
SECTION 5

GLOSSARY OF TERMS



Abuse

Abuse is doing, or not doing, something that hurts a person. Abuse can mean physically or emotionally hurting someone (for example hitting, punching, name-calling or threats) or taking away a person's freedom, rights or support (for example not giving someone food, stealing money or belongings or locking someone up.)

Access

This means being able to get to something easily. It could mean being able to get a service, it could mean being able to get through a door or into a car easily.

Advocate

An advocate is someone who speaks up for someone who can't always get their message across and who is always on their side, no matter how tough the situation might get.

Agency

Agency is another word for organisation and one agency can provide one or many services. Territory Health Services is the Government agency providing services to people with disabilities while there are many Non-Government Organisations providing services to people with disabilities

Carers

Carers are people who look after (care) for other people. They could be family, friends or staff and be paid or unpaid.

Challenging Behaviour

Challenging behaviour is behaviour that happens so often, or with such force, that the person could hurt themselves or others, or miss out on joining in activities or going to places they would enjoy.

Community

In this guide community means a group of people living in the same area (for example, the local neighbourhood). The term also means having a sense of belonging to this group of people.

Confidential

This word is used here in relation to information that is only to be shared with people who have a right to know, or a genuine need to know the information. It is also used in terms of "privacy" which has the same implication, that we all have a right to keep information private.

Consent

Consent means agreeing to something. Informed consent means understanding the implications of whatever you are agreeing to or agreeing with.

Consultation

Consultation means gathering opinions on a topic, event or activity from people for whom the matter has relevance or importance. Consultation can involve talking, listening, meeting, reading and writing.

Consumer

A consumer is a person with a disability who uses a service. Some other words for consumer are employee, worker, client, and trainee.

Duty of Care and Dignity of Risk

Duty of care can be defined as one person relying on another person to care for them or to be careful and if this care is not taken, the person being cared for is likely to be hurt.

Dignity of risk refers to people, with or without disabilities, having the right to take advantage of opportunities for learning, developing skills and independence and, as part of this process, taking calculated risks.

File

A file is a group of papers which have things written on them about people, places, services and activities. The things written in a consumer's file will be important things the service needs to know. Files are confidential and cannot be shown to people who do not need to see them.

Governing Body

This is the group of people who govern an agency and the services. The governing body do not make day to day decisions about the running of an agency but are responsible for the mission statement and approve policy and procedure documents. The governing body may also have legal responsibilities related to the effective financial management of an agency and appoint senior agency management. Agency management reports to their board on all aspects of the service/s.

Guardian

Someone who has a legal right and responsibility to make decisions about, and on behalf of, a person.

Integration

In this context, integration means people with disabilities being able to go to the same places and use the same services as anyone else, for example being able to attend to their local pool.

Least Restrictive Alternatives

The least restrictive way means supporting someone in a way that least restricts his or her freedom and choice-making opportunities.

Medication

Means all types of medicine, including injections.

Nutrition

Getting the right amount of food and drink to stay healthy.

Organisation

Another word for agency.

Participation

Participation can mean having a say, taking part or being involved, in a meeting, an activity or in the life of the community. In this guide it refers to people with disabilities having the same opportunities as anyone else to be part of their community.

Plan

A plan is an organised way in which to do something; it is a way of proceeding. This definition highlights that a plan is a positive tool for achieving a goal. A plan can be written or verbal, however a written plan is obviously helpful as it can be recorded and reviewed.

Poor Practices

Poor practices are those that do not support a person with a disability to access services, activities or information they have a right to expect.

Relative Need

Relative need is working out who needs a service the most.

Responsibilities

Having responsibilities comes with having rights. It means looking out for other people's rights, and not doing things that take other people's rights away.

Review

In this guide, having a review means checking over a plan or a service to see if it is still what the person with a disability wants and needs and if everyone has done what they said they would do. Reviews should happen regularly: for example, a plan should include a review date.

Resolve

To resolve something means to sort it out in a way that everyone is happy with. A complaint is resolved when everyone agrees to a decision or outcome.

Retribution

Retribution is where you get into trouble for making a complaint. These standards say people must not be punished for making complaints.

Rights

A right is just or fair treatment. It is something you should get all the time, no matter what. You have human rights, and service-user (consumer) rights.

Safeguards

These are rules and laws that protect people from getting hurt.

Service

A service is people and places that support people with disabilities to get the most out of life. Two examples are accommodation services that give people somewhere to live and community access services that assist people get out and about.

Service User

A service user is a person who is using a service. Other words for service user include consumer, client, employee, worker and member.

Staff

Staff are people who help people with disabilities best use services. They might also be called supervisors, support workers, carers, bosses, administration staff or aides.

Standards

A standard is a rule, often written by government, that sets out the best way for a service to be run or an activity to be performed. These are the Northern Territory Disability Services Standards. These are a set of guidelines about how services for people with disabilities should run.

Wellbeing

How healthy a person is and how healthy the person feels.