraception: long-acting reversible contraception (LARC)
(5) Counselling	(39) Screening (preventative): medical	(65) Mandatory reporting child protection
(11) Developing personal skills	(41) Court support	(66) Subpoena preparation
(13) Flower essence	(42) Casework	(67) Subpoena preparation SACP
(14) Herbal medicine	(44) Pregnancy termination: medical	(68) Sexual choking screening
(15) Homoeopathy	(45) Contraception: other	(69) Sexual choking assessment
(16) Information/health promotion	(46) Pregnancy services	(70) Sexual violence screening
(17) Interpreter: internal	(47) DV screening	(71) Strangulation/suffocation/choking screening
(18) Interpreter: external	(48) Safety assessment/planning	(72) Strangulation/suffocation/choking assessment
(19) Legal information	(49) Screening (other): medical	(73) Disability access/advocacy
(21) Library resources	(50) Art/music/writing therapy	(74) Progress check: using validated tool
(22) Massage	(51) Crisis intervention	(75) Pregnancy termination: surgical referral
(23) Medical: general	(52) Naturopathy	(76) Check-in/follow-up
(24) Medication	(53) Financial counselling	(77) Brokerage
(25) Meditation	(54) Triage	(79) Pregnancy termination: medical referral
(26) Nutrition/diet	(55) Exit summary: medical	(80) Preventative health: medical
(27) Pathology/other diagnostic tests	(56) Chronic health care plan	(81) Harm reduction: dependency support
(28) Physical movement/exercise/tai chi/yoga	(57) Chronic pain plan	(82) Pregnancy: counselling/decision- making
(29) Podiatry	(58) Outcome evaluation	(83) Sexual health assessment
(30) Referral: external	(59) Exit summary: mental health	(84) Immediate needs support
(31) Referral: internal	(60) Mental health care plan	
(33) Supervision		

Services provided A to Z: Descriptions and tips

Acupuncture (1)

Traditional Chinese medicine method where needles are inserted into the skin.

Advocacy/support letters (2)

Support and/or work on behalf of a client to allow them to exercise their full human rights and/or to corroborate their needs (e.g. support letters, court reports, case conference and communications with other services).

Tip: For support or work on behalf of a person living with disability record “Disability access/advocacy (73)”.

Art/music/writing therapy (50)

Therapeutic intervention using creative processes to help the client improve their health and wellbeing.

Bodywork (chiropractic/osteopathic etc.) (4)

Therapeutic touching or manipulation of the body using specialised techniques (e.g. pelvic floor physiotherapy, occupational therapy, osteopathic and chiropractic therapy).

Brokerage (77)

Provision of financial and/or other resources to the client (e.g. gap fee coverage; toiletry bag; vouchers and/or credit for fuel, transport, food, phone and other products/resources; and payment of services).

Case conference (38)

Bringing together service providers involved in the client's care resulting in assessment

and/or action (e.g. attending Safety Action Meeting to present client's case and internal team meeting focused on that client).

Tip: Record for situations where the client is present or you act on behalf of the client.

Tip: For other forms of casework record “Casework (42)”.

Casework (42)

Supporting case planning and documentation, referrals and appointments and navigating support systems (e.g. supporting the client to submit a Victim Support application and coordinating housing and shelter; risk assessment; financial and legal aid; and medical and therapeutic programs).

Tip: For case conference record “Case conference (38)”.

Check-in/follow-up (76)

Brief and/or unsuccessful client contact to confirm, reschedule or cancel appointment.

Chronic health care plan (56)

Creating or adjusting a health plan for a client with a chronic health condition.

Chronic pain plan (57)

Creating or adjusting a health plan for a client with chronic pain.

Contraception: long-acting reversible contraception (LARC) (64)

Information, assessment and providing pharmaceutical product and/or script for intrauterine devices (IUDs) and contraceptive implants to prevent pregnancy and/or manage other health conditions.

Contraception: oral (62)

Information, assessment and providing pharmaceutical products and/or script for oral contraception to prevent pregnancy and/or manage other health conditions.

Contraception: other (45)

Support, advice and services related to preventing pregnancy not listed elsewhere (e.g. cycle tracking, rhythm, calendar method, abstinence, tubal ligation and vasectomy).

Contraception: physical (63)

Providing information and/or products that support barrier methods to prevent pregnancy and/or sexually transmitted infections (e.g. condoms, diaphragms, dental dams and female condoms).

Counselling (5)

Therapeutic intervention to help the client navigate personal issues, manage emotional challenges, and improve mental health and wellbeing.

Tip: For financial counselling record “Financial counselling (53)”.

Court support (41)

Support to navigate court processes (e.g. sharing information on court processes; emotional support and safety planning during court proceedings).

Crisis intervention (51)

Responding to a sudden, urgent and/or dangerous circumstance that requires immediate action.

Developing personal skills (11)

Supporting the client to develop their life skills (e.g. employment preparation, assertiveness training, regulating emotions, communicating in relationships, monitoring and improving personal wellbeing).

Disability access/advocacy (73)

Support and/or work on behalf of a client living with disability to allow them to exercise their full human rights and/or to corroborate their needs (e.g. support letters, court reports, case conference and communications with other services).

Tip: For support and/or work on behalf of a client without disability record “Advocacy (2)”.

DV screening (47)

Talking with the client to identify if they have experienced or are at risk of DV.

Tip: If screening for DV as part of a DVSAT record “DV screening (47)”, “Safety assessment/planning (48)”, “Sexual violence screening (70)” and “Strangulation/suffocation/choking screening (71)”.

Exit summary: medical (55)

Creating a document at the conclusion of medical care to summarise the client's treatment progress, diagnosis and ongoing care plan.

Exit summary: mental health (59)

Creating a document at the conclusion of mental health care to summarise the client's treatment progress, diagnosis and ongoing care plan.

Financial counselling (53)

Support and/or work on behalf of the client to help them with negotiating debt, managing money and overcoming financial hardship.

Tip: For therapeutic intervention to help the client improve their mental health record “Counselling (5)”.

Flower essence (13)

Therapy using flowers to support physical and mental healing, often provided as part of naturopathy service.

Harm reduction: dependency support (81)

Support and/or planning to manage dependencies on alcohol, drugs and/or harmful activities.

Tip: If counselling is part of this support also record “Counselling (5)”.

Herbal medicine (14)

Botanical plant and/or plant extracts products to support management of injuries and illnesses.

Tip: If you provide herbal medicine as part of naturopath treatment record “Herbal medicine (14)” and “Naturopathy (52)”.

Homoeopathy (15)

Dilution of natural substances to support the management of injuries and illnesses, often provided as part of naturopathic service.

Tip: If you provide homeopathic solutions for skin irritation record “Homoeopathy (15)” and “Naturopathy (52)”.

Immediate needs support (84)

Providing the client with practical and material resources required to address their immediate needs (e.g. physical, safety, housing and wellbeing).

Information/health promotion (16)

Supporting the client to find information about and/or understand the risks, impacts and indicators of a condition, and/or manage a condition and/or situation (e.g. discussing staying healthy, discussing sexual choking, and promoting self-collected cervical screening).

Tip: For external and internal referrals record “Referral: external (30)” or “Referral: internal 31)”.

Intake/assessment/screening: mental health (3)

Initial evaluation and/or ongoing assessment of a client's psychological and/or social history, including client's current concerns and needs to determine the client's support plan.

Tip: For assessing the client's likelihood of suicide record “Suicide risk assessment/safety planning (61)”.

Tip: For screening of DFSV or strangulation record “DV screening (47)”, “Sexual violence screening (70)” and/or

“Strangulation/suffocation/choking screening (71)”.

Interpreter: external (18)

Using an external translation service.

Interpreter: internal (17)

Using an internal service provider for translation, including the individual providing the service or consulting an additional staff member.

Legal information (19)

Support related to understanding legal options and where to gain legal advice and legal resources.

Tip: For therapeutic intervention related to financial planning and management record “Financial counselling (53)”.

Tip: For support navigating court processes record “Court support (41)”.

Library resources (21)

Use of the centre's library or resources by the client.

Mandatory reporting child protection (65)

Submitting a legislated report to government for suspected or actual child abuse and/or neglect.

Massage (22)

Therapeutic manipulation of the body's soft tissues.

Medical: general (23)

Providing a medical service not listed elsewhere.

Medication (24)

Providing a pharmaceutical product or script to support the management of injuries and illnesses.

Tip: For contraception record

“Contraception: oral (62)” or

“Contraception: long-acting reversible

contraception (LARC) (64)".

Meditation (25)

Teaching and/or facilitating mind, body and breath practice, including therapeutic meditation as part of counselling.

Mental health care plan (60)

Creating or adjusting a mental health care plan for a client.

Naturopathy (52)

Healthcare based on traditional philosophies and principles, including nutritional supplements, herbal medicine, homoeopathy, flower essence, dietary advice and lifestyle change.

Tips: If you provide vitamins as part of naturopath treatment record "Naturopathy: (52)" and "Vitamins (35)".

Nutrition/diet (26)

Education related to nutrition for the body, supporting immune function and protecting against chronic conditions.

Other (37)

Services provided not elsewhere listed which are reviewed annually.

Outcome evaluation (58)

Assessing the impact of services and interventions on client's wellbeing, functioning and mental health symptoms.

Pathology/other diagnostic tests (27)

Order and/or collection of bodily fluids and tissues to diagnose illnesses, track progression and/or create treatment plans.

Physical movement/exercise/tai chi/yoga (28)

Teaching and/or facilitating movement

exercises.

Podiatry (29)

Specialised care for foot, ankle and lower limbs.

Pregnancy: counselling/decision making (82)

Providing information and support regarding pregnancy options (e.g. termination, adoption and following through with the pregnancy).

Tip: For therapeutic intervention to help the client improve mental health record "Counselling (5)".

Pregnancy services (46)

Healthcare provided before, during and/or after pregnancy (e.g. pre-conception, prenatal, perinatal and postnatal care).

Pregnancy termination: medical (44)

Using medication to abort an early pregnancy.

Tip: For providing a medical termination record "Pregnancy termination: medical (44)" and "Medication (24)".

Pregnancy termination: medical referral (79)

Support to attend an external or internal appointment to abort an early pregnancy.

Pregnancy termination: surgical referral (75)

Support to attend an external appointment to abort a pregnancy.

Preventative health: medical (80)

Action taken to keep the client physically healthy and prevent or avoid risk of illness, injury and/or death.

Tip: For preventative health related to

mental health record the appropriate mental health service.

Progress check: using validated tool (74)

Use of an evidence-based tool to measure client outcomes.

Referral: external (30)

Supporting the client to attend an organisation, service and/or practitioner outside the women's health centre.

Referral: internal (31)

Supporting the client to see another service and/or practitioner within the women's health centre.

Safety assessment/planning (48)

Development and/or assessment of a safety plan for women perceived to be at risk of DFV.

Tip: If completing a safety assessment as part of a DVSAT record “DV screening (47)”, “Safety assessment/planning (48)”, “Sexual violence screening (70)” and “Strangulation/suffocation/choking screening (71)”.

Screening (other): medical (49)

Further examination and tests due to indicators of injury and/or illness, including regular monitoring of diagnosed conditions.

Tip: For screening for sexually transmitted infections, other gynaecological conditions and/or sexual wellbeing record “Sexual health assessment (83)”.

Tip: For mental health screening record “Intake/assessment/screening: mental health (3)”.

Screening (preventative): medical (39)

Regular and routine examinations, tests and screenings to check health status (e.g.

cervical, skin, breast and bowel cancer screening).

Sexual choking assessment (69)

After a disclosure of sexual choking, exploring if the client has any medical red flags caused by sexual choking.

Tip: If you only asked if they engage in sexual choking record “Sexual choking screening (68)”.

Sexual choking screening (68)

Asking the client if they have engaged in sexual choking, also known as breath play or erotic asphyxiation.

Tip: If after a positive screen you complete an assessment record “Sexual choking screening (68)” and “Sexual choking assessment (69)”.

Sexual health assessment (83)

Screening for sexually transmitted infections, other gynaecological conditions and/or sexual wellbeing.

Tip: For support, advice and services related to preventing pregnancy record “Contraception: other (45)”.

Sexual violence screening (70)

Talking with the client to identify if they have experienced or are at risk of sexual violence.

Tip: If completing a safety assessment as part of a DVSAT record “DV screening (47)”, “Safety assessment/planning (48)”, “Sexual violence screening (70)” and “Strangulation/suffocation/choking screening (71)”.

Strangulation/suffocation/choking assessment (72)

After a disclosure of strangulation, suffocation or choking in the context of violence, exploring if the client has any

physical, emotional, mental and psychosocial impacts as a result of the event/s.

Tip: If you only asked if they experienced strangulation, suffocation and/or choking record “Strangulation/suffocation/choking screening (71)”.

Strangulation/suffocation/choking screening (71)

Asking the client if anyone has ever put pressure on their neck and/or held them in a way that made it hard to breathe.

Tip: If after a positive screen you complete an assessment record “Strangulation/suffocation/choking assessment (72)”.

Subpoena preparation (66)

Preparation of records legally requested by the courts.

Tip: For records protected by SACP record “Subpoena preparation SACP (67)”.

Subpoena preparation SACP (67)

Preparation of records legally requested by the courts and an application for their protection under the sexual assault

communications privilege (SACP).

Suicide risk assessment/safety planning (61)

Assessing the client's likelihood of suicide and/or creating or adjusting a safety plan.

Tip: If the client's risk of suicide is high and immediate and urgent intervention is required record “Suicide risk assessment/safety planning (61)” and “Crisis intervention (51)”.

Supervision (33)

Discussion of a client with a clinical lead or supervisor for the purpose of guidance that results in clarity of assessment and/or action.

Triage (54)

Initial medical assessment to determine urgency and type of treatment required.

Use of rooms (34)

Use of room by a client (e.g. for a telehealth appointment with external provider, to complete forms and/or to use a computer).

Vitamins (35)

Providing or writing a script for organic compounds to support the management and/or prevention of injuries and illnesses.
