

## Glossary

TERM USED	DEFINITION
Aged care	Care of one or more of the following types: <ul style="list-style-type: none"> <li>• residential care</li> <li>• home care</li> <li>• respite care</li> </ul>
Aged care worker	Generic term for community care worker or personal care attendant in the aged care sector
Autonomy	A level of freedom and discretion given to a care worker to perform their job.
Carer	Family members and others who provide personal care, support and assistance to another individual in need of support due to disability, medical condition, including terminal or chronic illness, mental illness or is frail and aged.
Care quality	Interchangeable with quality care.
Care worker	Interchangeable with aged care worker
Client	In this toolkit we use this term generically to refer to any aged person receiving community-based or residential aged care services.
Community care	Care consisting of personal care services and other personal assistance provided to a person in their home or a community setting.
Community care worker (CCW)	A community care worker provides personal care, general household assistance and emotional support to aged persons in their own homes.
Consumer directed care (CDC)	The current aged care funding model/policy that allows people to have greater choice and control over the care they receive, to the extent that they are capable and wish to do so.
Job quality	Interchangeable with quality jobs.
Personal care attendant (PCA)	A personal care attendant provides routine personal care services to people in a range of residential facilities.
Quality care	The term quality care can have several meanings. One common understanding includes aspects such as effectiveness, efficiency, safety, comfort and dignity. In this project, however, the care recipient's perspective has been used to measure quality care. For further information see <a href="#">What is quality care?</a>
Quality job	A good quality job is one that is well-designed with decent employment conditions that foster the well-being of the worker.
Residential care	Personal care and/or nursing care that is provided to a person in a residential facility in which the person is also provided with accommodation.
Small scale change	Changes to work organisation and work practices that are small in scale, proactive and innovative, require limited resources, and allow day-to-day operations to be maintained.
Trial	Interchangeable with workplace intervention
Workplace intervention	A systematic process to design/plan, implement and evaluate small scale change within a workplace.