



Glossary of Terms

ACAT

An ACAT is a comprehensive assessment provided by a nurse, social worker or other health care professional who has been referred by my aged care contact centre. The assessor will ask a series of questions to provide consumers with information and to assist them to consider the types of services that are available to meet their specific needs.

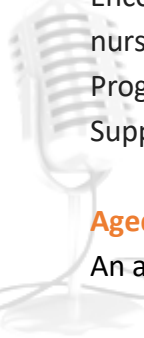
Advocacy group

Advocacy groups use various forms of advocacy to influence public opinion and/or policy.

Advocate

An advocate is a person who can support or represent you in your dealings with others.

Aged Care



Encompasses Australian Government funded programs providing personal care and/or nursing services, including Home Care (community care), the Home and Community Care Program, respite care, residential care and from July 2015, the Commonwealth Home Support Program.

Aged care service

An aged care service provides care and services through residential, home or flexible care.

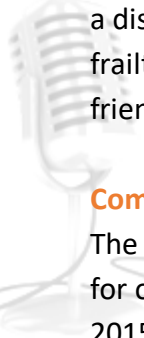
CALD

Culturally and Linguistically Diverse or may often be referred to as non-English speaking.

CALD Stakeholder

Any person or agency who has an interest in culturally and linguistically diverse individuals or communities. They may be service providers, consumers, carers, researchers and citizens.

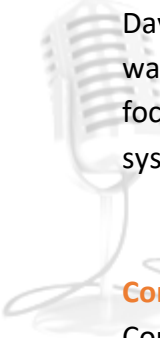
Carers



People who provide personal care, support and assistance to people who are ageing or with a disability, with medical conditions (including terminal or chronic illness), mental illness or frailty due to age (as per the Carer Recognition Act 2010). Carers include family members, friends, relatives, siblings or neighbours.

Commonwealth Home Support Programme

The Commonwealth Home Support Programme (CHSP) is an entry level home help program for older people who need some help with daily tasks to live independently at home. In 2015, the Commonwealth HACC Programme, the National Respite for Carers Programme,




Day Therapy Centres, and the Assistance with Care and Housing for the Aged Programme was consolidated under a new Commonwealth Home Support Programme. The CHSP has a focus on prevention and reablement as the first level of care in an end-to-end aged care system.

Community Care Package Care

Consisting of a package of personal care services and other personal assistance provided to a person who is frail aged, still living at home and not being provided for with residential or alternative accommodation care (as per s. 45-3 of the Aged Care Act 1997).

Consumer Directed Care (CDC)



A philosophy where the services are designed to empower the person to have more control over their own lives. It focuses on the person's life goals and strengths, placing their needs at the centre of the services and support (including aged care and health services). The person makes choices and/or manages the services they access, to the extent they are able and wish to do so, including who will deliver the services and when. Where there is a carer, their needs are also acknowledged and considered. CDC incorporates many of the principles of Person Centred Care, while putting the consumer in charge of decision about their care.

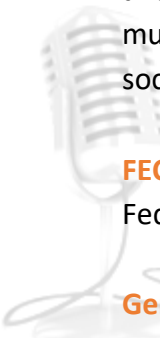
Elder Abuse

Elder Abuse can be defined as a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person. Elder abuse can take various forms such as financial, physical, psychological and sexual. It can also be the result of intentional or unintentional neglect.

Ethno-specific

Service category based on ethnic, linguistic or religious community providing a service to its own members.

Ethnic Councils'



Peak body located in each state, representing the rights and needs to people from culturally and linguistically diverse communities. These organisations promote the principles of multiculturalism and work vigorously towards the further development of a multicultural society.

FECCA

Federation of Ethnic Communities' Councils of Australia.

Generalist

Service category with a designed demographic. An alternative to 'mainstream' provider.



HACC

Home and Community Care Services available for seniors living at home prior to the 2015 aged care reforms as Commonwealth Home Support Programme services.

Multicultural Services

Service category based on provision of services to a range of ethnic, linguistic or religious communities.

myagedcare

The central entry point for the Australian aged care system to enable timely and reliable information to be accessed by older people, their families and carers. *myagedcare* makes it easier for older people, their families, and carers to have their aged care needs assessed and to be supported to locate and access services. *myagedcare* was introduced on 1 July 2013 and is made up of the *myagedcare* website (myagedcare.gov.au) and *myagedcare* contact centre (1800 200 422).

myagedcare Regional Assessment Service

The *myagedcare* Regional Assessment Service (RAS) is a national assessment service, operating at a regional level in all states and territories (except Victoria and Western Australia). The RAS is responsible for conducting face-to-face assessments of older people seeking entry-level support at home, provided under the Commonwealth Home Support Programme (CHSP).

myagedcare Contact Centre

The *myagedcare* Contact Centre can provide information on aged care, for an individual, a family member, friend or someone being cared for. For those seeking aged care services the contact centre can also register, create client records and discuss aged care needs. The contact centre can be phoned on 1800 200 422 between 8.00am and 8.00pm on weekdays and between 10.00am and 2.00pm on Saturdays. The *myagedcare* phone line is closed on Sundays and national public holidays.

Peak organisation

A peak body is an organisation which is formed to represent the views of a number of smaller groups and organisations. These are established to act on behalf of all members when advocating on behalf of its members while promoting the interests of the members.

PICAC

Partners in Culturally Appropriate Care (PICAC) is a national initiative funded by the Australian Government, providing cultural expertise, strategic partnerships, training and professional development, quality resources, demographic data.



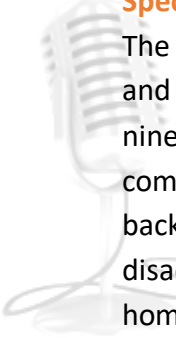
Re-ablement

The use of timely assessment and short term, targeted interventions to assist people to maximise their independency, choice, health outcomes and quality of life; appropriately minimise support required and reliance on future and/or alternative support; maximise the cost effectiveness of programs; support people to continue to participate and remain engaged in their local communities as they wish. The provision of re-ablement services is part of the wellness philosophy.

Residential Care


A range of care options and accommodation are available for older people who are unable to continue living independently in their own homes. Residential aged care in Australia is subsidised by the Commonwealth Government and is governed by the Aged Care Act 1997 (the Act). The type of care provided ranges from personal care to assistance with activities of daily living through to nursing care on a 24-hour basis.

Special Needs Group



The term “people with Special Needs” is defined in section 11-3 of the Aged Care Act 1997 and sections 4.4B to 4.4E of the Allocation Principles 1997 made under the Act. There are nine groups of people with special needs: people from Aboriginal and Torres Strait Islander communities; people from non-English speaking (culturally and linguistically diverse) backgrounds; people who live in rural or remote areas; people who are financially or socially disadvantaged; people who are veterans; people who are homeless or at risk of becoming homeless; people who are care leavers; parents separated from their children by forced adoption or removal; and people from the Lesbian, Gay, Bisexual, Transgender and Intersex community.

Wellness



A philosophy that focuses on a whole system of support to maximise clients’ independence and autonomy. It is based on the premise that even with frailty, chronic illness or disability: people generally have the desire and capacity to make gains in their physical, social and emotional wellbeing and to live autonomously and independently. It emphasises prevention, optimising physical function and active participation. It focuses on finding the service solutions to best support each individual’s aspirations to maintain and strengthen their capacity to continue with their activities of daily living, social and community connections.

Speak *MY* Language

Radio Conversations About Ageing Well In Australia