

GLOSSARY – COMMUNITY SERVICES

This glossary contains definitions of various terms used throughout Aspire’s range of community services resources.

Term	Definition
360-degree feedback	360-degree feedback is a method that allows workers to receive performance feedback from self-assessment, their supervisors, peers and coworkers.
Abrasion	An abrasion is a scratch or scrape.
Abuse	Abuse is the deliberate improper treatment of an individual or group by another individual or group. Abuse can be physical, sexual, emotional, verbal or financial. Abuse can be extremely harmful to the mental and physical health and wellbeing of the victim/s.
Access	Access is being able to use or get into something that you need.
Accounts receivable	Accounts receivable refers to money owed for goods or services that has not yet been paid to your workplace.
Accreditation	Accreditation means measuring a service’s performance against standards set for the service type. If the service meets or exceeds the standards they receive the accreditation.
Acquired brain injury (ABI)	An acquired brain injury is any type of brain damage that occurs after birth; for example, as the result of an accident, a stroke or an infection, disease or disorder.
Acquired disability	An acquired disability is an impairment that arises after birth as a result of a disease or trauma.
Act	An Act is a piece of legislation (a law) passed by parliament. An Act describes what people must do.
Action plan	An action plan is a document that guides the process of improvement in an organisation. It assigns tasks, sets out responsibilities and determines timelines.
Active listening	Active listening means giving full attention to a speaker to help you completely understand their point of view.
Active phase	An active phase is when a person is experiencing positive symptoms of mental illness such as delusions and hallucinations.
Active support	Active support is assisting people in a way that ensures that they are involved in learning skills that can contribute to their own support. Active support means doing things with people rather than for them.
Activities of daily living (ADLs)	Activities of daily living (ADLs) are the tasks people do every day, such as cooking a meal, looking after pets, shopping and cleaning.
Acute condition	An acute condition is one that develops suddenly, such as a heart attack, rather than over time.

Term	Definition
Acute hazard	An acute hazard is a hazard that can cause an injury or damage to a person who is only exposed to it for a short time. For example, walking across a wet floor could cause you to slip, hurting yourself.
Acute injury	An acute injury is one that occurs as a direct result of a one-off trauma.
Adapted communication	Adapted communication means changing or altering how the communication between individuals occurs. Adapted communication can include gestures or pointing or using a communication board or electronic device.
Adaptive	A person is being adaptive when they choose an attitude and/or a course of action that is best for themselves and those around them when a change to their environment occurs or in response to a new situation.
Adaptive equipment	Adaptive equipment – for example, walking frames, spectacles, wheelchairs and communication board – assists people with disabilities to participate in daily activities.
Adapted exercise program	An adapted exercise program includes physical activities and exercises designed for people who find it difficult to move.
Additional precautions	Additional precautions are the practices recommended for clients who are infected, or suspected of being infected, with bacteria or viruses that may not be controlled by standard precautions.
Addressed	Addressed means the way you greet or speak to someone. It includes what you call a person and whether you use a title such as Mr or Mrs.
Adjustments/ readjustments	Adjustment means changing to fit a new situation. A person may adjust their life to suit any changes that are taking place. For example, someone who plays a lot of sport may have to adjust by taking up a more relaxing hobby after becoming injured. A person may need support to adjust after the death of their husband or wife.
Adoptive family	Some people who have a disability are adopted by families who take full legal, permanent responsibility for all parenting duties.
Adverse effect	An adverse effect is an undesirable outcome resulting from an intervention.
Adverse reaction	An adverse reaction is an unexpected, negative response to a medication.
Advocacy	Advocacy means representing a person or community who needs support to uphold their rights and to fulfil their needs.
Advocate	An advocate helps a client make decisions about their own care. An advocate may attend discussions about their client's support and care. They make sure their client receives the services and support they want and need. An advocate can be a family member, a friend or a lawyer.
Aerobic fitness	Aerobic fitness means the body's endurance (the ability to undertake sustained work or activity); it is fitness of the heart and lungs.
Aerosols	Aerosols are airborne particles or microorganisms that travel through the air in saliva, sweat, mucous or other liquids.
Affection	Affection means liking and feeling close and attached to someone.

Term	Definition
Aged care facility	An aged care facility is a place where older people live and are cared for. There are different types of aged care facilities.
Aged care worker	An aged care worker is a paid worker who looks after older people. Also known as a personal care worker. Other names for aged care workers include: <ul style="list-style-type: none"> ▪ support worker ▪ home care assistant ▪ in-home respite worker ▪ assistant in nursing ▪ accommodation support worker.
Aged or older person	A person is generally referred to as aged or older when they are over 65 years old. An older person who is an Aboriginal or Torres Strait Islander is over 50 years old.
Ageing in place	The concept of ageing in place was introduced as part the <i>Aged Care Act 1997</i> (Cth). It allows residents to receive low-level and high-level care in the same place, or receive care at home.
Ageing population	Ageing population is the term used to describe the number of people over 65 years of age. This number is steadily increasing in Australia and in countries such as the USA, Germany, England, France, Italy and New Zealand.
Ageism/ageist views	Ageism means forming stereotypes about or discriminating against individuals or groups based on age.
Agenda	The meeting agenda maps a meeting. It is designed to give the meeting purpose and direction.
Aggression	Aggression is any action or attack that another person finds offensive.
Aggressive	To be aggressive is to be hurtful to others or try to dominate them in some way. It is to be insistent and demand your own way with little respect for others.
Agoraphobia	Agoraphobia is a fear of being in public or in open spaces.
Aided ACC system	Aided AAC systems are augmentative and communication supports that require equipment such as an electronic communication device.
Alcohol-related acquired brain injury	Alcohol-related acquired brain injury is a brain injury that is caused by excessive and prolonged use of alcohol.
Allergen	An allergen is a substance, such as dust, that causes an allergic reaction in some people.
Allergic reaction	An allergic reaction is a physical reaction such as a rash, vomiting, swelling or difficulty breathing due to contact with substances that are harmless to most people, such as dust. Some allergies can be immediately life-threatening.
Allied health professionals	Allied health professions are include occupational therapy, physiotherapy, speech therapy and audiology. They are clinical healthcare professions distinct from medicine, dentistry and nursing.

Term	Definition
Alopecia	Alopecia is hair loss as a result of chemotherapy or radiation therapy administered to the head. Hair loss from chemotherapy is usually temporary, while hair loss from radiation is usually permanent. A person may also suffer baldness or hair loss when affected hair follicles are mistakenly attacked by that person's own immune system.
Alternative therapies	Alternative therapies are treatments such as naturopathy, iridology or massage, which are used in addition to the treatments prescribed by your doctor. (See also complementary therapy.)
Alzheimer's disease	Alzheimer's disease is a progressive and degenerative brain disease that affects memory, thinking and behaviour.
Ambulate	To ambulate is to move or walk about from place to place.
Anaphylactic shock	Anaphylactic shock is a serious allergic reaction that may result in dizziness, loss of consciousness, laboured breathing, swelling of the tongue and breathing tubes, blueness of the skin, low blood pressure, heart failure and even death.
Anatomy	Anatomy refers to the structure of and relationship between body parts and systems.
Annual review	An annual review is a meeting about you and your work that happens each year. It is often done with your supervisor.
Anomalies	Anomalies are irregularities, abnormalities or differences.
Antacid	Antacid substances counteract or neutralise stomach acidity.
Anthrax	Anthrax is a bacterial disease transmitted through the air or via the skin. It has the potential to affect the integumentary, gastrointestinal and respiratory systems.
Antibiotics	An antibiotic is a substance that can destroy or inhibit the growth of bacteria and similar microorganisms.
Anticholinergic drugs	Anticholinergic drugs are medications to reduce muscle spasms. They inhibit the transmission of nerve impulses.
Antihypertensives	Antihypertensives are drugs to reduce high blood pressure.
Anti-social personality disorder	People with antisocial personality disorder are indifferent to the rights and wellbeing of others. People with this condition are likely to violate others' rights.
Anti-thrombotic	Anti-thrombotic therapy is designed to prevent the formation of blood clots. Anti-thrombotic stockings are special elastic 'compression stockings' that promote blood flow in the legs.
Anxiety	Anxiety (feeling anxious) means having thoughts or fears about something that might happen.

Term	Definition
Anxiety disorder	Anxiety disorder affects a person's mental health so that they become very anxious and fearful, even in non-threatening situations. Different types of anxiety disorder include panic disorder, generalised anxiety disorder, social phobia and obsessive compulsive disorder.
Apathy	Apathy means having no motivation or energy and not caring.
Aphasia	Aphasia is a loss of speech caused by damage to the parts of the brain used for language.
Application form	An application form is a form which is filled in to formally request a service or funding.
Archive	An archive is a storage or holding area for medical records that must be kept in case they need to be consulted in future years.
Arthritis	Arthritis is inflammation of the joints. There are more than 150 kinds of arthritis. It can affect a person at any age. Some types of arthritis are more common in older people.
Asexual	Asexual means not interested in sex.
Aseptic	Aseptic means free from disease or germs.
Asperger's Syndrome	A person who has Asperger's Syndrome finds it very difficult or impossible to understand social situations or other people's emotions or behaviours. They may be socially isolated and have some distinctive speech patterns and noticeable clumsiness in gross motor movements.
Aspirations	Aspirations are goals.
Assertive	Being assertive is communicating in a way that is firm but still respectful.
Assessing needs	Assessing needs means looking at what a person's needs are. It means finding out what the person can and cannot do and understanding what they require from a service.
Assessment	Assessments are tests and observations about a person. When a client accesses a service they are assessed to determine key information such as their medical conditions and symptoms, their physical and emotional history, their social life, their likes and dislikes, their needs and their relationships with others.
Assessment tools	Assessment tools are forms and documents that are used to record information about a person and their needs.
Assistive technology	Assistive technology is the name given to items and systems that help a person do something easily and safely that they would otherwise be unable to do.
Assumptions	An assumption is when you take for granted that something is true without thinking about it.
Asthma	Asthma is a common condition that causes a person to have difficulty breathing.

Term	Definition
Asylum	An asylum is a place where, in the past, people with a disability or mental illness were placed to live away from the general community.
Athetoid cerebral palsy	People with athetoid cerebral palsy have many involuntary movements and often have speech difficulties.
Attitude	Your attitude is how you go about your work. It is how you approach a task or the way you deal with others.
Attitudes	Attitudes are closely linked to beliefs. Attitudes influence how we act towards people or situations based on our beliefs and thoughts.
Audio	Audio means related to hearing and sound.
Audit	An audit is an inspection or a check for compliance with national, state/territory or industry standards, or combinations of these.
Augmentative and alternative communication (AAC)	Augmentative and alternative communication supports people who have a severe communication disability to communicate and interact with other people.
Auslan	Auslan is Australian Sign Language. It is a language of signs, body movements and facial expressions used by people who have a hearing impairment. It can also be used by people who interpret between hearing people and people who have a hearing impairment. Auslan is only used in Australia.
Authority	Authority in aged care means that the aged care worker has permission to report the condition of an older person, assist with self-medication, make sure the older person is taking it, and report any changes in their condition after they have taken it.
Autism	Autism is a developmental disability that affects the way a person communicates and relates to people around them.
Autonomy	Autonomy refers to a person's ability to make choices about their lives.
Autopsy	An autopsy is when a dead person's body is inspected and dissected to determine the cause of death.
Avoidance rules	Avoidance rules or avoidance relationships are part of the Aboriginal kinship rules that strictly control personal relationships by requiring certain relatives to avoid one another.
Award	The award is a set of guidelines, conditions and rates of pay set by an industry body or union. It gives information on the levels and rates of pay and the employment conditions such as sick leave, holiday leave and pay for overtime for particular roles.
Bacteria	Bacteria are microorganisms that need nutrients from their environment to survive.
Barthel Index	The Barthel Index is a functional assessment instrument that measures a person's ability to complete activities of daily living. The index provides a score based on the degree of help the person needs to accomplish a certain task and indicates their level of independence.

Term	Definition
Bed day	Bed days are used to measure the length of time for which a client is provided a bed or room in a facility.
Behaviour	Behaviour is what we do with our bodies. It is our actions.
Behavioural problems	Behavioural problems are challenging types of behaviour that make it difficult for you to care for a client.
Beliefs	Beliefs are the ideas that people hold to be true.
Beliefs system	Belief systems are ideas about what is important and what is and is not appropriate.
Belonging	Belonging means feeling we are part of something. It means feeling we are included and valued.
Benchmark	A benchmark describes what another person with the same or similar role would be expected to do with respect to duty of care.
Beneficence	Beneficence is one of the ethical foundations of many caring professions and requires the professional to do their best to provide treatment that enhances a person's health and wellbeing.
Benign	Benign means non-malignant, non-deadly.
Bereavement	
Bereavement counselling	Bereavement counselling is provided to people who have experienced the loss or death of someone close to them.
Best practice	Best practice means using the best skills and ideas available at the time to do a task.
Bias	Bias means that a person favours someone or something unfairly.
Binge drinking	Binge drinking refers to bouts of heavy drinking carried out on a periodic basis.
Biological (hazard)	Biological means living things such as animals and plants. Biological hazards are biological substances that threaten the health or life of living things, particularly humans.
Bipolar disorder	Bipolar disorder is a mood disorder that causes a person to have extreme mood swings, fluctuating between periods of severe depression (low, negative mood) and mania (excited, positive mood).
Birth rate	The birth rate of a country measures how many babies are being born on average for each woman living in the country.
Bisphosphonates	Bisphosphonates are drugs that prevent the breakdown of bones. They are used primarily to treat osteoporosis.
Blister pack	A blister pack stores a person's pills in individual pockets that hold all of the tablets to be taken at a particular time of day.

Term	Definition
Bloodborne virus	A bloodborne virus is a virus that is transmitted through contact with the blood of an infected person. This may occur through sharing needles and equipment used for injecting.
Body language	Body language is a way of communicating by using body movements, gestures or facial expressions to give more meaning to verbal communication. People can communicate how they feel using body language and without saying a word.
Bona fide	Bona fide means authentic or genuine.
Bone density	Bone density measures the mass of the bone in relation to its volume. Low bone density indicates the bones are more likely to break.
Braille	Braille is a writing system for blind people. It uses raised dots on a page to represent letters, so blind people can run their finger over them and feel the words, instead of see them.
Brainstorming	Brainstorming is a technique used in a group session to encourage creative thinking, innovation and to develop new ideas.
Brief interventions	Brief interventions are short interventions designed to raise a client's awareness of a particular issue and to give them information and resources to enable them to make an informed decision about how they can make changes to improve their wellbeing.
Bronchodilators	Bronchodilators help widen the airways assisting with the flow of air.
Budget	A budget is a summary of projected income against anticipated expenditures, along with proposals for how to meet them.
CALD	CALD stands for culturally and linguistically diverse.
Callipers	Callipers are orthopaedic leg braces.
Capacity	Capacity generally refers to a person's ability and strengths.
Carcinogenic medications	Carcinogenic medications are those used to treat cancer.
Cardiac	Cardiac relates to the heart.
Cardiology	Cardiology is the study of the heart and diseases that affect it.
Cardio-respiratory	Cardio-respiratory conditions are health conditions related to the heart, lungs and blood system, for example hypertension.
Cardiovascular	Cardiovascular concerns the heart and diseases that affect it
Career	A career is a job that people study for and undertake. They see themselves doing this job for a long time. They are able to move to different positions in their field as they become more experienced.

Term	Definition
Care notes	Care notes describe care incidents or any work that has been done with a client. Care notes may record information about a client's health. They are usually kept with the care plan.
Care plan	A care plan describes the care needs of a client. It explains what care is needed and how and when the care should be provided (See also service delivery plan).
Carer	A carer is an unpaid person who looks after an older or person with a disability. This might be someone in the family, a friend or neighbour.
Case conference	A case conference is a formal meeting where stakeholders, including the client, discuss ways to achieve the client's goals and develop an action plan.
Case management	Case management is a process of managing the services and support provided to an individual usually through a worker who acts as a case manager.
Case work	The term casework is used in the human services field to describe individualised work with a single person or a family. The processes of assessment, intervention, referral and coordination of services are standard casework practice.
Catheter	A catheter is a small, flexible tube inserted into the body to inject or remove fluids.
Cerebral palsy	Cerebral palsy is a condition affecting the brain's functioning and its ability to control movement throughout the body.
Ceremony	A ceremony is a ritual. It is something that happens in a certain way.
Chain of infection	The chain of infection is the term used to describe the path of an infection from a reservoir (animal, person, food) via a portal (broken skin; breathing) to a susceptible host (a person vulnerable to infection).
Chairperson	The chairperson is elected by a company's board to lead it, chair meetings and mediate final consensus. The chairperson presides over the other directors.
Challenging behaviour	Challenging behaviour is any behaviour that negatively affects or interferes with a person's daily life and their social interactions. Examples include aggression, self-harm, and socially inappropriate or socially isolating behaviours.
Chat book	A chat book allows people with communication difficulties to convey information about activities and events they have experienced using words, objects, photos or pictures.
Chemical (hazard)	Liquids and sprays.
Chemotherapy	Chemotherapy is a form of treatment using chemicals. It is often used in cancer treatment.
Chronic condition/disease	A chronic disease is a complaint, disorder or disease that is long-lasting or recurrent such as Alzheimer's, heart disease, diabetes, arthritis and cancer.

Term	Definition
Chronic hazard	A chronic hazard is a hazard that causes an injury or disease that lasts for a long time. For example, being exposed to cigarette smoke may cause people to develop an illness.
Chronic health problem	Chronic health problems are a wide range of diseases that, while often not terminal, may be lifelong or reoccurring.
Chronic injury	A chronic injury is one that occurs over time. Occupational overuse syndrome is one example.
Chronic pain	Chronic pain is frequent and constant pain, which may be managed with medication, etc., but cannot be completely cured. Chronic pain can be caused by many different conditions including arthritis and rheumatism.
Client-fee contribution	Everyone who enters an aged care facility is expected to pay part of the fee. The older people are called clients and they must contribute a certain amount of money for the care they receive.
Client-centred approach	A client-centred approach views people as capable and autonomous. This means that, where possible, the client has the opportunity to fulfil their own potential for growth.
Client-directed care	Client-directed care is when the person with a disability decides how and when tasks and activities are carried out. The worker follows the directions of the client. The client decides what needs to be done. The client decides in what order and how a task will be done.
Client profile	A client profile gives an overview of essential details about a client.
Client or resident records	Client or resident records include information about the older people, their health and the actions you and others take to care for them.
Client services	Client services are the services that organisations, agencies and government departments make available to older people.
Clinical depression	Clinical depression is an example of an ongoing chronic condition.
Closed question	A closed question usually only requires a 'yes' or 'no' answer.
Coaching	Coaching is a formal arrangement where an experienced person sets time aside to provide suggestions, advice and ideas to another to improve a particular aspect of their work performance. (See mentoring).
Co-active	Co-active means two people physically doing a single task together.
Code of conduct	A code of conduct is a set of rules that underpin the professional practice and provision of care.
Code of practice	A code of practice is an industry guideline to help in the management of operations based on regulation or best practice. A code of practice is not law but should be followed unless there is an alternative course of action that achieves the same or better standards. These can also be used where no legislation exists.

Term	Definition
Coeliac disease	Coeliac disease is a genetically based permanent intolerance to gluten. Gluten is a protein found in wheat, barley, oats, rye. The disease may present in either children or adults and has a variety of symptoms.
Cognitive function	Cognitive function refers to how people think, learn and judge.
Cognitive ability	Cognitive ability relates to thinking, understanding and processing information.
Cognitive behavioural therapy	Cognitive behaviour therapy (CBT) is a form of psychotherapy that helps a person to change unhelpful or unhealthy thinking habits, feelings and behaviours. CBT involves the use of practical self-help strategies, which are designed to bring about positive and immediate changes in the person's quality of life.
Collaboration	To co-operate or work with one another to achieve an goal or outcome.
Collaborative care	Collaborative is a joint or team-based approach to care.
Colloquial language	Colloquial language is a special way of saying something, especially in conversation, that does not translate easily into another language.
Complex needs	Complex needs are when a person has been diagnosed with two distinct conditions or more..
Communicable disease	A communicable disease is a disease that readily spreads from one person to another.
Communication	Communication is the transfer of meaning and understanding from one person to another. This can be via words, body language, visually or by signing.
Communication board	A communication board is a device where words and pictures are displayed in squares. A person with limited speech can communicate by pointing to the squares on the board. It includes frequently-used letters, words or pictures that the person can point or gesture to.
Communication book	A communication book is used to by workers and family members to write information for each other about what is happening with a client. This includes information about the client's health, what work has been done with them during the day and any changes that have taken place.
Communication diary	A communication diary describes the ways in which the client communicates and what each behaviour means.
Community	A community means a group of people who share something in common. It often means people who live in the same area. It can also mean people who are from the same country. It can be people who share a language.
Community aged care	This is where you care for older people in their own homes and in community centres. An older person receiving care in the community if often called a client.
Community aged care packages (CACPs)	Community aged care packages are for older people who live at home with low-level care needs that cannot be met by basic home and community care services.

Term	Definition
Community development	Community development is action that helps people to recognise and develop their ability and potential and organise themselves to respond to problems and needs that they share. Community development focuses on empowerment and self-determination of communities.
Community request cards	Community request cards help clients find their way around the community. The cards use a combination of images and/or words to ensure both community members and the client understand.
Community treatment order	A community treatment order is a care plan that a client must comply with. Failure to comply may result in a person being involuntarily admitted to hospital.
Comorbidity	Comorbidity is where a mental health diagnosis coexists with a substance abuse problem. It is sometimes also known as dual diagnosis.
Compassion	Compassion is when you understand how someone else feels when they are sad, unhappy or in pain. When you understand how they feel, you will be kind and sympathetic.
Compassionate	Feeling sympathetic and concerned for another person's situation.
Competence	Competence/competency focuses on what an individual can do.
Competency-based assessment	Competency-based assessment is criterion based-assessment, which means a client is assessed on skills or areas of functioning. For example, a worker may observe a client's self-care abilities using a checklist that provides a list of skills that the client is asked to demonstrate.
Complaint	Making a complaint means saying what you think is wrong and asking for it to be fixed.
Complaints resolution system	A complaints resolution system is how complaints are reported, checked and fixed.
Complementary therapies	Complementary therapies describe a range of services that complement traditional medical practice. (See also alternative therapies.)
Completed	Completed means that the correct amount of medication (such as drops, cream) has been applied and the process is finished.
Complex care needs	Complex care needs are needs that are extensive or require many different kinds of support.
Comprehensive primary health care	Comprehensive primary health care is care that addresses all of a person's needs and different aspects of health.
Compromise	A compromise is when two or more people have different opinions but work out how to agree on a solution. No one gets exactly what they want or need, but they work out a way that everyone can be happy with the solution.

Term	Definition
Community treatment order	A community treatment order is a care plan that clients must comply with. Failure to comply may result in a person being involuntarily admitted to hospital.
Concrete thinkers	Concrete thinkers tend to think in an ordered and linear way.
Condition	Condition is a disease or illness.
Confident	Feeling confident means feeling sure that you can do something. It means not worrying about whether you are able to complete a task.
Confidential	Confidential means that the information is private and must not be made known to anyone except colleagues at work for work purposes.
Confidentiality	Confidentiality is an obligation that restricts an individual or organisation from using or disclosing information about a person that is outside of the scope for which the information was collected.
Conflict	Conflict is a disagreement that occurs when two people have different opinions, values and beliefs.
Confronting	Confronting means difficult to cope with.
Confusion	Confusion is when a person feels uncertain, puzzled and bewildered. They cannot think clearly and may become very upset.
Congenital	Congenital means present at birth
Conscious	Conscious means doing something on purpose, or knowing what you are doing.
Consent	Consent often has to be written down and signed by the older person or their advocate.
Consent	Consent means giving permission for something, or saying that you are happy for something to happen.
Consequence	In OHS terms a consequence is the degree of impact that a hazard can have on a person. Consequences may be insignificant, minor, moderate, major or extreme.
Conservative	Conservative means thinking and behaving in a way that does not take social risks and is not extreme or liberal.
Consulted	Consulted means being asked for your opinion.
Consumer workers	Consumer workers are those who have first-hand experience as a consumer of mental health services and are often asked for their assistance.
Contact officer	Contact officers are staff who are trained to provide other staff with information and support to resolve discrimination.
Contaminated	Contaminated means a surface or substance is no longer clean or safe for use.
Content	Content means feeling happy, safe and at peace with life.

Term	Definition
Continence aids	Continence aids help people who have incontinence. Incontinence is when a person loses control of their bladder or rectum.
Continence	Continence means being able to control your bowel function and urine flow.
Continent	Being continent means having control of your bladder and bowel. It means being able to urinate when you want to and not urinating at other times. It also means being able to have a bowel movement when you want to and not having a bowel movement at other times.
Contingency	A contingency is an unplanned event.
Contingency accommodation	Contingency accommodation is temporary accommodation that may include emergency accommodation or transition accommodation as part of planned transition to more permanent accommodation.
Contingency plan	A contingency plan identifies potential problem areas and offers alternative strategies to resolve these problem areas.
Continuing bond	By developing a continuing bond with the deceased, the bereaved person constructs a new relationship with them that is a source of comfort. This may include focusing on happy memories of the deceased and remembering the positive aspects of their life rather than the sadness of their death.
Contraception	Contraception is forms of birth control such as the pill or condoms.
Contraindication	Contraindication is a condition or situation that makes a particular treatment or procedure inadvisable.
Contract of employment	A contract of employment is a form that explains who your employer is, how long you are employed for, your rate of pay and your duties.
Control measure	A control measure is the action you take to minimise the hazard to make it as safe as possible.
Coping strategies	Coping strategies are strategies that clients can use to distract themselves or obtain support to prevent themselves thinking about suicide. They include going for a walk, writing in a journal or calling a supportive friend.
Corrective action	Corrective action is the steps taken to prevent the accident from happening again.
Corticosteroids	Corticosteroids are drugs that reduce swelling and decrease the body's immune response. They are commonly used to treat asthma and allergic reactions.
Counselling	Counselling requires training and assistance. It involves giving individuals the opportunity to share their feelings about particular situations; listening to them and then working together to develop strategies to resolve any difficulties. Formal counselling is conducted by a person with a recognised qualification.
Counsellor	A counsellor is a professional person trained to help people with their problems. A counsellor listens to people talk about their problems and helps them to find causes and solutions to them.

Term	Definition
Counter-transference	Countertransference is projecting feelings about one person onto another person.
Courteous	Courteous means being polite, considerate and caring.
Courtesy	Courtesy means being polite. It means using good manners.
Cremation	Cremation is when a body is burnt in a coffin after death.
Crisis intervention	Crisis intervention is a short-term activity designed to restore safety and functioning to a person or persons affected by a situation that has placed them at risk of harm.
Critical incident stress disorder (CISD)	Critical incident stress disorder (CISD) is a condition that some people experience when they have witnessed or taken part in a serious incident which resulted in injury or death.
Crohn's disease	Crohn's disease is an autoimmune disorder affecting the digestive system.
Cross-contamination	Cross-contamination is when bacteria is transferred from one place to another and causes infection.
Cross-cultural differences	Cross-cultural differences are differences that occur between two different cultures.
Cultural diversity	Cultural diversity refers to the many different cultures that make up a society.
Cultural interpreters	Cultural interpreters represent a particular culture. They provide insight into cultural norms and values.
Culture	Culture is the name given to the behaviours, beliefs and customs that are passed between people and generations of a particular social, age or ethnic group.
Cumulative loss	Cumulative loss occurs when a person experiences a number of successive losses; for example, an individual may lose their partner, experience poor health and have to sell their house because they can no longer pay the mortgage.
Cystic Fibrosis	Cystic Fibrosis is an inherited condition which affects certain organs in the body, especially the lungs, digestive system and pancreas, by clogging them with thick sticky mucus. CF, as it is commonly known, leads to frequent lung infections and also affects male reproductive ability.
Cytotoxic	Cytotoxic substances are directly toxic to cells, preventing their reproduction and growth.
De facto	A de facto relationship is one where the partners have not been officially married.
Debilitating	Debilitating means seriously weakening or incapacitating.
Debridement	Debridement means removing dead, damaged or infected tissue to assist the healing process of the remaining healthy tissue.

Term	Definition
Debriefing	Debriefing is when people get the opportunity to talk about something that has happened so they can understand it better.
Deep vein thrombosis	Deep vein thrombosis (DVT) is a problem with the flow of blood through the veins, often in the leg. It can happen if a person does not move around much and sometimes it can happen after an operation.
Dehydration	Dehydration is a condition caused by limited intake of water.
De-institutionalisation	Deinstitutionalisation is the practice of moving people from large health facilities or institutions into community-based or family-based environments.
Delirium	Delirium is characterized by disorientation, cognitive impairment, mood changes and being unable to focus.
Delusions	Delusions are clearly false beliefs that persist even when presented with evidence to the contrary.
Demand-reduction strategies	Demand-reduction strategies attempt to reduce the willingness to obtain and use drugs. They include health promotion, education and early intervention strategies.
Dementia	Dementia is a term used to describe a group of illnesses that cause progressive loss of memory and thinking skills. It is a term that describes loss of memory, intellect, reason, social skills and normal emotion. The illness gets worse over time.
Demographics	Information about people's ages, where they live, the type of jobs they have, how many people are retired.
Denial	Denial means not believing that something has really happened.
Dentures	Dentures are false teeth a dentist fits to a person's mouth.
Depression	Depression is a medical condition where a person feels sad or tired all the time and not interested in life. They are not able to make themselves feel better. They need medical help to feel better.
Detoxification	Detoxification refers to the process whereby a person using a psychoactive substance is able to cease use of the substance in a way that minimises withdrawal symptoms.
Developmental delay	Developmental delay is a condition of childhood where the development of the child has occurred at a rate which is far slower than expected. The milestones such as crawling, talking and walking are all still generally reached, but they are reached at a much later age.
Developmental disability	Developmental disability is a term that refers to a permanent cognitive and/or physical impairment that usually occurs in the early years of life but can occur any time before around 18 years of age.

Term	Definition
Diabetes	Diabetes is a medical condition where the body is not able to process sugars properly. Food intake needs to be monitored. The person may need insulin injections. Blood sugar levels are monitored.
Diagnosis	A diagnosis is an opinion or judgment made by a health professional about a client's health.
Dialect	A dialect is the way a language is spoken in different parts of the same country. Dialects use many words, pronunciations and ways of saying things that are not used by other speakers of that language.
Dialysis	Dialysis is a process of artificially removing waste from the blood.
Diet	Diet refers to the choices people make when eating. It does not necessarily mean reduced intake. A diet can be healthy or unhealthy.
Dietician	A dietician is a qualified health professional who specialises in the study of food and its nutritional properties. Dieticians give advice on the design of special diets.
Dietetics	Dietetics is the study of food preparation and intake.
Digestion	Digestion is the process of breaking down food and drink so it can be used by the body.
Dignity	Dignity is the quality of being worthy of respect.
Dignity of risk	Dignity of risk means a person has the right to make their own choices and to take risks. It is the role of the community worker to ensure the individual understands the risks they are taking and therefore is making an informed choice.
Digoxin	Digoxin is a drug used in the treatment of congestive heart failure and abnormally rapid rhythms and fibrillation.
Diplomatic	Diplomatic means saying things in a way that is not hurtful to the other person.
Disability	A disability is the lack of ability to perform an activity within the range considered average for a human being (See also moderate disability, severe disability and profound disability).
Disability service standards	<i>Disability service standards</i> explain how disability agencies should meet high-quality principles for the service they provide. The standards are a guide for people who use services to ensure they are getting the best possible service.
Discontented and discontent	Discontented and discontent mean the opposite of contented.
Disclosure	Disclosure means to reveal information, either voluntarily or to comply with legislation or workplace policies and procedures.
Discrepancy	A discrepancy is when something is different to what it should be.

Term	Definition
Discrimination	Discrimination occurs when an individual is treated less favourably than others because they belong or identify with a particular group or are perceived to have certain traits or attitudes.
Disempowered	Disempowered means to take power away from a person; for example, by making decisions for them, rather than in collaboration.
Disenfranchised grief	Disenfranchised grief occurs when a person's loss and grief is not acknowledged or recognised by others.
Disengaged	To be disengaged is to be isolated, disconnected or emotionally removed from the community or other people.
Disorientated	Disorientated means that you are lost or confused. You may not know where you are. You may not remember who you are.
Dissolved	Dissolved is when a solid tablet or powder is placed into liquid and becomes part of the liquid.
Distraction	A distraction is something that takes the person's attention away from the task they are doing.
Distress	Distress means they show they are suffering or feeling very sad.
Diverse population	A diverse population covers a wide range of groups and people.
Diversional activities	Diversional activities are activities designed to help the older person forget about their behaviour. The older person may calm down if they have something else to do.
Diversional therapists	Diversional therapists plan, design and run activity programs, based on the needs of the older person.
Diversional therapists and activity workers	Diversional therapists and activity workers provide activities to suit the needs of older people. They help make sure older people have something to do if they choose to. They help stop older people being bored and lonely.
Division 2 nurse	A division 2 nurse is a TAFE trained nurse who carries out basic care duties. Also known as a 'state enrolled nurse' or simply an 'enrolled nurse'.
Documents	Documents are written records or reports. They may contain details of events that have taken place or action that needs to be taken.
Domain-based assessment	Domain-based assessments focus on one or more domains or areas of health and functioning such as mental health, physical health and social needs.
Domestic	Domestic cleaning means cleaning that is done in someone's room or house.
Domestic violence	Domestic violence is abusive behaviours by one or both partners in an intimate relationship (marriage, dating, family, friends, cohabiting) that negatively affect and/or cause harm. Examples include actual or threats of physical aggression and/ or sexual abuse, emotional abuse, neglect and economic deprivation.
Dosage	Dosage refers to the prescribed amount of a medication or therapeutic agent to be administered to an older person.

Term	Definition
Dose administration aid	Dose administration aid is the name given to the way medication is packaged to make it easy for a person to know what amount of medication to take.
Dosette box	A dosette box organises a person's pills so they know how many to take and when to take them.
Down Syndrome	A baby born with Down Syndrome has an extra chromosome number 21. Chromosomes are the cells that contain genetic information. This affects the development of the growing foetus and also affects the eventual development of the baby once it is born.
Drug	A drug is a substance that alters mood, perception and behaviour by its effects on the central nervous system (CNS).
Drug interaction	Drug interaction is the result of different drugs interacting with each other, with chemical agents, or with components of the older person's diet. These results can either be good or bad.
Drug toxicity	Drug toxicity is the degree to which a substance can harm people; for example if they receive too much medication, the drug accumulates in the body over time or the person's body is unable to eliminate the drug.
Dual diagnosis	Dual diagnosis means a client has been diagnosed with two distinct conditions.
Dual disability	A dual disability is where a person has two disabilities.
Dual-process model	The dual-process model describes how a bereaved person may integrate loss by alternating between two coping styles, one of which is loss-orientated and the other restoration-orientated.
Dual sensory impairment	Dual sensory impairment is when a person is both legally blind and deaf.
Duress alarm	A duress alarm (or panic button) is a small alarm that is linked to a central system. As soon as the alarm is pressed, it is recorded on a computer or other system and warns other people that you need help. A duress alarm can be worn as a belt clip, around the neck or with a wrist band.
Duty of care	Duty of care is the term used to describe the obligations employers and employees have to each other and those they are caring for. It includes making sure you provide appropriate care to meet the person's needs, treat them with respect and maintain a person's right to privacy.
Dysfunctional	Dysfunctional means not behaving normally. A dysfunctional family is one in which conflict abuse in the family occur continually and regularly.
Dysphagia	Dysphagia means to have difficulty swallowing.
Early intervention	Early intervention means providing assessment and treatment as soon as possible after diagnosis to reduce the severity and the duration of mental illness.
Economy	The economy is a careful system of managing wealth resources.

Term	Definition
Effervescent	Effervescent means that a liquid gives off bubbles of gas. It is 'fizzy'.
Elder abuse	Elder abuse is when an older person is deliberately harmed and is not receiving appropriate care.
Elective mutism	Someone with elective mutism is physically able to speak but elects not to do so.
Electronic communication devices	Electronic communication devices have software that enables someone to choose images or words that are then outputted as speech.
Eligibility criteria	Eligibility criteria are a set of characteristics that a person has to meet to access a service or funding.
Emergency relief	Emergency relief is money or other resources that assist people to deal with their immediate crisis or emergency situation. Relief may include food, medicine or transport vouchers, clothing and/or assistance with bills, paying rent or finding accommodation.
Emotional and psychological needs	Emotional needs include feeling happy, loved, content, liked and close or attached to someone. Psychological needs include mental health, being able to think clearly and understand situations as they really are.
Emotional needs	Emotional needs are the things that help a person feel safe, secure and happy within themselves.
Emotional trauma	Emotional trauma is a shock that someone may receive that affects the way they think and behave. They may find it difficult to think and behave as they did before the shock. They may become depressed or withdrawn.
Emotional wellbeing	Emotional wellbeing is to do with how we feel about things. Our emotions are things we feel. They are things like anger, fear, happiness or sadness.
Emotions	Emotions are how you feel inside, such as happy, sad, annoyed etc.
Empathy	Empathy is the ability to perceive and feel directly the emotions of another.
Emphysema	Emphysema is a breathing disorder that can happen mostly to people who smoke and less often to people who live in areas with high air pollution.
Empower	Empower means giving people authority and autonomy.
Empowerment	Empowerment means helping clients to develop a sense of control over their lives and to actively participate in decisions that affect them.
Emulsion	An emulsion is a mixture in which an oily medication is mixed with another liquid.
Encephalitis	Encephalitis is inflammation of the brain. It is caused by a viral infection.
Encouragement	Encouragement means being positive and cheerful about an idea, and saying things that will help the older person want to join in.
Encouraging	Encouraging means being positive about something.

Term	Definition
Endocrine	The endocrine system produces and secretes hormones that are distributed throughout the body. These hormones regulate growth, metabolism, heart rate, organ function, bone density, mood.
Endoscope	An endoscope is a lighted optical instrument, either rigid or flexible, used to get a deep look inside the body and examine, for example, the throat or oesophagus.
Enrolled nurse	See Division 2 nurse.
Enteral	Enteral relates to the small intestine.
Environment	Environment means the place where a person spends their time or is situated.
Environmental factors	Environmental factors are all the things in the world around us that affect our daily lives, such as air pollution, where we live and work, the school we attend, our friendship circle or peer group.
Environmental hazard	An environmental hazard is one that is part of the place where the older person lives or visits.
Epilepsy	Epilepsy is a condition that causes reoccurring seizures.
Epileptic seizure	Epilepsy is a condition that causes re-occurring seizures. There are several types of epileptic seizure, some which involve shaking, involuntary movements and loss of consciousness for a brief period of time, and some which are less severe and involve a fleeting loss of consciousness without any body movements.
Equity	Equity is making things equal and not having different rules for different people.
Ergonomics	Ergonomics is the term used to describe the way a person works safely and efficiently; for example, workstations should be set up to suit the person's body so they can work comfortably and safely.
Ethically	To behave ethically means abiding by moral values or principles. To be ethical is to act in accordance with these principles.
Ethics	Ethics are moral values or principles. To be ethical is to act in accordance with these principles.
Etiquette	Etiquette refers to the conventional and accepted standards of behaviour that people use in social and professional situations.
Evidence-based behavioural intervention	Evidence-based behavioural intervention is intervening to modify behaviour in a planned way and based on firm evidence.
Evidence-based practice	Evidence-based practice is the use of practices that have been found to be effective and are supported by research.
Evidential interview	An evidential interview is usually carried out when a child has disclosed something that indicates they may have been abused. The purposes of the interview are to determine if abuse has happened and to ensure the child's safety. Evidential interviews are usually videotaped as required by law; or they may be audiotaped or written down.

Term	Definition
Executive system dysfunction	Executive system dysfunction occurs when there has been damage to the frontal lobes of the brain. These are the parts of the brain that deal with cognitive function, such as planning ahead, organising information, and monitoring, regulating and controlling behaviour.
Exercising mentally	Exercising mentally is when the mind is in use.
Exhalation	Exhalation is breathing out.
Expel	Expel means to force to leave or move out.
Expenditure	Expenditure is spending money for goods or services.
Extended family	Your extended family is your relatives outside of your parents and siblings. People often have friends they feel are so close to them they are like family members. These people are referred to as being part of an extended family.
Extracellular	Extracellular material is material located outside of a cell and includes cellular excretions and body fluids.
Facilitate	Facilitate means to help or assist.
Facilitator	A facilitator is a person who is not connected to the situation or the people involved. They are open-minded and will make a judgement based on what they hear.
Faecal incontinence	Difficulty in, or inability to, maintain normal bowel control.
Family systems theory	The family systems theory is a theory of human behaviour that is based on the idea that you cannot understand the behaviour of the individual without understanding the dynamic of their family.
Financial year	The financial year commences on 1 July and runs to 30 June the following year.
Fine motor skills/tasks	Fine motor tasks involve precise controlled movement of the hands and fingers. Typically the skills are grasping, manipulating and hand-eye coordination. Examples are writing, pushing small buttons, using scissors or playing the piano.
Flat affect	Highly reduced emotional expression. People with flat affect (often those with depression or schizophrenia) may speak in a monotone, be apathetic and use limited facial expressions.
Flexibility	Flexibility means being able to bend and stretch.
Flexible	Flexible means that you can change or fit an activity or job to suit the situation or the person.
Formal assistance	Formal assistance means official or recognised assistance. It is help that is extra to your usual tasks.

Term	Definition
Foster family	A foster family is an individual or couple and their children who take on the role of the family for short-to medium-periods in instances when a child's legal guardian is not able to fulfil their responsibilities as a parent.
Friendly visiting	Friendly visiting is a service usually delivered by volunteers, who go to the homes of elderly or disabled people in order to visit them on a social basis, to chat and provide companionship and company.
Frontal lobe dementia	Frontal lobe dementia describes dementia caused by damage to this part of the brain. It leads to a progressive decline in someone's mental abilities.
Funding	Funding is money that pays for the cost of the service. The government usually provides the money.
Funding bodies	Funding bodies are organisations that pay money to cover the cost of a service.
Gastric tube	A gastric tube is a special tube used to assist in feeding a person who has difficulty taking in nutrition through their mouth (usually only used by a specially trained worker).
Gastroenteritis	Gastroenteritis is an illness triggered by the infection of the digestive system. Typical symptoms include abdominal cramps, diarrhoea and vomiting. Viruses, bacteria, bacterial toxins and parasites are the common causes of gastroenteritis.
Gastrointestinal	The gastrointestinal system, also known as the digestive system, is responsible for breaking down food and expelling waste. It includes the stomach, liver, small and large intestines.
Gastrostomy	Gastrostomy refers to the creation of an artificial opening into the stomach to provide nutritional support.
Gel	A gel is a clear, thick liquid like a jelly.
Gender identity	An aspect of personal identity, it is one's view of oneself as male or female, irrespective of biology.
Generic services	Generic services describe all those community services that are available to the general population, such as public transport, TAFE, child care, community facilities, sporting clubs. For people with a disability, perhaps hearing loss, intellectual disability, vision loss, the community services sector may provide a range of specific services to meet particular needs.
Genetics	Genetics means the way genes or biology determines how people develop.
Genetic factors	Genetic factors are to do with inherited characteristics and features such as hair colour, eye colour or a tendency to develop certain diseases that are passed from parents to children.
Genogram	A genogram visually represents family relationships along with information from the family about the client, siblings, the wider family, social supports and any mental health or medical issues.
Gentle	Being calm and kind to someone.

Term	Definition
Geriatric	Geriatric is a term used to refer to elderly people.
Geriatrician	A geriatrician is a doctor who specialises in conditions of ageing.
Gerontic	Gerontic relates to old age.
Gerontology	Gerontology is the study of ageing and the problems that affect older people.
Gestation	Gestation is the period during which an embryo develops.
Global development delay	Global development delay is when a child has delayed achievement in all developmental milestones.
Glucometer	A glucometer is a machine for reading blood glucose levels.
Glycemic index (GI)	The glycemic index ranks carbohydrates in foods according to how they affect blood glucose levels. High GI foods are rapidly digested and absorbed causing significant changes in blood sugar levels. The gradual rises in blood sugar and insulin levels of low-GI foods and have proven health benefits, particularly for diabetes sufferers.
Goal	A goal is the desired outcome. It is an improvement or change to work towards.
Grants	A grant is a sum of money provided to an organisation for a specific purpose. For example, an aged care facility may receive a grant from their local council to run an activity program or to pay support staff.
Grief	Grief is the feeling of sadness and pain we feel when we lose someone or something we love or value.
Grievance	A grievance is a problem someone has that has made them unhappy or angry.
Grievance process	A grievance process is the way the workplace wants you to deal with problems at work.
Gross motor skills	Gross motor skills are larger movements involving the arm, leg, or feet muscles or the entire body. Things like crawling, walking, running and jumping are gross motor skills.
Group dynamics	Group dynamics relates to how individuals in groups interact and influence each other.
Guardian	A guardian is a person appointed by the older person or a government agency to make important life decisions for a person who cannot do this for themselves because of their condition.
Guideline	A guideline is a general instruction or suggested course of action. In the context of OHS, a guideline is typically advice and guidance about what constitutes compliance with OHS legislation and regulations. Guidelines can include compliance codes, state/territory work health and safety authority positions and non-statutory guidance.
Guilt	Guilt means feeling or knowing that you have done something wrong.

Term	Definition
Halal	Halal food is prepared and according to Islamic law.
Halitosis	Halitosis means bad breath. Its causes include smoking, poor dental hygiene, alcoholism, throat infection, dental infection, sinusitis, lung infection, gum disease.
Hallucinations	Hallucinations are false sensory perceptions.
Handicap	A handicap is a disadvantage for a given individual, resulting from an impairment or a disability, that prevents the fulfilment of a role that is considered normal (depending on age, sex and social and cultural factors) for that individual.
Handover	Handover is the meeting at the start of each shift. The supervisor from the previous shift tells the new staff what has happened since they were last at work and anything extra that may need to be done.
Harassment	Harassment is when a person is made to feel uncomfortable or insulted because of their race, colour, culture, sex, disability or sexual preference.
Harm minimisation	Harm minimisation refers to policies and programs that reduce drug-related harm. Australia adopted a harm minimisation approach in 1985 as part of its national drug policy in order to reduce the effects of harmful drug use and to improve health, social and economic outcomes for Australians.
Harm reduction strategies	Harm reduction strategies are designed to reduce the harm associated with drug use on individuals and communities. Examples include the promotion of low-alcohol beer and needle and syringe programs.
Hazard	A hazard any situation that has the potential to cause (or lead to) harm to people or property.
Hazard report	A hazard report is a form that records information about risks and hazards. It is used to record the details of hazards, such as what the hazard is, where it is and the risk involved.
Hazard report form	A hazard report form is a form that you complete if you think there is a danger or risk in the workplace.
Health practices and beliefs	Health practices and beliefs are the things that people do to maintain their health. Examples include not eating meat (being vegetarian), eating gluten-free products, not allowing a blood transfusion.
Health professional	Health professional refers to those responsible for medical care such as a doctor, registered nurse or pharmacist.

Term	Definition
Healthy	Being healthy means looking after your body and mind.
Hearing impairment	A hearing impairment means a person has trouble hearing or is unable to hear. Other words used to describe a hearing impairment are 'deaf' or 'hard of hearing'.
Hearing loop	Hearing loop facilities are for hearing impaired people who wear a hearing aids fitted with a T-switch that help them hear speakers or programs more clearly.
Helper t-cells	Helper t-cells are the cells that are responsible for activating the body's immune response.
Hepatitis A, B and C	<p>Hepatitis A is a viral disease that affects the liver. It is transmitted through contact with food, drinks or objects contaminated by the faeces of an infected person.</p> <p>Hepatitis B is a serious viral infection that causes liver inflammation. It is passed on through sexual intercourse and needle sharing. You can be immunised against hepatitis B.</p> <p>Hepatitis C is also a virus that causes inflammation of the liver. It is also transmitted through sharing needles, syringes and other equipment during drug use. There is no cure for hepatitis C and you cannot be immunised against it.</p>
Hereditary	Hereditary means that something is passed from one or both parents to the baby through genetic makeup.
Herpes Zoster (shingles)	Herpes Zoster is a skin rash that causes pain and blistering. Shingles can affect any part of the body, including the face.
Heterosexual relationship	A heterosexual relationship means there is a man and a woman in the relationship.
High care facility	Older people are placed in a high care facility when they need help with most of their daily living tasks, such as showering, dressing, toileting, meals, laundry, making beds and social activities.
High support needs	A person with high support needs requires a lot of help and support due to a more severe level of disability. They may have a significant physical or intellectual disability. They may have complex medical needs or behavioural needs as well as their main disability.
Hijab	A hijab is a head covering worn by some Muslim women as part of their religion.
HIV	HIV (human immunodeficiency virus) leads to acquired immune deficiency syndrome (AIDS).
Hoist	A fixed or portable device for lifting and transferring a person with a disability.
Holistic approach	A holistic approach is care that is responsive to a person's emotional, psychological, physical, cultural and spiritual needs. It means looking at the whole picture. In aged care, it means helping with all the older person's needs, not just one or two. Holistic care meets the needs of the whole person, rather than just treating a particular problem or focusing on one area.

Term	Definition
Holistic care	Holistic care meets the needs of the whole person, rather than just treating a particular problem or focusing on one area.
Home and community care (HACC)	Home and community care is funded by the government. The program provides basic support and maintenance to people living at home who are finding it difficult to maintain their independence because of their ageing, a condition or disability.
Home maintenance	Home maintenance is the general repair tasks that need to be done to keep the house in good condition.
Homeostasis	Homeostasis is the bodily processes that keep the human body in a state of balance.
Homosexual relationship	A homosexual relationship means there are two men or two women in the relationship.
Hormones	Hormones are chemicals that are produced in one part of the body that are used by and affect other parts of the body.
Hospice	A hospice is a care facility for terminally ill patients.
Human immunodeficiency virus (HIV)	: causes acquired immune deficiency syndrome (AIDS). Someone who has HIV may not have any symptoms, but they carry the virus.
Huntington's disease	Huntington's disease is an inherited, degenerative disease of the brain that affects both the mind and the body. There is no cure.
Hydration	Hydration means keeping the body's water at a safe and healthy level.
Hygiene	Hygiene means acts associated with ensuring good health and wellbeing.
Hypertension	The common name for hypertension is high blood pressure.
Hyperactive thyroid	The thyroid helps regulate a person's metabolism. A person's metabolism affects how well food is 'burned up' by the body. A hyperactive thyroid is overactive and can cause weight loss.
Hypoactive thyroid	The thyroid helps regulate a person's metabolism. A person's metabolism affects how well food is 'burned up' by the body. A hypoactive thyroid can cause weight gain.
Hypotension	The common name for hypotension is low blood pressure.
Identity	Identity means how you see yourself. It has to do with all the different parts of your life.
Impairment	An impairment is an abnormality of a psychological, physiological or anatomical function. The physical or mental defect can affect the whole body system or an organ.
Imprest	An imprest is like a float; it is the maximum cash amount allocated as petty cash.

Term	Definition
Inappropriate behaviour	Inappropriate behaviour is unsuitable or improper behaviour or behaviour outside what is socially acceptable.
Inappropriate physical touching	Inappropriate physical touching means touching that is not liked or wanted by the other person. It can also mean touching that is not suitable to the situation.
Incidence	Incidence means the number of people who have a certain condition.
Incidental learning	Incidental learning is not planned or intentional. It occurs when people learn skills from everyday life activities such as conversations, observing things, trial and error. For example, social skills are often learnt through day-to-day activity.
Incident report	An incident report documents any unusual problems, incidents or other situations that may lead to undesirable effects or do not comply with workplace policies and procedures or practices.
Income	Income is money received into a facility from funding or client fees. Other income sources such as bank interest, fundraising, donations and so on.
Inconsistencies	Inconsistencies are things that are different from what they should be. For example, someone might take a wrong dosage or the wrong medication.
Incontinence	Incontinence is when a person cannot control their bowels or bladder.
Independence	Independence means being able to do things without support or help.
Independent	Independent means being able to do things without support or help.
Independent living	Independent living means that people are able to live on their own. They can manage daily living activities such as shopping, bathing, cooking and looking after their general health. They can be active in their community.
Indigenous Australians	Indigenous Australians refers to Australian Aborigines and Torres Strait Islanders
Individuality	Individuality means the qualities that combine to create the character of a single person.
Individual grief counselling	Individual grief counselling means counselling given to one person about grief and loss.
Individual needs	Individual needs are the particular needs of each person. Everyone has different likes and dislikes.
Individual plan	An individual plan is a care plan that describes the support given to an individual
Individual response plan	An individual response plan is a plan formulated in response to behaviour that may result in harm to an individual or others. The plan identifies the triggers of the behaviour, establishes strategies to respond to those triggers and so prevents the behaviour occurring.
Induction/Induction kit	Induction explains all the important things you need to know about your workplace. An induction kit is information you may be given when you start work.

Term	Definition
Induction training	Induction training is training when you start a new job to help you feel familiar with your workplace and the expectations.
Infection	Infection occurs as a result of coming into contact with germs that cause disease.
Infectious materials	Infectious materials carry disease-causing bacteria or viruses from blood or other bodily fluids, faecal matter or other sources of disease transmission. Such materials must be handled with caution and be disposed of in a safe manner.
Influenza (the flu)	: caused by a highly contagious virus, which is spread by coughs and sneezes.
Informed choice	Informed choice means knowing what choices they have. It means being given information to understand all the choices. It means being allowed to make the choice.
Informed consent	Informed consent means understanding fully what the activity, task or process is and what any risks are. A person then consents (gives permission) to take part once they fully understand the activity.
Ingest/ Ingested	Ingest means to take food or liquid onto the body. Ingested means that the liquid, tonic, tablets or capsules have been completely swallowed.
Inhalation	Inhalation means breathing in.
Intact skin	Intact skin is skin that is unbroken. This means there are no cuts, sores, scrapes or flaking skin.
Intake	Intake refers to the process of admitting a client into care and assessing their needs.
Integration of loss	Integration occurs when an individual is able to accept their loss and integrate it into their ongoing life.
Integrity of information	Information has integrity when it is accurate, current and reliable.
Integumentary system	The integumentary system is made up of the skin, glands, hair and nails.
Intellectual disability	An intellectual disability means that a person is no longer able to think or reason clearly.
Intentional behaviour	Intentional behaviour is behaviour which someone means to do.
Interpersonal exchanges	Interpersonal exchanges mean communication that happens between two or more people.
Interpersonal psychotherapy	A short-term psychotherapy that focuses on solutions and strategies to deal with interpersonal problems.

Term	Definition
Interpersonal skills	Interpersonal skills are communication skills that show respect, understanding, interest and trust. These skills help to develop and maintain relationships with other people.
Interpreters	Interpreters are people who are trained to understand and speak two or more languages. They listen to one person speaking a language and then translate the words into the other person's language so that both people understand each other.
Intervene	To intervene means to involve yourself in a situation in order to change an action.
Intervention	An intervention is treatment, including taking steps to address problems, conditions or complaints.
Intervention strategies	Intervention strategies are things an aged care facility might do to help minimise difficult behaviours.
Interview	An interview is a formal face-to-face meeting such as a job interview.
Intimacy	Intimacy refers to the close personal relations between people.
Intoxication	Intoxication is when a person has a high level of alcohol or drugs in their system and cannot talk, walk or think clearly. The person may cause harm to themselves and others.
Intranet	An intranet is a system that allows a group of computers to communicate centrally with each other within an organisation.
Intravenous	Intravenous means into a vein.
Intrusive behaviour	Intrusive behaviour is unwanted or unwelcome physical interference with a person's belongings, room or personal space.
Invasive procedures	An invasive procedure involves entering the body by needle, tube, device or scope.
Involuntary reflex	An Involuntary reflex is an action which is not controlled by thought, but by the action of the central nervous system and generally cannot be controlled.
Irritant contact dermatitis	Irritant contact dermatitis is an inflammation of the skin caused by allergies to the ingredients used in liquid soaps and other detergents used for handwashing.
Jargon	Jargon is a specialist language used by a particular group or industry.
Job description	A job description is a document that explains your role and responsibilities, the tasks you have to do and who you report to.
Justice	Justice, when applied to professional ethics of the caring professions, calls for fairness and impartiality, bearing in mind the professional's responsibility to the community.

Term	Definition
Justice system	The justice systems incorporates courts, prisons, rehabilitation, corrections support and other services and systems related to upholding the law and responding to individuals who have been in breach of the law.
Juvenile justice system	The juvenile justice system refers to the legal and criminal proceedings concerned with young people between the age of 10 and up to 18 years.
Katz Index	The Katz Index is a functional assessment instrument that measures a person's ability to complete activities of daily living and indicates their level of independence.
Key performance indicators	Key performance indicators are the areas a person will be measured on in terms of whether they are undertaking their job effectively.
Key sign system	A key sign system is based on a combination of spoken words and sign language.
Key words	Key words are words that relate to exactly what you are trying to find.
Kinaesthetic learning	Kinaesthetic learning takes place in the process of performing a particular activity or task.
Kind	Being nice to another person.
Korsakoff's syndrome	Korsakoff's syndrome is an acquired brain injury caused by excessive alcohol consumption over a period of time.
Kosher	Kosher food is food prepared and presented according to Jewish law.
Language	Language is what we say, using written or spoken words or signing.
Language interpreters	Language interpreters convert one language into another.
Learned helplessness	Learned helplessness is when a person becomes passive and undemonstrative over time in response to life circumstances.
Least restrictive environment	The least restrictive environment means that, where possible, people with disabilities are given the special support they require within an environment that is as near to 'normal' as possible while ensuring individual safety and development.
Legal guardian	A legal guardian cares for a person usually because they are unable to look after themselves. The guardian is given legal permission to perform this responsibility.
Legally blind	Legally blind is a term used by the government to describe a person whose sight is so impaired they are entitled to special benefits and services.
Legislation	Legislation comprises the laws passed as Acts of Parliament. Acts may have regulations. Regulations are laws that support the general requirements of the legislation.

Term	Definition
Life span development theory	Life span development describes changes in human development that occur over the duration of a lifetime. Life span development theories commonly examine human development from psychological, sociological and biological perspectives.
Life experiences	Life experiences are the events that have happened during our lives. They often help us form views and values.
Lifting machine	A lifting machine is a piece of equipment used to help workers move older people from one place to another.
Likert scale	A Likert scale is a numerical scale that allows people to rate the degree to which a statement applies to them.
Listening actively	Listening actively means giving full attention to a speaker to completely understand their point of view.
Logic	Logic means using clear, reasonable thinking to process information.
Loneliness	Loneliness is the feeling we have when we don't have much love or social contact.
Loss	Loss occurs when a person loses someone or something that is important or significant to them.
Low care facility	A low care facility is an aged care facility for older people who need help with some daily living tasks, but can manage many things on their own.
Low support needs	A person with low support needs requires much less help and support. They may have a mild disability.
Lupus	Lupus is an autoimmune disease in which a person's immune system attacks itself. Antibodies attach themselves to various structures in the body; the accumulation of these antibodies can cause a range of symptoms including, skin rashes, joint swelling, inflammation, damage and pain.
Mainstream	Mainstream means the most common trend. For example, mainstream schools are the schools that most people attend. They are the regular primary and high schools, not special schools just for people with disabilities.
Maintaining their environment	Maintaining their environment means that the older person should keep doing things they can for as long as possible.
Maintenance	Maintenance is looking after something to keep it in good condition.
Makaton	Makaton uses signs and symbols to teach communication, language and literacy skills to people with communication and learning difficulties.
Maladaptive	Maladaptive behaviour is undesirable and socially unacceptable behaviour that interferes with the acquisition of desired skills or knowledge and with the performance of everyday activities.
Mandatory reporting	Mandatory reporting is the requirement by law to report suspected cases of abuse and neglect. Mandatory reporting requirements differ from state to state.

Term	Definition
Manipulation	Manipulation occurs when a person tries to manage, handle, adapt or change a situation in a cunning or unfair manner.
Manic/Mania	Mania is a severe medical condition characterised by elevated mood, high energy levels, unusual thought patterns and sometimes psychosis.
Manual handling	Manual handling refers to the use of the human body to lift, lower, fill, empty or carry loads. The load can be animate (a person or animal) or inanimate (an object).
Material safety data sheet	A material safety data sheet is a form developed by chemical manufacturers to explain how to minimise the risks associated with chemical use.
Maximum emotional wellbeing	Maximum emotional wellbeing means feeling as good as possible.
Meals on wheels	Meals on wheels is a government-funded service that delivers a hot meal to older or disabled people who live at home, if they are unable to cook their own meal.
Meaning reconstruction	Meaning reconstruction is how an individual makes sense of a significant loss and develops a consistent personal narrative and direction to overcome the challenge of the loss.
Media	Media are devices used to store information.
Medical misadventure	Medication misadventure refers to any hazard or incident associated with medications, such as adverse drug events, adverse drug reactions and medication errors.
Medical restraint	Medical restraint is when a person is given medication to control their behaviour.
Medical terminology	Medical terminology is special language used in health care to accurately identify and describe the body, its systems and various illnesses and disease.
Medication	Medication is medicine or drugs that are given in order to prevent, diagnose, cure or control a disease or in order to improve physical or mental health. It includes medicines that are prescribed by a doctor as well as non-prescribed medicines that can be bought over the counter; for example, cough mixtures, painkillers and antihistamines.
Mediate	To mediate is to negotiate agreement or compromise between two or more dissenting parties.
Memorandum of understanding	A memorandum of understanding is a written agreement between two partnering agencies or organisations.
Meningitis	Meningitis is inflammation of the protective membranes covering the central nervous system called meninges.
Mental	Mental means relating to the mind.
Mental health	Mental health refers to a person's feelings of self-worth, perceptions of others and ability to function.

Term	Definition
Mental illness	Mental illness is any psychological condition diagnosed by a qualified person such as a general practitioner, psychologist or psychiatrist. Categories of mental illness include anxiety, mood, psychotic and eating disorders.
Mentoring	A mentor acts as a sounding board for ideas or plans that may affect your career. Mentoring fosters the development of relationships that benefit both parties. The mentor provides insight and guidance to another and contributes to their goals and aspirations.
Metabolic, metabolism	Metabolism is all the physical and chemical processes occurring in the body.
Methicillin-resistant staphylococcus aureus (MRSA)	MRSA is a bacterial infection that is highly resistant to some antibiotics.
Micro-organisms	Micro-organisms are very small organisms that are barely visible to the naked eye.
Migrate	Migrate means to move from the country where you were born to live permanently in another country.
Milestone	A milestone is a stage of development in someone's life. For example, learning to read, completing primary school or learning to catch a ball.
Mindful practice	Mindful practice means paying careful attention to the person or situation at that point in time. It requires critical self-reflection to clarify values and refine skills and uses self-monitoring as a means to improve practice.
Minimal physical force	Minimal physical force means that you only use the minimum necessary to stop the behaviour. It must not be excessive and cause the person injury.
Minutes	Minutes are a record of a meeting or hearing.
Misinterpret	To misinterpret is to incorrectly understand, explain or interpret.
Mobile	Mobile means the ability to move around.
Mobility	Mobile means the ability to move around.
Moderate disability	When someone has a moderate disability, it means they can still perform the core functions of mobility, communication and self-care independently but with difficulty.
Monkey bar	A monkey bar is a small triangle-shaped frame that hangs above the bed and allows the person to grasp it and lift themselves up.
Morally wrong	To be morally wrong means to act in a way that is considered wrong by most people. For example, most people think it is wrong to treat others unfairly because of the colour of their skin.
Morbidity	Morbidity refers to a diseased condition or state, the incidence of a disease or the frequency of diseases in a population.

Term	Definition
Mortality	Mortality can refer to the frequency of death in a population or being subject to death.
Mortar and pestle	A mortar and pestle is a ceramic bowl (the mortar) with a small club-shaped tool (the pestle) for grinding up or crushing items.
Motivation	Motivation means the desire to try and achieve things.
Motivational interviewing	Motivational interviewing is a type of counselling technique often used in the AOD field to help people increase their motivation to change harmful drug use.
Motor skills	Motor skills relate to movement of the body.
Motor neurone disease	Motor neurone disease is a progressive, degenerative disorder that affects nerves in the upper or lower parts of the body. Symptoms may include difficulty swallowing, limb weakness, slurred speech, impaired gait, facial weakness, and muscle cramps.
Multifactorial	Multifactorial is the term used to describe the variety of approaches used to control the spread of infection.
Multilingual	Multilingual means 'many languages'. People who speak a number of languages are called multilingual. Brochures and signs that are written in different languages are referred to as multilingual.
Multiple disability/ Multiple diagnosis	A multiple disability is when a person has more than two disabilities.
Multiple sclerosis	Multiple sclerosis is a disease that affects a person's nerves. They cannot move well and may not be able to control their bladder function.
Musculoskeletal	Musculoskeletal is the muscles and/or the skeleton of a person.
Musculoskeletal injuries	Musculoskeletal injuries are those that affect the muscles or bones.
Mutual	Mutual means something that is shared between two people.
Mutuality	Mutuality refers to relationships of mutual (shared) dependence between groups or individuals.
Myth	A myth is something that is not true but is widely believed.
National Disability Service Standards	The National Disability Service Standards explain how disability agencies should meet high quality principles for the service they provide. The standards are a guide for people who use services to ensure they are getting the best possible service.
National Drug Strategy	The National Drug Strategy is Australia's primary drug policy. It is based on the harm minimisation approach and aims to achieve harm-reduction, demand-reduction and supply-reduction measures to reduce the harmful effects of drugs in Australian society.
National Privacy Principles	There are 10 national privacy principles that detail the requirements for recording or reporting sensitive information under the Privacy Act.

Term	Definition
Near miss	A near miss is when an incident nearly happens.
Nebuliser	A nebuliser is a machine that delivers medicine mixed with air and/or oxygen. The person breathes the medicine through a mask.
Needle and syringe programs (NSPs)	Needle and syringe programs are programs for distributing and disposing of needles and syringes in order to prevent the transmission of disease.
Neglect	Neglect means ignoring or avoiding.
Negligence	Negligence is the failure to take reasonable care, resulting in injury or harm to the other person.
Negotiating skills	Negotiating skills involve communication intended to resolve disputes, to produce an agreement upon courses of action, to bargain for individual or collective advantage, or to craft outcomes to satisfy various interests.
Negotiation	Negotiation is when all parties discuss the situation and decide on the most appropriate way to resolve the issue to everyone's satisfaction.
Network	Networks are groups of people who are linked together in some way.
Neurological	Neurological means something that affects the nervous system – the brain and nerves.
Neuromuscular	Neuromuscular means it affects the nervous system and muscles in the body.
Neuropsychologist and behaviour consultant	Neuropsychologists and behaviour consultants are people who specialise in the psychological management of issues relating to brain injury or disease.
Next of kin	A person's next of kin is their nearest relative.
Non-judgmental approach	A non-judgmental approach means that you communicate in a balanced way; your responses are not informed by your personal opinions or prejudices.
Non-maleficence	Non-maleficence is one of the ethical foundations of many caring professions and means to do no unnecessary harm.
Non-opioid	Non-opioids are anti-inflammatory drugs used for low-level pain. They do not require a prescription. They are referred to as analgesics.
Non statutory	Non statutory regulations or other similar requirements are not established under specific legislation but can have a similar effect in law.
Nonverbal communication	Nonverbal communication means everything else apart from your voice, for example actions, facial expressions, gestures and sign language. It is often referred to as 'body language'.
Norm-based assessment	Norm-based assessment allows workers to assess clients against statistical norms for a particular characteristic or area of functioning. For example, an 80-year-old person may be assessed for cognitive functioning using a test instrument and his score then ranked against the scores of those others who have been assessed using the same instrument.

Term	Definition
Norms	Norms are ideas about what is normal, desirable and appropriate. Cultural or social norms describe the standards of behaviour that a social or cultural group decides are acceptable and necessary for belonging to that group.
Notification	A notification details information that is important to know.
Nutrition	Nutrition means keeping the right level of food types in a person's body.
Nutritional requirements	Nutritional requirements means the food that people need to eat to remain healthy.
Objective	To be objective is to be free from personal feelings or prejudices.
Observing	Observing means watching, listening and remembering details.
Occupational Health and Safety (OHS)	Occupational health and safety (OHS) refers to the legislation, policies, procedures and activities that aim to protect the health, safety and welfare of all people in the workplace.
Occupational health and safety representative (OHS rep)	An OHS rep is a person who is elected by workers to help keep workplaces safe. They are there to represent you in matters to do with health and safety.
Occupational therapist	An occupational therapist is an allied health professional who helps people manage the daily activities of living, such as dressing, grooming or cooking, and regaining vocational skills. They may do this through adapting the client's environment or using adaptive equipment.
Odometer	An odometer measures how many kilometres your car has travelled between two or distances.
Oedema	An oedema is the build-up of excessive fluid in the tissues, which results in swelling.
Oesophagus	The oesophagus is the tube that goes from the mouth to the stomach. The oesophagus is one of the first stages of digestion.
Ombudsman	An Ombudsman hears, investigates and resolves complaints from citizens or consumers about agencies, departments or service providers. An Ombudsman may be appointed by the government or funded by the industry sector required to have a disputes-resolution process.
Open employment	Open employment is where people with disabilities work alongside people who do not have disabilities.
Open questions	Open questions encourage the person to speak in detail or describe something. They usually start with words like 'how', 'why' 'what'.
Opioids	Opioids are drugs used to relieve medium-level to severe pain, particularly breathlessness. A prescription is needed. They are referred to as analgesics.
Optimal health	Optimal health is the best possible physical, psychosocial, and spiritual well-being a client is capable of achieving.

Term	Definition
Optimal mental health	Optimal mental health is the best possible mental health a person can have considering their condition and other barriers.
Optometrist	An optometrist is an eye specialist.
Oral intake	Oral intake means the food you eat and the fluids you drink.
Oral medication	Oral medication is medication that is taken via the mouth.
Organism	An organism is a living thing – animal, plant or bacteria.
Osteoporosis	Osteoporosis is a condition that causes reduced bone density.
Outcome	An outcome is what happened after an event. For example, if the older person told you they'd like to join a club, the outcome would be that you or the older person contacted the club.
Outreach services	Outreach services in the community sector involve working directly with people in the community rather than with people who approach the service directly; for example, homelessness programs or youth programs.
Overdose	An overdose is the use of a drug in an amount that causes serious health effects. Overdoses of some drugs can be fatal.
Over the counter medicines	Over the counter medicines can be bought in a chemist or supermarket. They do not need a prescription from a doctor. They may not be safe to use with other medications the doctor prescribes.
Pain threshold	The amount of pain a person needs to feel before the sensation of pain is experienced.
Palliative care	Palliative care is the care of a person who is dying. It means making sure they suffer as little as possible when medical care cannot make them better.
Paranoia	Paranoia is when you are unreasonably suspicious or fearful and don't trust others.
Paraplegia	Paraplegia means there is no movement or feeling in the lower limbs (legs).
Paraphrase	A paraphrase is a statement or remark explained in another way to simplify or clarify its meaning.
Parenting styles	Parenting styles are the ways that parents speak to children, discipline them, respond to requests and offer help and guidance.
Parkinson's disease	Parkinson's disease is a neurological condition that affects the control of body movements. The person may have shaky hands, arms and legs. They may have difficulty moving and walking, eating and drinking. The disease gets worse over time.
Passive	A passive activity doesn't take much energy. It doesn't need physical activity to join in.
Pathogens	Pathogens are bacteria and viruses.

Term	Definition
Pathological	Pathological refers to those signs of the disease that can be seen via medical tests, imaging and autopsy.
Patience	Patience is being able to stay calm, especially when it is difficult. Patience includes listening closely when people speak to you, taking the time to understand what they want, not getting upset if they are unreasonable or angry.
Patient	Not rushing another person to do something; letting them do it at their own pace.
Pattern	The daily pattern of life refers to the tasks and activities that a person does every day.
Peak body	A peak body is an industry group that develops standards and processes or acts on behalf of all members to promote member interests or to lobby government.
Peer supervision	Peer supervision is a process whereby a group of colleagues or peers have regular meetings to engage in self-evaluation and discuss areas of practice. Peer supervision may involve peers only or include a person in a supervisory role.
PEG feeding	PEG stands for percutaneous endoscopic gastrostomy, a method of feeding where a tube is inserted into the stomach through an incision in the skin. Feeding tubes are usually put in when a person is at risk because of difficulty chewing and swallowing.
Perceptual ability	Perceptual ability is how people interpret and understand things using their senses.
Perceptual skills	Perceptual skills are the ability to use the senses such as hearing and vision to understand information.
Percussion	Percussion is where a health-care professional taps certain areas of the body to check for structural changes.
Percutaneous	Percutaneous means through the skin.
Perinatal mortality	Perinatal events occur in the period shortly before and after birth, loosely beginning at the completion of the twentieth to twenty-eighth week of gestation and ending from seven to 28 days after birth. Perinatal mortality refers to foetal or infant deaths within this period.
Person-centred approach	A person-centred approach to service delivery ensures that the person accessing a service is central to service delivery; responds to the whole person and focuses on a social model of care rather than a medical model of care.
Person-centred care	Person-centred therapy was first developed by Carl Rogers in the 1940s. This therapy focuses on developing a personal relationship with the client to help them help themselves. It is based on what the client wants and needs. The counsellor encourages the client to express their feelings by listening, mirroring what the client has revealed then helping them to explore and understand their feelings for themselves.

Term	Definition
Personal care	Personal care means helping with tasks such as washing, dressing and undressing, grooming, hair and nail care, toileting, eating and drinking.
Personal care attendant	A personal care attendant helps clients with tasks such as washing, dressing and undressing, grooming, eat and drinking.
Personal care support plan:	A personal care support plan spells out the tasks a person needs help with, such as washing, dressing and undressing, grooming, hair and nail care, toileting, eating and drinking.
Personal hygiene	Personal hygiene includes washing, showering, toileting and looking after your hair and teeth.
Personal identity	Personal identity means knowing who you are. It means knowing your view and values. It means knowing what your likes and dislikes are.
Personal protective equipment (PPE)	Personal protective equipment is used to prevent the worker's skin, hair and clothing coming into contact with surfaces where there may be disease-causing bacteria and viruses. PPE includes gloves, helmets, earplugs, steel-capped shoes, aprons and goggles.
Personal safety	Personal safety means your own safety.
Personal space	Personal space is how close you can stand to someone and still feel comfortable.
Perspective	Perspective is your individual point of view, which encompasses the context for opinions, beliefs and experiences.
Pharmacist	A pharmacist is a health professional who is qualified and trained in the science of preparing and dispensing medication and drugs.
Physical	Physical is to use the body.
Physical abilities	Physical abilities are what a person can do with their body. As people get older, there may be physical problems.
Physical appearance	Physical appearance means how a person looks.
Physical changes	<p>Changes that occur in a person as they age. For example:</p> <ul style="list-style-type: none"> • Eyesight becomes weaker. • Muscles may not be as strong. • Bones get thinner and break more easily. • Some people lose their hair or it goes grey. • Hearing is more difficult. • They may not remember things as easily. • They may not be able to bend and stretch. • They may lose their balance. <p>These changes affect the way people walk, communicate and interact with others.</p>

Term	Definition
Physical disability	A physical disability is when you are unable to use part of your body such as your legs or arms. People with a physical disability may need to use a walking frame or a wheelchair.
Physical, mental and emotional wellbeing	Physical, mental and emotional wellbeing means that a person is healthy, happy and contented.
Physical restraint	A person is physically restrained when they are held, tied or locked up.
Physiology	Physiology refers to the study of the body as a whole.
Physiotherapist	A physiotherapist is a health professional who uses exercise and physical activities to help condition muscles and improve level of activity. Physiotherapy is helpful for people with a debilitating illness.
Pick's disease	Pick's disease is a rarer form of dementia in which the frontal lobe of the brain shrinks. The initial signs of Pick's disease are often in emotional and social functioning, rather than in memory.
Pneumonia	Pneumonia is a type of lung infection caused by a virus or bacteria. Pneumonia can strike suddenly or gradually. With appropriate treatment, it takes about seven to 10 days to cure.
Policies and procedures manual	A policies and procedures manual is a set of rules, guidelines and instructions to help you do your work correctly.
Policy	A policy is a line of action adopted from other considerations such as government legislation, to guide and determine present and future decisions. Policies provide an overall plan with general goals.
Political correctness	Political correctness describes the language, ideas, policies or behaviour used to minimise offense to people due to gender, race, culture, disability, age, etc.
Polydrug use	Polydrug use is the use of one or more drugs at the same time or on a regular basis at different times.
Polypharmacy	Polypharmacy means a person is taking many different kinds of prescribed medications at the same time.
Population	Population means the number of people living in a country or area.
Positive ageing	Positive ageing means encouraging older people to enjoy life and maximising social recognition of older people.
Positive outlook	To have a positive outlook means to be happy and think about the good aspects of a situation.
Positive regard	Positive regard forms part of Carl Rogers' theory on person-centred therapy. It relates to treating clients as worthy and capable, even when they do not act or feel that way.
Position description	A position description is usually provided before you accept a position. It details your duties and responsibilities.

Term	Definition
Post-traumatic stress disorder	Post-traumatic stress disorder (PTSD) is a severe and ongoing emotional reaction to traumatic events that have threatened or caused grave physical harm. Events can include witnessing a violent or unexpected death, a threat to the person's or another person's life, serious physical injury, an unwanted sexual act, or a threat to a person's physical or psychological safety.
Postural (hazard)	The position of the body.
Posture	Posture is the position of the body.
Potential	Potential means the chance of something happening.
Poverty	Poverty means not having enough money to live on.
Power of attorney	If you appoint someone a power of attorney this allows them to make decisions on your behalf. A financial power of attorney gives the person the power to make financial and legal decisions. A medical power of attorney gives the person the power to make medical decisions.
PowerPoint	PowerPoint is a Microsoft product that is widely used for to present information. It is an electronic version of a whiteboard where you display information graphically.
Practice supervision	Practice supervision provides an opportunity for you to reflect on, discuss or demonstrate an area of practice with an experienced practice supervisor. The practice supervisor acts as a mentor to aid your professional development.
Practices	Practices are the way the work is done.
Precedent	Sometimes referred to as 'judge made law', the law of precedent is when the legal decisions of judges in preceding court cases are used as principles to guide other judges presiding over like cases.
Preference	Preference means someone likes to do one thing more than another.
Prejudice	Prejudice is when a person believes something before they know more about the person or situation.
Primary carer	A primary carer is a person aged 15 years or over who provides the most informal communication, mobility or self-care assistance, in terms of help or supervision with one or more disabilities.
Primary loss	Primary loss is the initial loss that a person experiences; for example, the death of someone close.
Privacy	<p>Privacy can mean a similar thing to confidentiality. It can mean making sure you do not share information with others that it is not their business to know. Privacy can also mean respecting the right of a person to have their care done in a private way.</p> <p>Privacy also refers to person and access of others to themselves and their space, possessions and self.</p>
p.r.n.	p.r.n. is medication that can be taken when it is needed, for example when someone is in pain. It stands for <i>pro re nata</i> .

Term	Definition
Proactive	Proactive means noticing what might happen and dealing with problems straightaway. It means not waiting until something happens.
Procedure	A procedure prescribes actions that need to be executed as a sequence of activities, tasks, steps and processes that when undertaken produce the described result or outcome.
Processes	Processes are ways of doing things. They may involve specific steps or measures.
Professional	Being professional means to act in a correct manner at all times. It means to say and do the things you have been taught to do.
Profound disability	When someone has a profound disability, it means they are unable to perform one or more of the core functions of mobility, communication and self-care and, therefore require full assistance.
Progress note	Progress notes record client's responses to care and other events that are not routine or expected. Progress notes supplement other care documentation and record exception reporting.
Progressive changes	Progressive changes in dementia means that the illness gets worse over time.
Prosthesis/ prostheses	Prostheses are artificial body parts.
Prosthetic limb	A prosthetic limb is used to replace a body part that has been amputated (removed). It is made of metal, plastic or fibreglass, or high-tech materials like carbon.
Protective factors	Protective factors are factors that lessen the likelihood of abuse or harm; for example, a child has a caring extended family and lives in a safe neighbourhood.
Protocols	Protocols are the set of rules and behaviour workers are to follow in an organisation.
Psychiatrist	A psychiatrist is a doctor who specialises in the treatment of mental illness.
Psychiatric disability	A psychiatric disability is one where a person has a mental disease when they cannot think, understand or act in a reasonable manner.
Psychoanalysis	Psychoanalysis is a type of therapy used by qualified professionals to treat patients who have a range of mild to moderate chronic life problems.
Psycho-geriatrician	A psycho-geriatrician is a medical practitioner who manages the treatment of psychological and psychiatric conditions of older people.
Psychological problems	Psychological problems may mean problems with thoughts, feelings or emotions.
Psychological (hazard)	About the mind.

Term	Definition
Psychological (problems)	Psychological problems may mean problems with thoughts, feelings or emotions.
Psychological wellbeing	Psychological wellbeing is about our mental health. It is about being able to think clearly and understand situations as they really are. It is very closely linked to emotional wellbeing.
Psychologist	A psychologist is a health professional who specialises in treatment of emotional and mental-health issues.
Psychosis (plural psychoses)	Psychosis can be any one of several severe mental disorders in which a person's contact with reality is lost or highly distorted. Signs and symptoms can include delusion, hallucination, incoherent speech, disorganised or incoherent behaviour.
Psychosocial	Psychosocial relates to the influence of social factors on an individual's mind or behaviour.
Psychosocial ageing	Psychosocial ageing refers to the way an older person thinks about themselves and the way society views older people.
Psychosocial rehabilitation	An approach to working with people diagnosed with mental illness that aims to restore their ability to function in the community through life skills training and mentoring.
Psychotic disorders	People with psychotic disorders have problems understanding what is real and what is not real.
Psychotropic	Psychotropic medicines are those used to treat mood disorders such as unipolar and bipolar depression.
Public Advocate	The Public Advocate is an organisation that is responsible for helping people who are not able to act for themselves, particularly disabled people, by promoting and protecting their rights and dignity.
Quadriplegia	Quadriplegia means there is no movement or feeling in the upper and lower limbs (arms and legs).
Quality standards	Quality standards refers to the level of service that is required across a group of programs or within an industry, such as the Disability Services Standards
q.d./qd	q.d. is an abbreviation of the Latin phrase <i>quaque die</i> , which means once a day
q.i.d./qid	q.i.d. is an abbreviation of the Latin phrase <i>quater in die</i> , meaning four times a day.
Racism	Racism is the belief that a particular race of people is not as good as another race of people.
Radiation (hazard)	The waves of dangerous rays that come from some electrical equipment or ultraviolet rays from the sun.
Radiation therapy	Radiation therapy uses high-energy rays to kill cancer cells and shrink tumours.

Term	Definition
Ramadan	Ramadan is a period in the Muslim calendar when people fast from sunrise until sunset for 30 days.
Rapport	Rapport relates to building relationships based on mutual understanding and trust. To build rapport you need appreciate the perspective of others.
Reasonable adjustment	Reasonable adjustment refers to changes made to make sure care is provided in an inclusive way for all people regardless of their culture, language or disability.
Reasonable force	When restraining another person a worker should not use more force, or subject the other person to greater indignity, than is necessary and reasonable to restrain them.
Records	Records are usually written documents that detail information about the workplace, the people who work there and people who receive a service.
Reciprocity	Reciprocity refers to a shared or mutual exchange.
Recovery model	The recovery model is an approach to mental disorder or substance dependence that emphasizes and supports each individual's potential for recovery. Recovery in this sense does not mean the absence of symptoms but the ability to function in the community.
Recreation	Recreation means the activities people do for enjoyment.
Recreation services	Recreation services allow people with disabilities to participate in leisure activities in the community.
Referral	A referral is a formal recommendation to a specialist or service.
Reflexes	Reflexes are the body's ability to react to a situation without the person having to think about it. An example is braking a car suddenly to avoid an accident.
Reflective listening	See active listening.
Registered nurse	A registered nurse is a qualified health care professional who assesses, plans, implements and evaluates patient care under the direction of a physician. (Compare with enrolled nurse.)
Regulations	Regulations are the rules, procedures, guidelines, codes of practice and so on, that are written by a body that has its authority given to it by an Act of Parliament. The Work Cover Authority in your state is an example of a body authorised to make regulations.
Regulatory compliance	Regularity compliance means following laws.
Rehabilitation	Rehabilitation is treatment and therapy to help a person recover from an accident or illness or live with a disease or permanent injury.
Reinforce	Reinforce means that the aged care worker explains the original instructions again to make sure the person understands what they have to do.

Term	Definition
Relapse	Relapse means falling back into a former state, especially after apparent improvement.
Reliable	An assessment tool is said to be reliable if the method provides the same results each time.
Reliability of an assessment tool	The reliability of an assessment tool is its ability to give consistent results over time and for assessors to interpret results in the same way.
Reminiscence	Reminiscence means remembering things from the past.
Reminiscence therapy	Reminiscence therapy is used to support older people and those with cognitive impairment. It is about respecting the life and experiences of that person to help them maintain their mental health.
Repetitive tasks	Repetitive tasks are tasks that you do many times, over and over again.
Resent	Resent means to have bad feelings about something.
Residential service	People may still live in their own homes but may need help with some daily living tasks. For example, they receive help from nurses, get their meals delivered.
Residential care manual	This manual describes how the Australian government expects aged care homes to be run. It is based on the <i>Aged Care Act 1997</i> . It explains who needs to do what in an aged care home. It helps managers and workers understand what the government wants. It explains what people working in aged care homes need to know.
Residential aged care	In residential aged care, the older people live in buildings and facilities owned or leased by an organisation. An older person living in residential aged care is often called a resident.
Resident classification scale (RCS)	The resident classification scale (RCS) is a tool that determines a funding subsidy according to the care required by the resident.
Resident's occupancy agreement	Many aged care facilities have a booklet or form that outlines what an older person can expect when they enter the facility. It includes the rights and responsibilities of the aged care facility as well as the older person's rights and responsibilities. These include the amount of money they will pay, the person's rights to an advocate, the right to complain and the right to quality medical and aged care.
Resilience	The ability to deal constructively with the challenges presented by life.
Respect	To treat someone thoughtfully, be polite, listen carefully and think about their feelings.
Respiration	Respiration is the process of inhaling and exhaling – breathing.
Respirator	A respirator is a piece of equipment that helps with breathing.

Term	Definition
Respiratory etiquette	Respiratory etiquette refers to practices designed to prevent the spread of air borne diseases such as covering one's mouth when coughing.
Respiratory system	The respiratory system includes the nose, mouth, tongue, voice box (larynx), windpipe (trachea) and lungs. The respiratory system is responsible for ensuring that the body has sufficient oxygen intake to oxygenate the blood and that it expels carbon dioxide.
Respite	Respite means time away from normal caring duties. Respite means carers (such as family members) can do things like go shopping, see a movie or visit a friend.
Respite care	Respite care means giving unpaid carers a rest by providing care for a short time.
Respite family	An individual, couple, or family who takes on the role of the carer while the person's full time carer has a break.
Respite service	A respite service provides short-term care to a disabled person so that their unpaid carer can take a break from providing care. The break might last for a few hours or a few days.
Respite worker	A respite worker provides care to an older person for a short time so that unpaid carers get a break from providing care.
Responsibilities	Responsibilities are the things people are expected to do.
Retired	Retired is a word used for stopping work because you have reached a certain age. In Australia, many people retire when they are 65 years old.
Retirement village	A retirement village is a group of units where older people live who need little assistance with daily living but mostly want the security of living in a supported environment.
Review	Review means to check what has happened in order to find out what worked well and where you need to improve.
Rewarding	If something is rewarding it means that it is satisfying and worthwhile and makes a person feel happy and contented. People who enjoy working in the aged care industry say that they find it rewarding.
Rhythms	The rhythms of life are the way people behave over the day – the times when they are active, the times when they are sleepy, the times when they eat, the times when they do an activity.
Rights	Rights are legal or moral entitlements that a society creates, which determine what is required, allowed or not allowed.
Risk	A risk is the chance, high or low, that a hazard will cause harm, injury or ill health.
Risk management	Risk management means understanding the situation, deciding the best action to take and making a plan to deal with the risk.

Term	Definition
Rituals	Rituals are actions such as prayer, meditation or worship that are performed in a certain way or at certain times.
Role model	To role model is to show someone how to do something by doing it yourself.
Roster	A roster describes who is working and when they are working.
Routine	A routine is the usual way a person arranges tasks and activities. It may involve a certain time, place and method used to complete each task.
Safety audit	A safety audit is the process of identifying and documenting hazards and risks.
Safety plan	A safety plan lists contact numbers and coping strategies that a person at risk of suicide can use to help keep themselves safe.
Sanitising	Sanitising is the process of removing germs.
Satisfied	To feel satisfied is to feel happy, pleased and content.
Scabies	Scabies are caused by a mite that lays eggs under the skin, causing itchiness. New insects hatch from the eggs and can be spread to other parts of the skin by scratching.
Schedule 8 drugs	Schedule 8 drugs are controlled drugs that are either dangerous or addictive, such as Tegretol or Valium. They must always be checked by another person.
Schizoaffective disorder	A disorder in which the person has the symptoms of both a mood disorder, such as bipolar affective disorder, and schizophrenia.
Schizophrenia	Schizophrenia is a chronic and disabling brain abnormality that can result in disorganised speech and behaviour, delusions and/or hallucinations.
Scope of practice	Your scope of practice refers to the duties and responsibilities you have as part of your work role. Your scope of practice is usually based on your qualifications and experience
Secondary loss	Secondary loss is the consequences or outcomes of a primary loss; for example, the loss of friendship and companionship when someone close dies.
Secure	Secure means feeling safe.
Security	Security is feeling safe from danger or harm.
Sedentary	Sedentary means being inactive.
Segregated	Segregated is when people are removed from the main community to live separately.
Seizure	A seizure involves sudden and involuntary muscle contractions.
Selective primary health care	Selective primary health care is care focussed on a particular condition or disease.

Term	Definition
Self-care or personal care	Self-care or personal care is help given to the older person to look after their body.
Self-actualisation	Self-actualisation is the desire and ability of an individual to reach their full potential once lower level needs and wants have been satisfied.
Self-administer	Self-administer means to take or apply the medication yourself.
Self-care behaviours	Self-care behaviours are behaviours that promote personal health and wellbeing such as undertaking regular screenings, maintaining a good diet, maintaining healthy weight, exercising, following care routines and asking for help if required.
Self-destruction	Self-destruction is when people deliberately harm themselves.
Self-destructive behaviour	Self-destructive behaviour means a person hurts themselves.
Self-determination	Self-determination means having freedom and independence. It means being able to do things of your own free will.
Self-efficacy	Self-efficacy is a person's perception of their own competence. It is important to distinguish between self-esteem, which relates to a person's sense of self-worth, and self-efficacy, which relates to a person's perception of their ability to master tasks and reach goals. People with high self-efficacy believe they have the capabilities to influence events and their environment, and are more likely to view a difficult task as something to be mastered rather than something to be avoided.
Self-esteem	Self-esteem means how you feel about yourself and your own value as a person.
Self-evaluation	Self-evaluation means reflecting on your own work performance. You may do this in conjunction with co-workers and supervisors or alone as a self-reflection exercise. Self-evaluation helps you become more aware of your work practices including what you do well and where you might need to improve.
Self-harm	Self-harm is a deliberate attempt by an individual to cause harm to themselves without necessarily wishing to cause death.
Self-harming	Self-harming is when people cause themselves physical pain that changes how they feel about themselves; often as a response to negative self-perception. Self-harming behaviours include cutting the skin, hitting own body or gouging skin with fingernails.
Self-medicate	Self-medicate is the term used when a person gives themselves the medicine they have to take.
Self-reflection	Self-reflection is a form of self-evaluation that a worker usually carries out by themselves. Self-reflection involves thinking about your work practice and identifying areas for improvement. Many workers use a journal to reflect on their daily practice.

Term	Definition
Self-stimulating behaviours	Stereotypy, or self-stimulatory behaviour, is repetitive body movements or repetitive movement of objects that produce a calming, relaxing effect. Behaviours may include rocking, finger flicking, spinning or humming. This behaviour is common in individuals with developmental disabilities, particularly autism.
Sense of humour	A sense of humour is the ability to see the funny side of a situation.
Sensory systems	Sensory systems refer to the eyes, nose, mouth, ears and nerve endings that provide the sense of sight, smell, taste, hearing and touch.
Senses	Senses are seeing, hearing, feeling, tasting and touching.
Sensitive	Thinking about how other people feel.
Sensitivity	Sensitivity means understanding and respecting a person's beliefs. It means not doing anything without thinking about the other person's feelings.
Sensory	To do with the senses.
Sensory disability	A sensory disability is being blind or deaf or unable to speak.
Serious mental illness (SMI)	SMI is often used to describe the more severe and longer lasting mental disorders such as schizophrenia and bipolar disorder.
Service delivery plan	A service-delivery plan describes the service needs of a client. It explains what services is needed and how and when the services should be provided. See also care plan.
Service standards	Service standards are standards that particular parts of the community sector must attain. Usually standards are used to assess whether services meet their obligations.
Severe disability	When someone has a severe disability, it means the person needs some assistance to perform the core functions of mobility, communication and self-care.
Severity	Severity means the degree of strength or power that something has.
Sexuality	Sexuality means how people see themselves sexually. It has to do with more than just having sex. It means how people feel about pleasure, affection, love and relationships.
Sharps	Sharps are objects such as hypodermic needles, syringes with needles, scalpels, razor blades and general broken glass.
Shock	Shock is a physical condition. It occurs when a person has experienced a loss or other emotional or physical trauma.
Sign	An indication of illness or disease that is visible or measurable
Signed English	Signed English is a word-for-word translation from spoken English to gestured signing.

Term	Definition
Significant changes	Significant changes are major changes in a person's life that means they have to change the way they live.
Significant other	A significant other is a person you have a long-term relationship with; for example, a spouse, son, daughter or friend.
Sign	A sign is an indication of illness or disease that is visible or measurable.
Signing	Signing is a way of using hand gestures to talk to each other.
Signs of grief	Signs of grief are the physical and emotional responses to the loss. They are reactions to the different stages of grief.
Sleep apnoea	Sleep apnoea is a condition where the person stops breathing for short periods as they sleep. It can make it hard for them to get proper rest at night.
Slide boards	Slide boards are rigid, flat boards that are used to help a person transfer from one place to another more easily.
Sling	A sling is used in conjunction with a hoist to transfer a client who cannot move themselves
Social	Being social means spending time with other people.
Social capital	Social capital refers to the human resources of a community and the strength of relationships within the community.
Social changes	Being social means being with friends and family. Social changes are the changes that take place in a person's life in regard to their friends, hobbies and entertainment. People may lose their loved ones. Family might move away. Getting out to do things might get harder. Staying in touch with people might get harder.
Social devaluation	Social devaluation is when someone thinks of someone else as having little or no value because of some characteristic such as a physical or intellectual disability, or an impairment.
Social integration	Social integration occurs when people become involved in a group or community.
Social interaction	Social interactions are informal meetings and communications between individuals and small groups of people for enjoyment and friendship.
Social isolation	Socially isolated means a person is on their own a lot and do not do social activities.
Social model of disability	The social model of disability argues that society creates disability by excluding the person.
Social network	A social network is a group of people who know each other, share a common link and meet regularly.
Social profile	A social profile lists the likes, dislikes, work and social history, and activity preferences of an older person.

Term	Definition
Social role valorisation	Social role valorisation means giving value to people based on the roles they are associated with in society. See also social devaluation.
Social time	Social time is the time people have to share activities or enjoy hobbies or tasks that they like with other people.
Socially isolated	Socially isolated means they are on their own a lot and do not do social activities.
Solution-focused therapy	Solution-focused therapy concentrates on what the clients wants to achieve. It is designed to help people change by constructing solutions rather than dwelling on problems.
Sparingly	Sparingly means to use only a little bit at a time.
Spatial awareness	Spatial awareness refers to the ability to be able to judge distance and depth.
Special interest groups	Money is often given to aged care facilities or organisations that look after older people by people in the community. For example, charities, religious bodies or community businesses.
Sphygmomanometer	A sphygmomanometer is a device used to measure blood pressure by inflating a cuff worn around the client's arm and listening to the flow of the blood.
Stakeholder	A stakeholder is a person or group with a direct interest in or that is affected by a particular issue, enterprise or person.
Standard of care	The standard of care is how good the care is and the way it is given.
Standard precautions	Standard precautions are the work practices required to achieve a basic level of infection control and are recommended in the care of all clients.
Standards	Standards set out the safety and specification details and provide guidance for those working in certain areas or who deal with particular goods, systems or equipment. Standards are only legally binding when included in legislation.
State-enrolled nurse	See Division two nurse.
Statins	Statins are drugs that lower the level of cholesterol in the blood by reducing the production of cholesterol by the liver.
Statistics	Information that is usually represented as a figure, for example, 'There are about 21 million people living in Australia'.
Status	Status means your ranking or rating. It is the level or position someone has in a group.
Stereotype	A stereotype is a belief or idea about a person or a group of people.
Stereotyping	Stereotyping is presuming that someone or something fits a certain convention or standard.

Term	Definition
Sterilising agent	A sterilising agent is a special cleaning product designed to disinfect equipment and work areas and make them germ-free.
Stigma	Stigma is the shame associated with a particular condition or disease, or to certain behaviours.
Stimuli	Stimuli incite action or some form of response.
Strengths-based support	A strengths-based approach involves building on a client's strengths rather than focusing on their deficits.
Stress/Stressed	Feeling stressed is the opposite of feeling relaxed. When a person is feeling stressed, they usually experience a heightened level of physiological arousal.
Stress vulnerability model	The stress vulnerability model is used to understand vulnerability to a range of mental health concerns, including depression, anxiety and personality disorders. The model suggests that a person's susceptibility to stress or mental health problems may be increased or reduced by risk or protective factors.
Stroke	A stroke is a medical condition where part of the brain is affected by a blockage of the blood vessels or a burst blood vessel causing bleeding into the brain.
Stump	The stump is the part of a missing limb that is still there. It may have a scar on it. The skin on the stump might look different to normal skin but it should not be broken or raw-looking.
Subcutaneous	Subcutaneous means under the skin.
Subjective	Subjective ideas are affected or modified by the individual's point of view.
Submissive	To be submissive is to be meek and not have respect for yourself. It is to give in easily and not defend your rights.
Suicide	Suicide is any act by an individual that is intended to end their own life
Suicide intervention	Suicide intervention is direct effort to prevent people thinking about suicide or attempting to take their own life.
Suicidal ideation	Suicidal ideation is when a person thinks about ending their own life
Supervisor	A supervisor is a person who leads a team of care workers. A supervisor might also be called a team leader.
Supply-reduction strategies	Supply-reduction strategies are designed to disrupt the production and supply of illegal drugs.
Supported workplace	A supported workplace is where many people with disabilities may work, and tasks are modified to suit their needs and abilities.
Support network	A support network is the group of people who are able to support the older person in times of need.

Term	Definition
Survival sex	Survival sex is intercourse in which a person participates because they are threatened with injury or because it is a way to get food, accommodation or drugs. People of low socio-economic status, experiencing homeless, with substance problems and/or from remote communities are more likely to engage in survival sex. Survival sex is associated with extreme relative disadvantage.
Symptom	A symptom is a sign of an illness or disease that is not measurable or readily observable; it may be based on how the patient feels.
Synthesis	Synthesis means forming something complex by combining simpler things.
Systemic advocacy	Broad action by associations and action groups to influence changes to enable access and participation for disadvantaged groups in the community is called systemic advocacy. Action can include participation in committees, submissions to government and direct representation to politicians.
Tactful	Being tactful means not upsetting someone as a result of your words or actions.
Tax payer	All people who are employed pay taxes to the federal government. These people are referred to as tax payers.
Technique	A technique is a way of doing a task or action.
Telelink	Telelink is a way of connecting groups of people via a group telephone call. It works like a conference call but is used to connect isolated people who have a common interest or need.
Terminal	A terminal illness is an active disease that cannot be cured and is expected to lead to death.
Thomas frame	The Thomas frame or Thomas splint is a traction device that was a 'treatment' for polio. Usually children, patients, were tied into a wire frame in the crucifix position for extended periods to straighten their limbs.
t.i.d.	t.i.d. is an abbreviation of the Latin phrase <i>ter in die</i> , which in medical terms means three times daily.
Tinea	Tinea is a fungal infection that is highly infectious. It forms in the warm, moist parts of the body such as the groin and under the breasts. It is also known as ringworm, although there are no worms present.
Tinnetti's Falls Efficacy Scale	Tinnetti's Falls Efficacy Scale is a tool used to rate how confident older people feel about doing a range of activities without falling.
Tolerance	Tolerance means accepting other people's rights to uphold and practice their ideas, beliefs or customs.
Tolerance (to drugs)	Tolerance to a drug happens when a person needs a higher dose to achieve a particular effect. Tolerance can be both psychological as well as physiological.
Tolerant	Accepting the way another person thinks or behaves.

Term	Definition
Tone	Tone is the way something is said, for example a friendly or angry tone of voice.
Topical medication	Topical medication is applied directly onto the skin. This includes lotions, creams and gels.
Trachea	The trachea is the windpipe. It helps take air from the mouth to the lungs.
Transferring	Transferring is moving a person from one place to another.
Transfers	Transfers are when you move a person from one place to another.
Translators	Translators convert written material from one language to another.
Transsexual	A person whose gender identity conflicts with their sexual biology.
Transvestite	A male who likes to dress up in women's clothes or a female who likes to dress up in men's clothes.
Trauma	Trauma can be a physical wound from things such as a blow or hard hit to the head. Psychological trauma may occur when a person experiences a situation or event that is highly distressing for them and/or others.
Triage	Triage is the term given to the primary (initial) assessment of a person.
Trigger	A trigger is the cause of difficult or challenging behaviour from the older person. The trigger is what sets off the behaviour.
TTY telephone	A TTY telephone is a phone that can be used by a person with a hearing impairment. Messages are typed into a keyboard and a regular phone conversation happens using text rather than spoken words.
Tuberculosis	A bacterial infection that impacts on the lungs but can also spread to other parts of the body.
Unaided AAC systems	Unaided AAC systems are augmentative and communication supports that do not require equipment such as body language and gestures.
Uncharacteristic behaviour	Uncharacteristic behaviour is behaviour that is not normal for that person.
Unconscious	Unconscious means doing something without knowing you are doing it.
Understanding	Knowing why a person feels and acts in a certain way.
Unethical behaviour	Unethical behaviour means choosing to do something that is wrong.
Universal Declaration of Human Rights	The Universal Declaration of Human Rights describes the rights that should be attributed to all humans.

Term	Definition
Universal Declaration of the Rights of Disabled Persons	A declaration made in 1975 by the General Assembly of the United Nations that provides a framework to promote the rights of people with disabilities.
Universal precautions	Universal precautions assumes blood and body fluids of all clients and individuals are potentially infectious and responds by applying a set of precautions designed to prevent transmission of infectious diseases to all situations.
Urinary drainage system	Used for male incontinence. A special condom is placed over the penis; a tape holds the condom in place. The condom collects urine from the bladder. The urine passes along the condom and down a tube into a bag.
Urinary incontinence	Difficulty in, or inability to, maintain normal bladder control.
Urinary tract infections	Urinary tract infection or cystitis is the most common urinary tract infection (UTI), particularly in women. It isn't dangerous or contagious.
Use-by date	A use-by date is the date the medication stops being effective.
Valid	An assessment method is considered valid if measures what it set out to measure
Validation	Validation confirms compliance with rules and standards.
Validity of an assessment tool	The validity of an assessment tool relates to its usefulness or accuracy in measuring what it is supposed to measure.
Validation therapy	Validation therapy is about accepting someone's values, beliefs and reality even if it is outside your own reality.
Value judgment	A value judgment means using your values alone to decide whether something is right or wrong.
Values	Values describe the beliefs and morals of an individual, culture or organisation.
Vascular dementia	Vascular dementia is a dementia caused by small strokes that happen over time. Damage to the brain occurs when small blood vessels in the brain are blocked as oxygen does not get to parts of the brain, causing cells to die. The symptoms may appear similar to those of Alzheimer's Disease.
Verbal communication	Verbal communication means using your voice to speak to someone.
Verbal report	A verbal report means it uses spoken words rather than writing the details down.
Vicarious trauma	Vicarious trauma occurs when a worker is affected by and identifies with the trauma and grief experienced by clients. Sometimes a worker may become so overwhelmed that they experience feelings of fear, pain and horror, including intrusive thoughts and mental images and emotional exhaustion. It may also be expressed as burnout, compassion fatigue or secondary trauma.

Term	Definition
Views and values	Views and values are beliefs, morals, thoughts and ideas. They are what you believe in and how you think you should live your life.
Viruses	Viruses are smaller than bacteria. They can only be seen with a special microscope. Viruses need a living organism to live in and multiply.
Visual	Visual means to do with hearing and sight.
Voluntary movement	Voluntary movement is movement which is thought about and planned using the brain as opposed to a reflex (or involuntary reaction).
Volunteer	A person who works for no payment. There are many volunteers in the aged care industry.
Wandering	Wandering is when a person roams about their aged care facility or outside their home. They may get into danger because they don't know what they are doing. They may wander when they are upset or confused. They may wander at certain times of the day.
Warfarin	Warfarin is an anticoagulant drug (brand names: Coumarin®, Panwarfin®, Sofarin®) taken to prevent the blood from clotting and to treat blood clots and overly thick blood.
Waste management	Waste management means using proper and safe procedures and techniques to dispose of all types of waste or garbage, from general waste to infectious materials.
Webster-Pak	A Webster-Pack is an individually prepared blister pack or dispenser to store medication and to simplify dosages.
Wellbeing	Wellbeing means being healthy and feeling good.
Western culture	Western culture describes the cultures of Europe and similar countries in other parts of the world, such as North America and Australasia.
Widow	When a woman's husband has died, she is known as a widow.
Withdrawal	Withdrawal from a drug or ceasing use of a drug may result in withdrawal symptoms. These symptoms are temporary but result in uncomfortable symptoms for the person withdrawing.
Work colleagues or coworkers	Work colleagues or coworkers are the people employed at your workplace. They are the people in your team, such as other workers, your supervisor and your manager.
WorkCover premiums	An employer must pay WorkCover premiums to insure staff members against workplace injuries. If there are a lot of injuries in the same workplace, the insurance costs increases.
Work plan	A work plan is a to-do list that assists you to prioritise your tasks and deal with unexpected problems when time is critical.
Working age	The people aged between 15 and 65 who usually work and pay taxes.

Term	Definition
Working relationship	A working relationship means how you work together with someone.
World Health Organization (WHO)	The World Health Organization is the health authority within the United Nations. It provides leadership on health matters, including research, and develops global health policy.
Written report	A written report means it has been written down. It has not just been spoken about.
Zero tolerance	Zero tolerance approaches favour strategies that promote abstinence over harm reduction and view illicit drug use as a moral and criminal issue that must be managed by strict law enforcement rather than public health initiatives.