



## FSG AUSTRALIA GLOSSARY

Term	Definition
<b>Additional precautions</b>	Additional precautions are precautions that are to be used where there is an established risk of transmission of infection, as in the case of measles, chickenpox, mumps, rubella and whooping cough.
<b>Adult Guardian (refer to Public Guardian)</b>	
<b>Advance Health Care Directive (AHCD) NSW</b>	An AHCD document sets out directions, including wishes and values (religious and/or cultural), in relation to future decisions about a person's medical treatment. An AHCD is useful if a person becomes physically unable to make health care decisions for yourself.
<b>Advance Health Directive Qld.</b>	A person may make their wishes known for medical treatment by completing an Advance Health Directive when they have the capacity to make and communicate decisions (on some occasions this may be done by health professionals working with a government department e.g. Child Safety Services). By formally recording an Advance Health Directive, they can give directions about their medical treatment if they become unable to communicate these decisions in the future.
<b>Advocacy</b>	Advocacy is the process of empowering, promoting, supporting and representing the rights and interests of people who are in a vulnerable situation and includes the protection of an individual's rights and interests to obtain justice. Advocacy can involve acting, speaking or responding on behalf of a person to ensure they have access to, and receive services that meet their individual needs. Advocacy on behalf of an individual is undertaken in a way that recognises and respects the rights of other people, including their right to make choices.
<b>Allergen</b>	An allergen is a substance which can cause an allergic reaction.
<b>Allergic reaction</b>	An allergic reaction is caused by inhaling, swallowing or touching a substance to which a person is sensitive. It can also follow injections or insect stings or bites.
<b>Allergy</b>	An allergy is an irritating or harmful response to a foreign substance that is harmless to most people.
<b>Anaphylactic shock</b>	Anaphylactic shock is a severe allergic reaction involving many organs of the body

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	<p>such as:</p> <ul style="list-style-type: none"> <li>• skin – itching hives/urticaria</li> <li>• upper airways – swelling of the throat and vocal cords leading to obstruction in breathing</li> <li>• nose – sneezing, blocking, watering runny nose</li> <li>• lung – wheezing and asthma</li> <li>• circulatory system – a fall in blood pressure and collapse</li> <li>• gastrointestinal – stomach cramps, nausea, vomiting and diarrhoea.</li> </ul> <p>If untreated, anaphylactic shock may cause death. It is usually caused by swallowing a substance to which a person has developed an allergy such as peanuts, injecting some medications such as penicillin and an insect sting such as bee, wasp, jack jumper or bull ant.</p> <p>If vomiting occurs, it is important to focus on the treatment as opposed to cleaning up.</p>
<b>Appropriately qualified or experienced person</b>	<p>Appropriately qualified or experienced person is a person having the qualifications or experience appropriate to conduct an assessment. Examples include behaviour analysts, medical practitioners, psychologists, psychiatrists, speech and language pathologists, occupational therapists, social workers and persons with demonstrated experience in support practices. The role of the appropriately qualified or experienced person may be undertaken by Department of Communities, Child Safety and Disability Services - Disability Services staff, staff of funded non-government service providers or persons from the private sector.</p>
<b>Assault (legal definition)</b>	<p>A person who strikes, touches, or moves, or otherwise applies force of any kind to, the person of another, either directly or indirectly, without the other person's consent, or with the other person's consent if the consent is obtained by fraud, or who by any bodily act or gesture attempts or threatens to apply force of any kind to the person of another without the other person's consent, under such circumstances that the person making the attempt or threat has actually or apparently a present ability to effect the person's purpose, is said to assault that other person, and the act is called an assault</p>
<b>Assets</b>	<p>Assets are what the organisation "controls", or the income due to it e.g. cash, equipment, accounts receivable and inventory.</p>
<b>Assisted decision maker</b>	<p>Most people in the community who have some level of incapacity are supported to make decisions by their family, friends and carers. These people may help by guiding the person so they can understand the nature of the decision, the consequences and options, and may support the person as they weigh up these options and decide for themselves. In these situations, there is no need for a legally appointed guardian, or 'substitute decision-maker'. This is called '<b>assisted decision-making</b>' rather than substitute decision-making.</p>

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<b>Assisting with administering medication</b>	Assisting with administering a medication refers to circumstances where staff are required to remove the medication from the container (blister pack if tablets) and observe a person taking the medication in accordance with the directions. In the case of ointments, liniments or lotions, assisting with administering includes the topical application of the medication.
<b>Attempted suicide</b>	Attempted suicide is any potentially self-injurious act intended to end one's life but which does not result in death.
<b>Augmentative and alternative communication (AAC)</b>	<ul style="list-style-type: none"> <li>• Augment means to add to or to enhance e.g. by using gestures, movement of the hands, head or body to emphasise an idea or emotion.</li> <li>• Alternative means a choice or a substitute e.g. by pointing to symbols, signing or by spelling.</li> <li>• Communication means to send and receive messages with at least one other person.</li> </ul> <p>Therefore AAC is the term used for all communication that is not speech, but is used to enhance or to replace speech.</p>
<b>Authorisation to administer medication</b>	For the purpose of medication procedures, authorisation refers to the written authorisation from a health professional to assist a person to administer their medication. Authorisation from a health professional is gained via the pharmacy label and also additional forms which record authorisation for specific situations and medication types. Authorisation from a health professional to assist a person to administer medication is required to comply with legislation.
<b>Autonomous decision making</b>	Autonomous decision making may be: <ul style="list-style-type: none"> <li>• talking to family, friends, other participants, experts</li> <li>• researching via brochure, media, internet</li> <li>• trying things out and experimenting.</li> <li>• QCAT appointed guardian or administrator (limited or full responsibility).</li> </ul>
<b>Bisexual</b>	An individual who is emotionally and sexually attracted to people of both sexes.
<b>Blister packs</b>	For the purpose of the medication procedures, blister packs are packs in which medication has been dispensed by a pharmacist for an individual, clearly specifying breakfast, lunch and dinner medication (or PRN) e.g. Webster-pak®, Medico Pak®.
<b>Body temperature</b>	Body temperature is a measure of the body's ability to generate and get rid of heat. The body is very good at keeping its temperature within a narrow, safe range in spite of large variations in temperatures outside the body.

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<b>Brokered Brokerage</b>	Services or resources provided through a third party.
<b>Bullying (workplace)</b>	<p>One definition of workplace bullying is “the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates a worker”.</p> <p><b>What is not workplace bullying?</b></p> <ul style="list-style-type: none"> <li>• A single incident of unreasonable behaviour.</li> <li>• Reasonable management action in connection with a worker's employment is not considered workplace bullying if it is carried out lawfully and in a reasonable manner, taking the particular circumstances into account.</li> <li>• Workplace conflict – differences of opinion and disagreements are generally not considered to be workplace bullying.</li> </ul>
<b>Capacity – decision making</b>	An adult is deemed to have capacity if they are capable of understanding the nature and effect of the decisions they are making and can freely and voluntarily make those decisions and can communicate those decisions in some way.
<b>Care recipient support plan</b>	<p>The care recipient support plan is an agreed plan for supporting the care recipient. A care recipient support plan is a requirement for recipients of the National Respite for Carer Program (NRCP).</p> <p>Information included in The care recipient support plan may vary according to service/program needs. It may be a client profile, daily living [lan, ONI, ACAT or use Carer Brokerage Agreements or other service/program-specific documentation. The care recipient support plan is developed in collaboration with the care recipient (if the person has capacity) and the primary carer. This document is signed by the individual, if the person has capacity, or the carer as confirmation of its accuracy and the individual's participation.</p>
<b>Carer support plan</b>	<p>The carer support plan is an agreed plan for supporting the primary carer of a person with a disability, a frail older person or an aged person with dementia. A carer support plan is a requirement for recipients of the National Respite for Carer Program (NRCP) where the carer is understood to be the “client” of the program.</p> <p>The carer support plan documents the carer's:</p> <ul style="list-style-type: none"> <li>• current circumstances</li> <li>• relationship to the person for whom they provide care and the person's support needs</li> <li>• physical health considerations/illnesses; psycho-social and emotional needs</li> </ul>

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	<ul style="list-style-type: none"> <li>• formal and informal support networks</li> <li>• current stress indicators</li> <li>• other relevant information.</li> </ul> <p>The carer support plan is developed using a shared process with the carer and documents an action plan, in response to stated carer need. Each service/program will use documentation specific to that service/program. Carer support plans are monitored and reviewed in consultation with the carer on a regular basis.</p>
<b>Case management</b>	<p>The process of working with individuals, relatives and other key stakeholders will generally progress according to the following 'Case Management' pathway:</p> <ol style="list-style-type: none"> <li>1. Referral</li> <li>2. Assessment</li> <li>3. Intake</li> <li>4. Intervention (i.e. case management initiatives)</li> <li>5. Evaluation</li> <li>6. Exit from service</li> </ol> <p>Each service or program documentation will vary according to program needs, but the process will follow the steps listed above. The process and documentation for each service/program will align closely with the relevant Service/Program Operational Manual.</p>
<b>Certificate of Capacity</b>	<p>The certificate of capacity is used by the insurer to help understand an injured worker's capacity for work and the payments they are entitled to.</p>
<b>CHAP (refer to Comprehensive Health Assessment Program)</b>	
<b>Chemical restraint (Disability Services)</b>	<p>Chemical restraint, of an adult with an intellectual or cognitive disability, means the use of medication for the primary purpose of controlling the adult's reactions in response to the adult's reactions that cause harm to the adult or others.</p> <p>Note— Harm to a person includes physical harm to the person and a serious risk of physical harm to the person. The following are not chemical restraint—</p> <ol style="list-style-type: none"> <li>(a) using medication for the proper treatment of a diagnosed mental illness or physical condition;</li> <li>(b) using medication, for example a sedative, prescribed by a medical practitioner to facilitate or enable the adult to receive a single instance of health care under the GAA.</li> </ol>

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<b>Chemical restraint (ADHC services)</b>	Chemical restraint is the administering of PRN psychoactive medication in response to reactions. There must be standing orders from the GP or psychiatrist.
<b>Child</b>	A child is an individual who is under 18 years.
<b>Child representative</b>	Persons who are responsible for undertaking acts and making decisions on behalf of children as defined in National Disability Insurance Scheme (Children) Rules 2013.
<b>Class of work</b>	<p>There are six classes of work defined in the Electrical Safety Regulation, all with different requirements for electrical safety management including testing and inspection of equipment and safety switch protection.</p> <p>The six classes of work are:</p> <ul style="list-style-type: none"> <li>• construction work</li> <li>• manufacturing work</li> <li>• service work</li> <li>• office work</li> <li>• amusement work</li> <li>• rural industry work.</li> </ul>
<b>Collaboration</b>	Collaboration involves organisations coming together and fundamentally changing their individual approaches to a goal to allow for the sharing of resources and responsibilities.
<b>Community Visitor</b>	The Community Visitor Program performs a rights-protection role for children in child protection and vulnerable adults. Community Visitors have inquiry and complaints functions which enable them to perform this role. Community Visitors conduct unannounced visits so they can see the standard of support provided on a typical day at a site. The Office of the Public Guardian manages Community Visitor programs.
<b>Competent person</b>	Other than the criteria specifically detailed in the Regulation. A competent person is one who has acquired through training, qualification or experience the knowledge and skills to carry out the task.
<b>Complaint</b>	A complaint is any dissatisfaction that the complainant would like resolved formally through the complaints process.
<b>Complainant</b>	A complainant is a person making a complaint.
<b>Comprehensive Health Assessment Program (CHAP)</b>	Disability Services is making available a Comprehensive Health Assessment Program (CHAP) to enable improved identification and documentation of health needs of adults with an intellectual disability. CHAP is available to every adult with an intellectual disability in Queensland who receives a service which is delivered or

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	funded by Disability Services.
<b>Conflict of interest</b>	<p>A conflict of interest may occur when a person has a private (including a pecuniary or non-pecuniary) interest in a matter in which FSGA has an interest or which is under consideration by FSGA. A conflict of interest means any conflict between the discharge of an officer's, employee's or volunteer's duties and their own private interests.</p> <p>Conflicts of interest may be actual, perceived or apparent, or potential.</p> <ul style="list-style-type: none"> <li>• An actual conflict of interest involves a direct conflict between the officer's, employee's or volunteer's duties and their own private interests.</li> <li>• A perceived or apparent conflict of interest exists where it could be perceived or it appears that the person's private interests could improperly influence the performance of their duties—whether or not this has actually occurred.</li> <li>• A potential conflict of interest arises where the person has private interests that could, in the future, conflict with their duties.</li> </ul> <p>Non-exhaustive examples of a conflict of interest:</p> <ul style="list-style-type: none"> <li>• a member of a recruitment selection panel has a close personal friendship with an applicant for a position with FSGA</li> <li>• decisions regarding tenant selection (allocation) made by an officer, employee or volunteer who is a close relative of an applicant for a tenancy by FSGA</li> <li>• selection of contractors made on the basis of gifts given to a member of the committee or staff member of FSGA</li> <li>• decisions about which properties have priority or maintenance of upgrades being influenced by friendships or favours bestowed by tenants of FSGA</li> <li>• FSGA purchasing or leasing property owned by committee members and employees or their families</li> <li>• decisions made by FSGA benefiting the private or business interests of management committee members, employees, or their respective families.</li> </ul>
<b>Confidential Confidentiality</b>	Confidentiality is a legal concept where information is given to a person under an obligation to keep the information confidential (for example, a trade secret, or information confided to someone). Confidential information is usually not available or readily accessible to the public and may be information which is not recorded in some form.
<b>Consent (also see consent to assist to administer medication)</b>	<p>Consent is giving permission to do something. It usually means that the person gives consent to take part in an activity or to accept some kind of service or treatment.</p> <p>It is important to remember that:</p> <ul style="list-style-type: none"> <li>• it is a legal requirement that consent is established before any intervention or activity takes place</li> </ul>

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	<ul style="list-style-type: none"> <li>establishing consent is one way DSEs can demonstrate they respect the person and the individual's personal dignity.</li> </ul> <p>Consent can be given in a number of ways: verbally, in writing or through actions.</p> <p>Informed consent is given when the individual understands what they are consenting to i.e. they have the capacity to make a decision.</p>
<b>Consent to assist to administer medication</b>	Consent refers to the individual's or SHA's advice that FSGA staff may assist them to administer medication or advice that the person consents to being responsible for self-administering their medication. Consent from the individual or SHA to assist a person to administer medication is required to comply with legislation.
<b>Contain/Containment (Disability Services – restrictive practice)</b>	<p>(1) Contain an adult with an intellectual or cognitive disability means physically prevent the free exit of the adult from premises where the adult receives disability services, other than by secluding the adult, in response to the adult's reactions that cause harm to the adult or others.</p> <p>Note—Harm to a person includes physical harm to the person and a serious risk of physical harm to the person.</p> <p>(2) However, the adult is not contained if—</p> <p>(a) the adult is an adult with a skills deficit under part 15, division 1A; and</p> <p>(b) the adult's free exit from the premises is prevented by the locking of gates, doors or windows under that part.</p> <p>(3) In this section—premises includes the land around a building or other structure, but does not include a vehicle.</p>
<b>Control (Risk Management)</b>	A control is any measure or action that modifies risk. Controls include any policy, procedure, practice, process, technology, technique, method, or device that modifies or manages risk. Risk treatments become controls, or modify existing controls, once they have been implemented.
<b>Controlled documentation</b>	Controlled documentation refers to all documents on the version control register; this includes (but is not limited to) training documentation (e.g. induction manuals, PowerPoint presentations and handouts), policies, procedures, forms, templates, information sheets and management documents (e.g. organisational chart).
<b>Cooperation</b>	Cooperation is an informal arrangement in which the individual agencies or stakeholders maintain their separate mandates and responsibilities, but do some work together to meet a common goal.
<b>Co-tenant</b>	Co-tenants are created when they rent the premises together at the same time, or one of them moves in later and there is agreement among the landlord, the original tenant, and the new occupant, that he be a co-tenant.
<b>Country</b>	A term used by Aboriginal people to refer to the land to which they belong and their place of Dreaming. Aboriginal language usage of the word country is much broader than standard English.

Term	Definition
<b>Criminal activity</b>	For the purpose of reporting to the Department of Housing and Public Works, criminal activity: is any activity which is considered criminal in legislation such as the <i>Criminal Code Act 1899</i> details activities which are criminal.
<b>Critical incident</b>	<p>Critical incidents are those which evoke stress over and above that regarded as normal. These circumstances usually involve some degree of personal or professional threat and often present situations that cannot be managed with routine practices. They are termed critical incidents and the stress evoked by them is called critical incident stress (CIS).</p> <p>Critical incidents refer to those events that generate reactions which are likely to benefit from debriefing, while traumatic incidents refer to those which require more intensive clinical services.</p>
<b>Crossing professional boundaries</b>	<p>Sexual misconduct includes behaviour that can reasonably be construed as involving an inappropriate and overly personal or intimate:</p> <ul style="list-style-type: none"> <li>• relationship with</li> <li>• conduct towards or</li> <li>• focus on; a child or young person, or a group of children or young persons.</li> </ul> <p>In the area of 'crossing professional boundaries', particular care should be exercised before making a finding of sexual misconduct. For example, an employee who, on an isolated occasion, 'crosses professional boundaries' in a manner that involves little more than poor judgement could not be said to have engaged in sexual misconduct. Also, in cases where an employee has 'crossed boundaries' in terms of their relationship with a child, if there is evidence which clearly shows that the employee did not seek to establish an improper relationship with the involved child, then this does not constitute sexual misconduct.</p> <p>However, persistent less serious breaches of professional standards in this area, or a single serious 'crossing of the boundaries' by an employee, may constitute sexual misconduct, particularly if the employee either knew, or ought to have known, that their behaviour was unacceptable.</p> <p>Codes of conduct that outline the nature of the professional boundaries which should exist between employees and children/young people can be particularly useful. For employees who either intentionally breach such codes or have demonstrated an inability to apply them appropriately, it may be necessary to provide more detailed written advice about what constitutes appropriate behaviour.</p>
<b>Culture</b>	The accepted and traditionally patterned ways of behaving and a set of common understandings shared by members of a group or community. Includes land, language, ways of living and working artistic expression, relationships and identity.
<b>Debriefing (CISD)</b>	Debriefing systematically works through the event to gain a thorough idea of it and participants' reactions, and participants gain the information necessary to manage

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	their recovery.
<b>Decision maker</b>	<p>The service user, if the person has capacity or another person with the authority to make decisions on behalf of the person.</p> <p>For adults, substitute decision-makers are defined in the <i>Guardianship and Administration Act 2000</i> (Qld) and <i>Guardianship Act 1987</i> (NSW). Refer to <b>Substitute decision maker</b>.</p> <p>For minors, the decision-maker will be a parent or guardian as defined in the <i>Family Law Act 1975</i> (Cwlth) or appointed under the <i>Child Protection Act 1999</i> (Qld) and <i>Child Protection (Working with Children) Act 2012</i> (NSW).</p>
<b>Defamatory</b> <b>Defaming</b>	Defaming is to hurt the reputation of (someone or something) especially by saying things that are false or unfair.
<b>Defusing</b> <b>(CISD)</b>	Defusing stabilises the situation in the minds of the participants and helps them make a break from it and begin to unwind (that is, to prepare them to rest).
<b>Delegated</b>	A task or authority is delegated when assigned to someone else.
<b>Demobilisation</b> <b>(CISD)</b>	Demobilisation re-establishes management of the staff group, stabilises the situation and sets the basis for a return to normality.
<b>Dignity</b>	Dignity is concern with how people feel, think and behave in relation to the worth or value of themselves and others. To treat someone with dignity is to treat them as being of worth, in a way that is respectful of them as valued individuals.
<b>Dignity of risk</b>	Dignity of risk is the belief that each person is entitled to experience and learn from life situations even if these, on occasions, may be a threat to their wellbeing. Once a person understands the likelihood and consequences of a situation, they are to receive support to participate in their chosen activity.
<b>Diligence</b>	Diligence is being careful and persistent; showing care and effort.
<b>Disclose</b>	The term 'disclose' is not defined in the Privacy Act, and bears its normal dictionary meaning. An APP entity 'discloses' personal information when it permits that information to become known outside the entity and releases it from its effective control. The release of the information may be a proactive release or publication, a release in response to a specific request, or an accidental release. Examples include where an APP entity:

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	<ul style="list-style-type: none"> <li>• shares the personal information with another entity</li> <li>• publishes the information on the internet so that it is accessible to another entity, whether intentionally or not,<sup>1</sup> and whether or not the information is actually accessed by another entity</li> <li>• reveals the information in the course of a conversation with a person outside the entity</li> <li>• sends a document containing an individual's personal information to someone other than the individual.</li> </ul>
<b>Disclosure of harm</b>	A disclosure of harm occurs when someone, including a child, tells you about harm that has happened or is likely to happen.
<b>Discrimination</b> <b>Discriminate</b>	<p>Under federal and state legislation, unlawful discrimination occurs when someone, or a group of people, is treated less favourably than another person or group because of their race, colour, national or ethnic origin; sex, pregnancy or marital status; age; disability; religion; sexual preference; trade union activity; or some other characteristic specified under anti-discrimination or human rights legislation.</p> <p>Workplace harassment or discrimination must not be confused with legitimate comment and advice (including relevant negative comment or feedback) from managers and supervisors on the work performance or work related behaviour of an individual or group.</p> <p>The process of providing feedback to staff during a formal performance appraisal, or counselling staff regarding their work performance, will not always be free of stress. Managers should manage these processes with sensitivity, but they should not avoid their responsibility to provide full and frank feedback to staff.</p>
<b>Dispensing medication</b>	Dispensing a medication is the role of the pharmacist, who prepares and packages the medication in accordance with the doctor's prescribed orders. FSGA staff do not dispense medication.
<b>Disqualified person</b> <b>(Blue and Yellow card)</b>	<p>Schedule 169 of the Working with Children (Risk Management and Screening) Act 2000 defines 'disqualifying person':</p> <p>A person is a disqualified person if the person -</p> <p>has been or is convicted of a disqualifying offence; or</p> <p>is subject to—</p>

<sup>1</sup> See OAIC, *Own Motion Investigation Report – Medvet Science Pty Ltd*, July 2012, OAIC website, <[www.oaic.gov.au](http://www.oaic.gov.au)>; *Own Motion Investigation Report – Telstra Corporation Limited*, June 2012, OAIC website, <[www.oaic.gov.au](http://www.oaic.gov.au)>.

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	<p>offender reporting obligations; or</p> <p>an offender prohibition order; or</p> <p>a disqualification order; or</p> <p>a sexual offender order</p> <p>However, a person to whom subsection 1.a. applies is not a disqualified person if the chief executive issued an eligibility declaration to the person and the eligibility declaration has not expired.</p>
<b>Diversity</b>	<p>Diversity refers to the visible and invisible differences that exist between people including (but not limited to) disability, sex, sexual orientation, gender identity and intersex status, age, race, ethnicity, religion, culture, physical impairment and relationship and parental status. Diversity also encompasses the ways people differ in terms of their educational background, life and working experiences, carer responsibilities, socio-economic background and geographical location.</p>
<b>Donation</b>	<p>Donation means a contribution that voluntarily transferred by one person to another without compensation or benefit flowing from the giver to the receiver. A donation is a transfer that is motivated by detached or disinterested generosity or out of affection, respect, admiration, charity or similar impulses. Generally, donations are irrevocable and, beyond a possible designation of use, the donor does not impose contractual requirements or subsequent reports as a condition of the donation.</p>
<b>Dreaming</b>	<p>The Dreaming has different meanings for different Aboriginal groups. The Dreaming can be seen as an embodiment of Aboriginal creation which gives meaning to everything. It establishes the rules governing relationships between the people, the land and all things for Aboriginal people.</p>
<b>Drug paraphernalia</b>	<p>The term drug paraphernalia refers to any equipment that is used to produce, conceal, and consume illicit drugs. It includes but is not limited to items such as bongs, roach clips, miniature spoons, and various types of pipes.</p>
<b>Drugs</b>	<p>A drug is any substance, solid, liquid or gas that brings about physical and/or psychological changes in the body. The drugs of most concern to the community are those that affect the central nervous system. They act on the brain and can change the way a person thinks, feels or behaves.</p>
<b>Duty of care</b>	<p>This refers to the obligation to take responsible care to avoid injury to a person whom, it can be reasonably foreseen, might be injured by an act or omission. A duty of care exists when someone's actions could reasonably be expected to affect other people. If someone is relying on you to be careful, and that reliance is, in the circumstances, reasonable, then it will generally be the case that you owe them a duty of care. You need to be clear about exactly what the nature of the care or support is that you are providing, and on which the person is relying. Failure to exercise care in that situation may lead to foreseeable injury (in other words it could have been avoided with due care taken).</p>

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<b>Duty of care to an animal</b>	The <i>Animal Care and Protection Act 2001</i> states that the person who is responsible for an animal must care for it properly. This is called duty of care to the animal. This includes giving the animal proper food, making sure it has the appropriate place to live in for the type of animal and treating it or taking it to the vet if it is sick or injured.
<b>Dwelling</b>	A building or place of shelter to live in; place of residence; abode; home.
<b>eHealth Record</b>	An eHealth record allows the person and their doctors, hospitals and other healthcare providers to view and share health information to provide the person with the best possible care.
<b>Electronic monitoring</b>	The process of capturing audio, visual, positional or virtual information about a person using electronic methods.
<b>Elders</b>	Key person and keepers of various knowledge within Aboriginal & Torres Strait Islander communities.
<b>Email</b>	<p>Email is a system used by computers to send and receive messages over the Internet, when you send an email and likewise when someone sends you an email, the message will remain on the server (your email provider's computer) until it is read and deleted.</p> <p>Hardware – Components</p> <p>Hardware normally refers to the computer case and any components inside it, it can also refer to printers and scanners etc. but these are more commonly known as peripherals. For example motherboards, modems, soundcards, memory (RAM) and graphics cards are all hardware.</p>
<b>Emotional/verbal abuse</b>	Emotional/verbal abuse refers to harm caused as a result of being subjected to actions such as verbal abuse, continual rejection, physical or social isolation such as punishment, threats of abuse (which may also constitute physical assault), harassment and frightening, dominating, or bullying actions.
<b>Employee record (privacy of personal information)</b>	<p>Employee record, in relation to an employee, means a record of personal information relating to the employment of the employee. Examples of personal information relating to the employment of the employee are health information about the employee and personal information about all or any of the following:</p> <ul style="list-style-type: none"> <li>(a) the engagement, training, disciplining or resignation of the employee</li> <li>(b) the termination of the employment of the employee</li> <li>(c) the terms and conditions of employment of the employee</li> <li>(d) the employee's personal and emergency contact details</li> <li>(e) the employee's performance or conduct</li> <li>(f) the employee's hours of employment</li> </ul>

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	<p>(g) the employee's salary or wages</p> <p>(h) the employee's membership of a professional or trade association</p> <p>(i) the employee's trade union membership</p> <p>(j) the employee's recreation, long service, sick, personal, maternity, paternity or other leave;</p> <p>(k) the employee's taxation, banking or superannuation affairs.</p>
<b>Epilepsy</b> (refer also to seizures)	Epilepsy is a disorder of brain function that takes the form of recurring convulsive or non-convulsive seizures.
<b>Equity</b>	Equity refers to ensuring that everyone within the workplace is treated in a fair manner according to their individual needs and circumstances and adopting practices which provide everyone with equal opportunities to succeed at work.
<b>Ethical decision making</b>	<p>Ethical decisions are required when questions are raised concerning quality of care, conflict with service users, relationships with other professionals and 'equity' in service delivery. Just as in other collaborative service delivery models, ethical decision-making requires all involved to cooperate in efforts to arrive at a decision.</p> <p>Rules and principles are not sufficient in addressing ethical questions, particularly in situations where there are no adequate rules on which to base a solution. Health care problems require rational application of evidence and reason, but rules and principles are best considered within a holistic frame of reference that considers the context of the ethical question.</p> <p>Arguments and opinions relating to ethical questions are value-laden and each participant brings to the process their own interpretation of the 'facts' and their own bias in considering the options.</p> <p>There are three central characteristics of effective ethical decision-making processes:</p> <ol style="list-style-type: none"> <li>1. participants within a discussion must bring true and relevant evidence to the conversation, so that the focus of communication is on sound arguments including evidence about facts, values, emotions, beliefs and cultural differences;</li> <li>2. in order for the conversation to proceed, the participants need to adopt an open and empathic attitude. This requires sensitivity and tolerance to the opinions held by others and a willingness to negotiate and respect each other; and</li> <li>3. the consensus decisions reached through the process are deemed valid.</li> </ol>
<b>Ex gratia</b>	When something has been done <i>ex gratia</i> , it has been done voluntarily, out of kindness or grace. In law an <i>ex gratia payment</i> is a payment made without the giver recognising any liability or legal obligation.

Term	Definition
<b>Exclusionary time out (ADHC services)</b>	Exclusionary time out is where the service user is removed from a setting for a period to withdraw their access to reinforcement, which is part of a planned response to their reactions. Their ability to leave is prevented. By definition exclusionary time out is an infringement of a person's right to freedom of movement and therefore requires strong and valid clinical reasons and outcomes, implementation safeguards and authorisations and consents to be in place due to the degree of restriction and the potential for abuse in implementation. This practice is referred to as 'seclusion' when it is implemented as a response to a one-off crisis situation and only stays in place until the crisis is over.
<b>Fair and reasonable</b>	Fair and reasonable' means considering: <ul style="list-style-type: none"> <li>• the needs of the organisation and the individual</li> <li>• the needs of different employees</li> <li>• stakeholder expectations.</li> </ul>
<b>Fall</b>	A fall is an event which results in a person coming to rest inadvertently on the ground or floor or other lower level (World Health Organisation).
<b>Family</b>	Family refers to the immediate relatives of a service user and other people with whom the person may have a significant relationship with strong emotional ties.
<b>Financial abuse</b>	Financial abuse refers to the illegal or improper use, and/or withholding or mismanagement, of another person's assets or financial resources without their informed consent or where consent is obtained by fraud.
<b>First aid</b>	First aid means the immediate care given to an ill or injured person until more advanced care arrives or the person recovers.
<b>Fiduciary</b>	Fiduciary relates to the relationship between a trustee and the person or body for whom the trustee acts.
<b>Fitness for duty</b>	Fitness for duty can be defined as the capacity of an individual to perform their job safely and competently.
<b>Food handling personal hygiene</b>	As well as washing hands, food handlers are also required to: <ul style="list-style-type: none"> <li>• wear and use the appropriate personal protection equipment (PPE) and be aware of its use and application</li> <li>• not wear nail polish or jewellery and maintain neatly trimmed nails that are clean</li> <li>• not comb their hair in any area where food is prepared or eaten and wear hair tied back or using a hair net to keep hair enclosed</li> <li>• shower and generally maintain cleanliness with regard to body odour</li> <li>• wear clean clothes and shoes</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>• cover all cuts, abrasions, rashes and piercings with the appropriate dressing/s</li> <li>• avoid handling ready-to-eat food such as salads and cooked food by using tongs or other implements</li> <li>• wear clean outer clothing</li> <li>• make sure bandages and dressings on exposed parts of their body (such as the hands, arms or face) are waterproof</li> <li>• not eat over uncovered food or equipment and utensils</li> <li>• not sneeze, blow or cough over uncovered food or equipment and utensils</li> <li>• not spit, or smoke or chew tobacco where food is handled.</li> </ul>
<b>For-purpose organisation</b>	<p>A for-purpose organisation is the new term for a not-for-profit organisation. The new phrase highlights that organisations have a central purpose, and strive to become a product or service that people want to spend their money on.</p>
<b>FSGA-approved dose administration aid</b>	<p>Dose administration aids are a non-reusable device used to segregate medicine dosing. These are generated at the pharmacy allowing pharmacist supervision.</p> <p>FSGA approves Webster-pak®, Medico Pak® and sachets providing they include the person's date of birth on the label.</p>
<b>Gay</b>	<p>A man whose primary emotional and sexual attraction is towards other men. However the term is often used to describe men and women who are attracted to members of the same sex.</p>
<b>Gender identity</b>	<p>An individual's sense of being male or female.</p>
<b>General disability services</b> <b>(Disability Services)</b>	<p>General disability services means:</p> <ul style="list-style-type: none"> <li>• the adult is accessing accommodation support services; or</li> <li>• the adult is accessing community support services; or</li> <li>• the adult is accessing accommodation support and community support services; or</li> <li>• the adult is accessing respite and CAS where these are in combination with accommodation support or community support services.</li> </ul> <p>In summary this means that where an adult accesses respite or CAS as well as an accommodation support service and/or a community support service, even where a restrictive practice is only used in the respite or community access service (and not in the accommodation support service or community support service), the requirements for general disability services must be met.</p>
<b>Governance</b>	<p>Governance is the structures and processes by which an organisation sets goals, monitors performance, maintains viability and ensures compliance with legal requirements and ethical standards.</p>

Term	Definition
	<p>The governing body of an organisation, elected by the membership, has the main tasks of:</p> <ul style="list-style-type: none"> <li>• setting the strategic direction</li> <li>• ensuring an organisation meets its contractual, ethical and legal obligations</li> <li>• ensuring organisational resources are sufficient and well managed</li> <li>• ensuring that the organisation's objectives and mission are developed and sustained</li> <li>• planning and monitoring the achievements of the organisation in relation to the objectives and mission</li> <li>• ensuring the ongoing viability of the organisation.</li> </ul> <p>Good governance allows an organisation to:</p> <ul style="list-style-type: none"> <li>• have a "big picture" vision and appropriate strategies to realise that vision</li> <li>• be accountable to its membership</li> <li>• achieve its stated objectives</li> <li>• support its staff to pursue the full range of their job descriptions.</li> </ul>
<b>Guardian (adult)</b>	<p>A guardian is a person legally appointed by the Civil and Administrative Tribunal who assists adults, with impaired-decision making capacity, make personal, health care, lifestyle and some legal decisions to ensure that the adult's needs are met and their interests are protected.</p>
<b>Guardian (child)</b>	<p>An order granting long-term guardianship to a suitable person appoints that person as the legal parent (guardian) of the child until the child turns 18 years of age. Under this arrangement, the guardian accepts full parental responsibility for all aspects of the child's care. This enables the guardian to make all decisions about the child's daily needs and long-term care, wellbeing and development.</p>
<b>Hand-held mobile devices</b>	<p>Hand-held mobile devices may be:</p> <ul style="list-style-type: none"> <li>• Mobile computers e.g. Notebook PC, personal digital assistant (PDA)</li> <li>• Hand-held game consoles</li> <li>• Media recorders e.g. digital still camera</li> <li>• Media players/displayers</li> <li>• Communication devices e.g. mobile phone</li> <li>• Personal navigation devices</li> </ul>
<b>Harassment</b>	<p>Under federal and state legislation, unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or</p>

Term	Definition
	<p>some other characteristic specified under antidiscrimination or human rights legislation . It can also happen if someone is working in a ‘hostile’ – or intimidating – environment.</p> <p>Harassment can include behaviour such as:</p> <ul style="list-style-type: none"> <li>• telling insulting jokes about particular racial groups</li> <li>• sending explicit or sexually suggestive emails</li> <li>• displaying offensive or pornographic posters or screen savers</li> <li>• making derogatory comments or taunts about someone’s race or religion</li> <li>• asking intrusive questions about someone’s personal life, including their sex life.</li> </ul> <p>Workplace harassment or discrimination must not be confused with legitimate comment and advice (including relevant negative comment or feedback) from managers and supervisors on the work performance or work related behaviour of an individual or group.</p> <p>The process of providing feedback to staff during a formal performance appraisal, or counselling staff regarding their work performance, will not always be free of stress. Managers should manage these processes with sensitivity, but they should not avoid their responsibility to provide full and frank feedback to staff.</p>
<b>Harm (children)</b>	<p>Harm as defined under the <i>Child Protection Act 1999</i> as ‘any detrimental effect of a significant nature on the child’s physical, psychological or emotional wellbeing. For harm to be significant, the detrimental effect on the child’s wellbeing must be substantial or serious, more than transitory and must be demonstrable in the child’s presentation, functioning or behaviour’.</p> <p>Harm may be categorised in the following types:</p> <ul style="list-style-type: none"> <li>• physical abuse, for example, beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication</li> <li>• emotional or psychological abuse, for example, constant yelling, insults, swearing, criticism, bullying, not giving children positive support and encouragement</li> <li>• neglect, for example, not giving children sufficient food, clothing, enough sleep, hygiene, medical care, leaving children alone or children missing school</li> <li>• sexual abuse or exploitation, for example, sexual jokes or touching, exposing children to sexual acts or pornography or having sexual intercourse with a child or</li> </ul>

Term	Definition
	young person under 16 years of age (even if the child appears to have consented).
<b>Harm (Restrictive practices – Disability Services)</b>	Harm to a person means— (a) physical harm to the person; or (b) a serious risk of physical harm to the person; or (c) damage to property involving a serious risk of physical harm to the person.
<b>Hazard</b>	Hazard means a situation or thing that has the potential to harm a person. Hazards at work may include: noisy machinery, a moving forklift, chemicals, electricity, working at heights, a repetitive job, bullying and violence at the workplace.
<b>Hazardous chemicals</b>	Hazardous chemical means any substance, mixture or article that satisfies the criteria of one or more Globally Harmonised System of Classification and Labelling of Chemicals (GHS) hazard classes (including a classification in Schedule 7 of the WHS Regulations), but excludes a substance, mixture or article in the following hazard classes: <ul style="list-style-type: none"> <li>• acute toxicity - oral - category 5</li> <li>• acute toxicity - dermal - category 5</li> <li>• acute toxicity - inhalation - category 5</li> <li>• skin corrosion/irritation - category 3</li> <li>• serious eye damage/eye irritation - category 2B</li> <li>• aspiration hazard - category 2</li> <li>• flammable gas - category 2</li> <li>• acute hazard to the aquatic environment</li> </ul> - categories 1, 2, 3 and 4, or <ul style="list-style-type: none"> <li>• hazardous to the ozone layer.</li> </ul>
<b>Health care (Qld)</b>	The term healthcare includes any care, or a service or a procedure, to diagnose, maintain or treat a patient's physical or mental condition. For example, <ul style="list-style-type: none"> <li>• administration of a drug or other like substance including chemotherapy</li> <li>• any physical examination of a patient</li> <li>• dental or oral health examinations and treatment</li> <li>• psychological assessment</li> <li>• interventions such as blood transfusions</li> <li>• 'invasive procedures', including surgical operations; oral health interventions</li> <li>• pathological and radiological investigations or procedures, for example, taking a blood sample or biopsy for analysis or radiotherapy</li> <li>• screening undertaken for pathological conditions, for example, breast or bowel cancer</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>• services provided by the allied health disciplines; community and primary health services, such as assessment and screening programs</li> <li>• clinical trials or medical research.</li> </ul> <p>Health care, of an adult, includes withholding or withdrawal of a life-sustaining measure for the adult, if the commencement or continuation of the measure for the adult would be inconsistent with good medical practice.</p>
<b>Health care plan (ADHC funded services)</b>	The section of the service user's individual plan or respite plan which describes the person's health, goals and risks, and the interventions of providers required to address those goals and risks. The <i>health care plan</i> includes both ongoing and newly identified health-related issues.
<b>Health practitioner</b>	<p>All health professionals who have the appropriate accreditation, authority and expertise.</p> <p>Some examples include those persons registered as: medical practitioners, dental practitioners, nurses, pharmacists, physiotherapists and radiographers. Some other health care professionals who are unregistered and who have the authority and expertise include social workers, dieticians, Aboriginal and Torres Strait Islander health workers and linguistic interpreters.</p> <p>Depending on the circumstances, the health practitioner might be the treating health practitioner with overall responsibility for the care of a patient, but on other occasions may be acting as the health practitioner delegate.</p>
<b>Heat wave</b>	There is no universal definition of a heatwave, although in a general sense it can be defined as a prolonged period of excessive heat.
<b>Household members (housing)</b>	'Household members' includes all persons living in the accommodation, regardless of their age.
<b>Human rights</b>	<p>Human rights are often defined in different ways.</p> <p>Simple definitions that are often given include:</p> <ul style="list-style-type: none"> <li>♦ the recognition and respect of people's dignity</li> <li>♦ a set of moral and legal guidelines that promote and protect a recognition of our values, our identity and ability to ensure an adequate standard of living</li> <li>♦ the basic standards by which we can identify and measure inequality and fairness</li> <li>♦ those rights associated with the Universal Declaration of Human Rights.</li> </ul> <p>The Australian Human Rights Commission Act 1986 (AHRC Act) contains a limited definition of human rights for the purposes of that Act.</p> <p>'Human rights' are defined by section 3 of the AHRC Act as the rights and freedoms contained in specific international instruments that are scheduled</p>

Term	Definition
	<p>to, or declared under, the AHRC Act.</p> <p>These instruments are:</p> <ul style="list-style-type: none"> <li>International Covenant on Civil and Political Rights</li> <li>Convention on the Rights of Persons with Disabilities</li> <li>Convention on the Rights of the Child</li> <li>Declaration of the Rights of the Child</li> <li>Declaration on the Rights of Disabled Persons</li> <li>Declaration on the Rights of Mentally Retarded Persons</li> <li>Declaration on the Elimination of All Forms of Intolerance and Discrimination Based on Religion or Belief.</li> </ul>
<b>Illicit (Illegal drugs)</b>	<p>The following drugs are some of the drugs that are illegal in Australia. Federal and state laws provide penalties for possessing, using, making or selling them, or driving under their influence:</p> <ul style="list-style-type: none"> <li>• cannabis, including some synthetic cannabinoids</li> <li>• cocaine</li> <li>• Ecstasy (MDMA)</li> <li>• GHB (gamma hydroxybutyrate)</li> <li>• heroin</li> <li>• LSD (lysergic acid diethylamide)</li> <li>• PCP (phencyclidine).</li> </ul>
<b>Impaired decision-making capacity</b>	<p>Impaired decision-making capacity is the inability to go through the process of reaching a decision and putting it into effect.</p> <p>There are three elements to this process:</p> <ul style="list-style-type: none"> <li>• understanding the nature and effect of the decision</li> <li>• freely and voluntarily making a decision</li> <li>• communicating the decision in some way.</li> </ul> <p>If an person is unable to carry out any part of this process for decision-making, he/she is said to have impaired decision-making capacity.</p> <p>Impaired decision-making capacity is not ignorance, eccentricity, different ethical views, cultural diversity, poor communication, poor judgement or poor decision making.</p> <p>A person may have capacity for decision-making in some areas but not in others.</p>

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	For example, a person may have capacity to make decisions of a personal nature such as health care but not have capacity to manage some or all of their financial affairs. In this example, for adults, Queensland Civil and Administrative Tribunal (QCAT) would take the least restrictive option and appoint a substitute decision maker for financial matters only.
<b>Incident</b>	Incidents include near-miss or critical incidents. An incident is any unplanned event which results in, or has a potential for injury, ill-health, damage or other loss. An incident may also be any unplanned, adverse, out-of-the-ordinary event which affects any individual.
<b>Inclusion</b>	Inclusion is a term used for the idea that all people should freely, openly and without sympathy or empathy accommodate any person with a disability without restrictions or limitations of any kind.  In the workplace, inclusion refers to ensuring that employees and volunteers enjoy equal opportunity without any barriers due to their differences.
<b>Indigenous</b>	The definition of indigenous is 'native to a place or area, originating in and characterising a particular region or country'. Australia has two Indigenous cultures as part of its national heritage – Aboriginal and/or Torres Strait Islander (A&TSI)
<b>Individual plan</b>	An individual plan is a program-specific document recording the individual needs of a person and the service FSGA provides to that individual.
<b>Infectious disease</b>	Infectious disease refers to an illness in a person, or animal, which is transmitted from one person or animal to another; by: <ul style="list-style-type: none"> <li>• contact with bodily discharges such as saliva</li> <li>• indirectly <ul style="list-style-type: none"> <li>○ via substances or inanimate objects such as contaminated drinking glasses, objects or water</li> <li>○ via vectors such as flies, mosquitoes, ticks, or other insects.</li> </ul> </li> </ul>
<b>Infectious disease (Dept of Housing &amp; Public Works)</b>	For the purpose of reporting to the Department of Housing and Public Works, infectious disease refers to the <i>Public Health Act 2005</i> which requires information about people who have, or may have, a notifiable condition to be reported to Queensland Health. Information on notifiable diseases and a list of notifiable diseases is available on the Queensland Health website <a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a> .
<b>Integration</b>	Integration is participating in everyday aspects of life and being recognised as part of the community or a society. The concept of integration is the basis of social role valorisation and it is regarded as essential to an individual's development and wellbeing.
<b>Integrity</b>	Integrity is honest and ethical behaviour.

Term	Definition
<b>Intellectual property</b>	Intellectual property is the ownership of ideas. Unlike tangible assets such as computers or offices, intellectual property is a collection of ideas and concepts.
<b>Interested person (restrictive practices – Disability Services)</b>	Interested person, for a relevant decision, means a person to whom the chief executive is required to give a decision notice about the decision.
<b>Internet</b>	Internet refers to a world-wide network of computer systems all using the Transmission Control Protocol/Internet Protocol (TCP/IP) which is a collection of protocols (rules) that depict how data is transferred across networks between computer systems; commonly referred to as the world-wide web.
<b>Intersex</b>	Intersexuality occurs whenever a human being has both male and female physical characteristics.
<b>Intoxicated</b>	Intoxicated means under the influence of alcohol and/or drugs.
<b>Intravenous</b>	Intravenous means "within a vein." It usually refers to giving medications or fluids through a needle or tube inserted into a vein. This allows immediate access to the blood supply.
<b>Invasive procedure</b>	A procedure involving the insertion of an instrument, appliance or other object into human tissue, organs, body cavities or body orifices. Some examples include subcutaneous and intramuscular injections, blood collections, dentistry, suturing of superficial wounds and examinations of mouth.  It also includes such investigations as endoscopy and rectal or vaginal ultrasound.
<b>Least restrictive alternative</b>	Least restrictive alternative is the provision of services which are appropriate to a person's need and which allow as much freedom of a person's choice, independence and opportunity; without placing the person at unacceptable risk.
<b>Least restrictive</b>	Least restrictive, for use of a restrictive practice in relation to an adult with an intellectual or cognitive disability, means use of the restrictive practice—  (a) ensures the safety of the adult or others; and  (b) having regard to paragraph (a), imposes the minimum limits on the freedom of the adult as is practicable in the circumstances.
<b>Legal guardian</b>	A person appointed under the <i>Family Law Act 1975</i> (Cwlth) or appointed under the <i>Child Protection Act 1999</i> (Qld) who has the legal authority to consent on behalf of a child or young person.
<b>Lesbian</b>	A woman whose primary emotional and sexual attraction is toward other women.
<b>Libellous</b>	Harmful and often untrue; tending to discredit or malign
<b>Line manager</b>	A line manager is a staff member's immediate superior, who oversees and has responsibility for the staff member's work. A line manager may be a supervisor, but a

Term	Definition
	manager at any level with direct responsibility for a staff member's work can be described as a line manager.
<b>Maintenance</b>	Maintenance is the repair, modification, adaption, replacement or other action to render an asset operational or to improve the functioning of an asset.
<b>Major amendment (controlled documents)</b>	Change to a current controlled document that affects responsibility, meaning or intent of the document.
<b>Manual handling</b>	<p>Manual handling is physical work activity. It is defined as any activity requiring a person to use any part of their musculoskeletal system in performing their work.</p> <p>Manual handling can therefore include:</p> <ul style="list-style-type: none"> <li>• lifting, lowering, pushing, pulling, carrying or otherwise moving, holding or restraining any person animal or item</li> <li>• repetitive actions</li> <li>• sustained work postures</li> <li>• exposure to vibration.</li> </ul>
<b>Mechanical restraint (Disability Services)</b>	<p>Mechanical restraint, of an adult with an intellectual or cognitive disability, means the use, for the primary purpose of controlling the adult's reactions, of a device in response to the adult's reactions that causes harm to the adult or others to—</p> <p>(a) restrict the free movement of the adult; or</p> <p>(b) prevent or reduce self-injurious behaviour.</p> <p>(2) However, the following are not mechanical restraint—</p> <p>(a) using a device to enable the safe transportation of the adult;</p> <p>Examples of devices used to enable safe transportation—</p> <ul style="list-style-type: none"> <li>• a cover over a seat belt buckle</li> <li>• a harness or strap</li> </ul> <p>(b) using a device for postural support;</p> <p>(c) using a device to prevent injury from involuntary bodily movements, such as seizures;</p> <p>(d) using a surgical or medical device for the proper treatment of a physical condition;</p> <p>(e) using bed rails or guards to prevent injury while the adult is asleep.</p> <p><i>Note</i>—Harm to a person includes physical harm to the person and a serious risk of physical harm to the person.</p>

Term	Definition
<b>Medical practitioner</b>	A person registered as a medical practitioner by the Medical Board of Australia e.g. doctor.
<b>Medication</b>	Drug, medicine, pharmaceutical preparation (including a compounded preparation), therapeutic substance, complementary and alternative medicine and a fluid for intravenous use.
<b>Medico Pak® (see Webster-pak®)</b>	
<b>Merger Merge</b>	A merger is the amalgamation of two or more organisations to form a new single entity. It is considered a merger when two or more organisations voluntarily initiate a merging of organisational structure including legal structure, assets, funding and service delivery. An acquisition is where one organisation acquires another.
<b>Mind-altering drug</b>	A drug that can produce mood changes and distorted perceptions
<b>Monitor</b>	To monitor is to check if something is done or not done; how well it is going.
<b>Minor amendment (controlled documents)</b>	Change to a current document that is of an insubstantial nature, not affecting or altering the effect, responsibility, meaning or intent of any part of the document. Examples of such minor amendments are changes to position titles or editorial amendments.
<b>Modification history (controlled documents)</b>	A record required for each controlled document which outlines a summary of the changes made to the document, the version number and the date the change was made.
<b>Natural justice</b>	The rules of natural justice are concerned with the procedure that must be observed in its exercise of certain powers. Natural justice could be referred to as procedural fairness, with a purpose of ensuring that decision-making is fair and reasonable.
<b>Needlestick injury</b>	Needlestick injury occurs when the skin is accidentally punctured by a used needle. Blood-borne diseases that could be transmitted by such an injury include human immunodeficiency virus (HIV), hepatitis B (HBV) and hepatitis C (HCV).
<b>Neglect</b>	Neglect refers to the harm caused as a result of failure to provide adequate support
<b>Negligence</b>	Negligence is doing, or failing to do something that a reasonable person would, or would not, do in a certain situation and which causes another person damage, injury or loss as a result.
<b>New household members (housing)</b>	New household members include visitors, new spouse, de facto or partner, and any other household member.
<b>No Cardiopulmonary Resuscitation (CPR)'</b>	Cardiopulmonary Resuscitation (CPR) is a medical intervention designed to support circulation and respiration in the event of cardiac or cardiopulmonary arrest while the

Term	Definition
<b>or 'Not for Resuscitation (NFR)' Orders</b>	<p>cause of the arrest is managed and spontaneous function restored.</p> <p>The appropriateness of CPR is determined by the medical practitioner in consultation with the service user and their <b>decision maker</b>. The appropriateness is determined having regard to the broad goals of treatment for that particular person. The decision to have an NFR order will be documented and signed by the medical practitioner and the decision maker.</p> <p>As with emergency procedures, an exemption to the requirement for consent occurs as most service users are incapable at the moment of arrest of communicating their treatment preferences, and failure to render immediate care is certain to result in death. Where no explicit decision has been made about the appropriateness, or otherwise, of attempting resuscitation in the hospitalised patient, then resuscitation should be commenced until a senior doctor is available who should determine, based on likely prognosis, whether CPR should continue and then direct the team accordingly.</p>
<b>Notifiable incident</b>	<p>An incident is notifiable if it arises out of the conduct of a business or undertaking and results in the death, serious injury or serious illness of a person (including a client or visitor) or involves a dangerous incident.</p>
<b>Officer</b>	<p>An officer under the <i>Work Health and Safety Act</i> is defined in the same way as in the <i>Corporations Act 2001</i>. An officer may be:</p> <ul style="list-style-type: none"> <li>• a director or secretary of the corporation</li> <li>• a person who makes, or participates in making, decisions that affect the whole, or a substantial part of the corporation</li> <li>• a person who has the capacity to affect significantly the corporation's financial standing</li> <li>• a person in accordance with whose instructions or wishes the direction of the corporation are accustomed to act</li> <li>• a receiver, or receiver and manager, of the property of the corporation</li> <li>• an administrator of the corporation</li> <li>• an administrator of a deed of company arrangement executed by the corporation.</li> </ul>
<b>Operational risk assessment</b>	<p>Operational risk assessment is conducted immediately before an activity or work starts.</p>
<b>Original packaging (medication)</b>	<p>Original packaging refers to the package in which the prescribed tablets/liquid/ointment is dispensed by the pharmacist.</p>
<b>Over-the-counter (OTC) medication</b>	<p>OTC medication refers to all non-prescribed tablets, liquids and ointments purchased from (though not restricted to) supermarkets, stores and chemists, without consulting</p>

Term	Definition
	a general practitioner, dentist, or psychiatrist.
<b>Participation</b>	<p>Participation is having a role and sharing in community life. For people with a disability, assistance may be necessary to enable participation in community life, to take advantage of educational and employment opportunities and to form personal relationships.</p> <p>For frail older people, providing support to enable ongoing participation as a valued member of society is a citizenship right and assists in overcoming the social isolation that many experience as a result of increasing frailty and dependence.</p>
<b>Part-time household members (housing)</b>	Permanent part-time household members may reside in the dwelling for up to four days in any one week.
<b>Perpetrator</b>	Perpetrator is one who offends
<b>Person in charge of an animal</b>	<p>The ACPA defines a person in charge as a person who:</p> <ul style="list-style-type: none"> <li>• owns or has a lease, licence or other proprietary interest in the animal; or</li> <li>• has the custody of the animal (which includes the care or control of the animal); or</li> <li>• employs, or engages someone else who has custody of the animal and the custody is within the scope of the employment or engagement.</li> </ul> <p>Being the person in charge of an animal usually means that:</p> <ul style="list-style-type: none"> <li>• the person owns the animal, or</li> <li>• the animal is in the person's care or under their control (i.e. they have the custody of the animal).</li> </ul> <p>(See Section 12 of the ACPA for further information on 'the person in charge').</p>
<b>Person-centred planning</b>	A key feature of person-centred planning is the identification of individual needs and circumstances. Through person-centred planning each individual's potential is assessed and their strengths and passions identified. The aim is that the individual will identify their hopes, dreams and aspirations, including any positive relationships they have with other people.
<b>Person conducting a business or undertaking</b>	A person conducts a business or undertaking— (a) whether the person conducts the business or undertaking alone or with others; and

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	(b) whether or not the business or undertaking is conducted for profit or gain.
<b>Person responsible (NSW)</b>	See substitute decision maker
<b>Person with management or control over a workplace</b>	Person conducting a business or undertaking with management or control over the workplace.
<b>Personal information</b>	<p>Personal information' is defined as 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> <li>• whether the information or opinion is true or not, and</li> <li>• whether the information or opinion is recorded in a material form or not.'</li> </ul>
<b>Personal protective equipment</b>	<p>Personal protective equipment means anything used or worn by a person to minimise risk to the person's health and safety, including air supplied respiratory equipment.</p> <ul style="list-style-type: none"> <li>• A liquidator of the corporation.</li> <li>• A trustee or other person administering a compromise or arrangement made between the corporation and someone else.</li> </ul>
<b>Personal relationships</b>	<p>Personal relationships involve the interaction of personal, social and sexual development that influence a person's relationship with themselves and others. They include a broad spectrum of knowledge, information and personal skills that may be developed throughout a person's life. These include an awareness of self and others, rights and responsibilities, social customs and laws, decision-making skills, assertiveness, sexuality and sexual health. Personal relationships are not only about sexuality and sexual relationships.</p>
<b>Pharmaceutical label</b>	Pharmaceutical label refers to a label stating individual's name, contents and instructions that has been written by a pharmacist.
<b>Physical assault</b>	Physical assault is generally defined as the application of force
<b>Physical restraint (Disability Services)</b>	Physical restraint, of an adult in response to the adult's reactions that causes harm to the adult or others. <i>Note</i> —Harm to a person includes physical harm to the person and a serious risk of physical harm to the person.
<b>Physical restraint (ADHC services)</b>	Physical restraint is the use of any device or strategy that restricts the person movement in response to unsafe reactions, including restraints used in a vehicle.

Term	Definition
<b>Planned maintenance</b>	Maintenance that is predictable and regular maintenance is known as planned maintenance. It includes upgrades to components that have worn out such as bathrooms, kitchens, windows, roofs and floor coverings. Planned maintenance as an example can also include pest control, termite inspections and fire equipment services.
<b>Plant</b>	<p>Plant includes:</p> <ul style="list-style-type: none"> <li>a. any machinery, equipment, appliance, container, implement and tool; and</li> <li>b. any component of any of those things; and</li> <li>c. anything fitted or connected to any of those things.</li> </ul>
<b>Positive support plan (legislated – Disability Services)</b>	<p>(1) A positive support plan, for an adult with an intellectual or cognitive disability, is a plan that describes the strategies to be used to—</p> <ul style="list-style-type: none"> <li>(a) meet the adult’s needs; and</li> <li>(b) support the adult’s development of skills;</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>(c) maximise opportunities through which the adult can improve their quality of life; and</li> <li>(d) reduce the intensity, frequency and duration of the adult’s reactions that cause harm to the adult or others.</li> </ul> <p>(2) A positive support plan, for an adult with an intellectual or cognitive disability, must include at least each of the following—</p> <ul style="list-style-type: none"> <li>(a) in relation to previous reactions of the adult that has caused harm to the adult or others, a description of— <ul style="list-style-type: none"> <li>(i) the intensity, frequency and duration of the reactions; and</li> <li>(ii) the consequences of the reactions; and</li> <li>(iii) the early warning signs and triggers for the reactions, if known;</li> </ul> </li> <li>(b) the positive strategies that must be attempted before using a restrictive practice, including the community access arrangements in place for the adult;</li> <li>(c) for each restrictive practice proposed to be used in relation to the adult— <ul style="list-style-type: none"> <li>(i) the circumstances in which the restrictive practice is to be used; and</li> <li>(ii) a demonstration of why use of the restrictive practice is the least restrictive way of ensuring the safety of the adult or others; and</li> <li>(iii) the procedure for using the restrictive practice, including observations and monitoring, that must happen while the restrictive practice is being used; and</li> <li>(iv) any other measures that must happen while the restrictive practice is being</li> </ul> </li> </ul>

Term	Definition
	<p>used that are necessary to ensure—</p> <p>(A) the adult’s proper care and treatment; and</p> <p>(B) the adult is safeguarded from abuse, neglect and exploitation;</p> <p>and</p> <p>(v) a description of the anticipated positive and negative effects on the adult of using the restrictive practice; and</p> <p>(vi) the intervals at which use of the restrictive practice will be reviewed by the relevant service provider using the restrictive practice;</p> <p>(d) for seclusion—the maximum period for which seclusion may be used at any 1 time and the maximum frequency of the seclusion;</p> <p>(e) for chemical restraint—</p> <p>(i) the name of the medication to be used and any available information about the medication, including, for example, information about possible side effects;</p> <p>and</p> <p>(ii) the dose, route and frequency of administration, including, for medication to be administered as and when needed, the circumstances in which the medication may be administered, as prescribed by the adult’s treating doctor; and</p> <p>(iii) if the adult’s medication has previously been reviewed by the adult’s treating doctor—the date of the most recent medication review; and</p> <p>(iv) the name of the adult’s treating doctor;</p> <p>(f) for mechanical or physical restraint—the maximum period for which the restraint may be used at any 1 time.</p> <p>(3) For subsection (2)(c)(vi), use of a restrictive practice must be reviewed—</p> <p>(a) for a restrictive practice not used under a containment or seclusion approval—at least once during each 12-month period; or</p> <p>(b) for a restrictive practice used under a containment or seclusion approval—when required by the chief executive, and at least once during the period of the approval.</p>
<p><b>Prescribed document (Building Fire Safety)</b></p>	<p>A prescribed document is defined by the <i>Building Fire Safety Regulation 2008</i> as meaning any of the following for the building –</p> <ul style="list-style-type: none"> <li>• A record of a review of a <i>Fire and Evacuation Plan</i></li> <li>• A <i>Fire and Evacuation Instruction Record</i></li> <li>• An <i>Evacuation Practice Record</i></li> <li>• A <i>Record of Maintenance</i>.</li> </ul>
<p><b>Prescribed medication</b></p>	<p>Prescribed medication refers to tablets (including antibiotics) prescribed by a health professional (general practitioner, psychiatrist, or dentist) that has been prepared by a pharmacist.</p>
<p><b>Privacy (information)</b></p>	<p>The word privacy means different things to different people.</p> <p>Privacy is a human right.</p> <p>The Privacy Act was created to provide for the fair collection and handling of personal information.</p>

Term	Definition
<b>Profile</b>	A profile is information about a person using FSGA services.
<b>PRN</b>	PRN is an abbreviation of <i>pro re nata</i> which is a Latin term for <i>as the situation arises</i> . Medication is PRN medication if it is prescribed by doctors and it is to be taken when needed.
<b>Prohibited practices (FSGA)</b>	<p>Prohibited practices are practices which interfere with the individual's basic human rights and are demeaning or constitute a form of abuse or neglect.</p> <p>Types of prohibited practices:</p> <p>Physical abuse:</p> <p>All forms of physical contact that are either painful or in excess of reasonable force (minimum force necessary to protect oneself from injury or harm) e.g. hitting, kicking, punching, pinching, slapping, spanking, hair pulling, biting, force feeding, choking, shaking, pushing, scratching, corporal punishment, recklessly endangering the client's life through the carer's actions.</p> <p>Verbal abuse:</p> <p>All forms of verbal communication that are threatening or demeaning e.g. screaming, swearing, name calling, teasing, threatening, shouting unnecessarily, sexist or racist slurs, verbal statements which are demeaning or derogatory to the client or likely to cause distress or represent ridicule.</p> <p>Emotional abuse:</p> <p>All actions or remarks to deliberately produce feelings of fear, anxiety or lower self esteem in another person e.g. derogatory remarks about the individual, their appearance or attributes, their parents, family or cultural heritage, activities which place the individual in an unsafe environment or produce fear with the aim of demeaning the person, threats to make the individual perform a task/action they do not wish to perform, threats to discharge the person from the program or restrict access to services.</p> <p>Deprivation:</p> <p>Depriving people of meals, sleep, clothes, shelter, personal hygiene and medical care</p> <p>Punishment:</p> <p><i>FSGA does not advocate or practise punishment of any kind.</i></p> <p>FSGA does not support or allow:</p> <ul style="list-style-type: none"> <li>○ use of medication as punishment or for the convenience of carers as a substitute for activities or appropriate intervention or re-directive methods</li> <li>○ use of restraints or time-out methods for the convenience of carers or as a substitute for activities or appropriate intervention or re-directive methods</li> </ul>

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	<p>Deception:</p> <p>All actions or remarks to deliberately manipulate or deceive the person into carrying out a task or behaving in a way they would not otherwise e.g. the person is led to believe they should carry out a particular action when there is no such requirement of them.</p> <p>Dangerous or cruel practices:</p> <p>Any situation where the individual displays signs of extreme discomfort, fear or high levels of distress.</p> <p>Any action which an individual perceives will result in them experiencing extreme discomfort; fear or high levels of distress e.g. cold showers, electric shock, chemical sprays/lemon juice to the face, strait-jacket or another garment used for the same purpose.</p>
<b>Psychosocial</b>	<p>For a concept to be psychosocial means it relates to one's psychological development in, and interaction with, a social environment i.e. immediate physical and social setting in which people live or in which something happens or develops.</p>
<b>Public Guardian</b>	<p>The Public Guardian is an independent statutory official authorised by law to make health care decisions (as a last resort) for adults with impaired capacity and protects vulnerable adults legal rights.</p>
<b>Pyramid selling</b>	<p>Pyramid schemes make money by recruiting people rather than by selling a product or service. In a typical pyramid scheme, members pay to join. The only way they can recover any money is to convince other people to join as well. Pyramid schemes are illegal in Queensland and it is a criminal offence to promote or participate in such schemes. These schemes differ from legitimate multi-level marketing where people make money by selling genuine products or services, rather than from recruiting others.</p> <p>These different scams are all pyramid selling schemes:</p> <ul style="list-style-type: none"> <li>○ chain letters</li> <li>○ mailing lists (disguised as business opportunities) involving the sale of reports, which are of little value</li> <li>○ money-making clubs offering unrealistic earnings that sound too good to be true</li> <li>○ multi-level compensation plans for low value products and publications</li> <li>○ cooperative marketing networks based on overvalued or useless phone cards or credit cards.</li> </ul>

Term	Definition
<b>Qualified staff (first aid)</b>	'Qualified staff to administer first aid' are staff with a current, nationally recognised first aid qualification to the level of HLTF301B (or equivalent) or above.
<b>Reasonably practicable (WH&amp;S)</b>	Deciding what is 'reasonably practicable' to protect people from harm requires taking into account and weighing up all relevant matters, including: <ul style="list-style-type: none"> <li>• the likelihood of the hazard or risk concerned occurring</li> <li>• the degree of harm that might result from the hazard or risk</li> <li>• knowledge about the hazard or risk and ways of eliminating or minimising the risk</li> <li>• the availability and suitability of ways to eliminate or minimise the risk, and</li> <li>• after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.</li> </ul>
<b>Recognised Entity (ATSI)</b>	Aboriginal and Torres Strait Islander organisations or individuals connected with their communities, and approved and funded by the Department of Communities, Child Safety and Disability Services (Child Safety Services), to provide cultural and family advice in Indigenous child protection matters.
<b>Recognised Entity</b>	Aboriginal and Torres Strait Islander organisations or individuals connected with their communities, and approved and funded by the Department of Communities, Child Safety and Disability Services (Child Safety Services), to provide cultural and family advice in Indigenous child protection matters.
<b>Relevant service provider (restrictive practices – Disability Services)</b>	<p>Relevant service provider means a funded service provider who provides disability services to an adult with an intellectual or cognitive disability.</p> <p>In cases where respite and/or community access services are the <b>only</b> disability services being provided to the adult, relevant service provider refers to the respite and/or community access service provider from whom the adult is receiving respite or community access services.</p> <p>In all other cases, relevant service provider refers to all other service circumstances, including where an adult is receiving a National Disability Agreement National Minimum Data Set (NDA—NMDS) service type accommodation support or community support, including respite services and community access services where these are in combination with other NDA—NMDS service types.</p>
<b>Residential tenancy agreement</b>	A residential tenancy agreement is an agreement under which a person gives to someone else a right to occupy residential premises as a residence.
<b>Respite/Community</b>	Under the Disability Services Act Respite/Community Access Services (CAS)

Term	Definition
<b>Access Services (Disability Services)</b>	<p>means:</p> <ul style="list-style-type: none"> <li>• the adult is only accessing a respite service; or</li> <li>• the adult is only accessing CAS; or</li> <li>• the adult is only accessing a respite service and CAS.</li> </ul> <p>These services must be funded by the Department of Communities, Child Safety and Disability Services as a respite service or CAS.</p>
<b>Respite/community access plan (Disability Services)</b>	<p>Respite/community access plan is a plan to support an adult and includes planning and implementation of strategies to meet the adult's needs, improve their capabilities and quality of life and reduce the occurrence of the reaction that causes harm. The requirements for the respite/community access plan are not exactly the same as those specified for the positive support plan in recognition of the difference in circumstances.</p>
<b>Response cost (ADHC services)</b>	<p><b>Response cost</b> requires the person to lose or forego positively valued items or activities as a result of their reactions.</p>
<b>Responsible person (Privacy Act)</b>	<p>A responsible person for an individual is:</p> <ol style="list-style-type: none"> <li>(a) a parent of the individual; or</li> <li>(b) a child or sibling of the individual if the child or sibling is at least 18 years old; or</li> <li>(c) a spouse or de facto partner of the individual; or</li> <li>(d) a relative of the individual if the relative is: <ol style="list-style-type: none"> <li>(i) at least 18 years old; and</li> <li>(ii) a member of the individual's household; or</li> </ol> </li> <li>(e) a guardian of the individual; or</li> <li>(f) a person exercising an enduring power of attorney granted by the individual that is exercisable in relation to decisions about the individual's health; or</li> <li>(g) a person who has an intimate personal relationship with the individual; or</li> <li>(h) a person nominated by the individual to be contacted in case of emergency.</li> </ol>
<b>Responsive maintenance (housing)</b>	<p>Responsive maintenance is unplanned and reactive maintenance performed to restore a property to an operational or safe condition. Most maintenance requests fall into this category which can include day-to-day requests from tenants, programs or site managers and can be the result of unforeseen failures such as storms, fire, forced entry, termite infestation or vandal damage.</p>
<b>Restricting access (Disability Services)</b>	<p>Restricting access of an adult means restricting the adult's access, at a place where the adult receives disability services, to an object in response to the adult's reactions that cause harm to the adult or others.</p>

Term	Definition
<b>Restricted access (ADHC)</b>	Restricted access restricts independent access to items/activities/experiences through physical barriers or staff intervention. This includes containment such as locked doors, windows, cupboards, car doors etc.
<b>Restrictive practices (Disability Services)</b>	<p>Restrictive practices means any of the following practices used to respond to the reactions of an adult with an intellectual or cognitive disability that causes harm to the adult or others—</p> <ul style="list-style-type: none"> <li>(a) containing or secluding the adult</li> <li>(b) using chemical, mechanical or physical restraint on the adult</li> <li>(c) restricting access of the adult.</li> </ul> <p>Note—</p> <p>Harm to a person includes physical harm to the person and a serious risk of physical harm to the person.</p>
<b>Restrictive practices (ADHC Services)</b>	<p>Restrictive practices are those practices where the intervention involves some intrusion of the person's freedom in an attempt to achieve the curtailment of, or decrease in a particular way of reacting. There are 5 categories of restrictive practice.</p> <ol style="list-style-type: none"> <li>1. Restricted access – independent access to items/activities/experiences through physical barriers or staff intervention. This includes containment such as locked doors, windows, cupboards, car doors etc.</li> <li>2. Physical restraint – the use of any device or strategy that restricts the person movement in response to challenging reactions, including restraints used in a vehicle. This method requires a legally appointed guardian to consent.</li> <li>3. Exclusionary time out – where the service user is removed from a setting for a period to withdraw their access to reinforcement, which is part of a planned response to reaction. Their ability to leave is prevented. By definition exclusionary time out is an infringement of a person's right to freedom of movement and therefore requires strong and valid clinical reasons and outcomes, implementation safeguards and authorisations and consents to be in place due to the degree of restriction and the potential for abuse in implementation. This practice is referred to as 'seclusion' when it is implemented as a response to a one-off crisis situation and only stays in place until the crisis is over. This method requires a legally appointed guardian to consent.</li> <li>4. Response cost – requires the person to lose or forego positively valued items or activities as a result of their challenging behaviour.</li> <li>5. Chemical restraint – the administering of PRN psychoactive medication in response to challenging reaction. There must be standing orders from the GP or Psychiatrist.</li> </ol>

Term	Definition
<b>Risk</b>	Risk is the possibility that harm (death, injury or illness) might occur when exposed to a hazard.
<b>Risk assessment</b>	<p>A risk assessment involves considering what could happen if someone is exposed to a hazard and the likelihood of it happening.</p> <p>The likelihood that someone will be harmed can be estimated by considering the following:</p> <p>How often is the task done? Does this make the harm more or less likely?</p> <p>How often are people near the hazard? How close do people get to it?</p> <p>Has it ever happened before, either in your workplace or somewhere else? How often?</p> <p>You can rate the likelihood as one of the following:</p> <p>Almost certain to occur - expected to occur in most circumstances</p> <p>Likely - will probably occur in most circumstances</p> <p>Possible – might occur occasionally</p> <p>Unlikely – could happen at some time</p> <p>Rare – may happen only in exceptional circumstances</p> <p>The level of risk will increase as the likelihood of harm and its severity increases.</p>
<b>Risk control</b>	Risk control means taking action to eliminate health and safety risks so far as is reasonably practicable and, if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.
<b>Risk management</b>	<p>A duty imposed on a person to ensure health and safety requires the person:</p> <p>(a) to eliminate risks to health and safety, so far as is reasonably practicable; and</p> <p>(b) if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.</p>
<b>Risk management framework</b>	Risk management framework is the FSGA structure that supports the risk management reporting, responsibilities and accountabilities. This framework is a description of streams of accountability and reporting that will support the risk management process within existing organisational structures.
<b>Safety data sheet (SDS)</b>	Manufacturers and importers of hazardous chemicals have duties under the WHS Regulation (Section 330) to provide current information about the hazardous chemical in the form of an SDS.
<b>Safety switch</b>	Safety switches monitor the flow of electricity through a circuit. They automatically shut off the electricity supply when current is detected leaking from faulty switches, wiring or electrical appliances. This stops the chance of current flowing to earth, through a person, electrocuting them. Safety switches can be either installed on the

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	switchboard or be portable.
<b>Salary and wage earners</b>	If individuals are a wage earner and/or receive other income, they are salary and wage earners.
<b>Seclude/Seclusion</b> (restrictive practice)	Seclude an adult with an intellectual or cognitive disability means physically confine the adult alone, at any time of the day or night, in a room or area from which free exit is prevented in response to the adult's reactions that cause harm to the adult or others.
<b>Security fob</b>	A fob is a remote keyless system that is designed to remotely permit or deny access to premises or automobiles.
<b>Seizure</b>	<p>Every thought, feeling or action is controlled by brain cells that communicate with each other through regular electrical impulses. These impulses travel along the network of nerve cells, called neurons, in the brain and throughout the body via chemical messengers called neurotransmitters. A seizure occurs when the brains nerve cells misfire and generate sudden, uncontrolled burst of electrical activity in the brain. The orderly communication between nerve cells becomes scrambled and thoughts, feelings or movements become momentarily confused or uncontrolled.</p> <p>Generally, seizures fall into two categories: partial or focal seizures and primary generalized seizures. The difference between these two types is in how they begin.</p>
<b>Self-administering</b>	Self-administering refers to a person who has the capacity to take responsibility for the safe and correct management of their own medications, including the storage, preparation, administration and consumption of those medications without staff assistance. People who self-administer may be reminded by FSGA to take medication providing the required procedures are followed.
<b>Self-determination</b>	The power or ability to make a decision for oneself without influence from outside.
<b>Self-harm</b>	<p>Self-harm is the direct, deliberate act of harming one's body without the conscious intention to die.</p> <p>Common forms of self-harm include:</p> <ul style="list-style-type: none"> <li>• wrist slashing</li> <li>• biting and scratching at skin</li> <li>• head banging and punching self</li> <li>• burning of skin</li> <li>• hair or eyelash pulling</li> <li>• taking overdoses of drugs or medication</li> <li>• inhalation of a harmful substance.</li> </ul>

Term	Definition
	Sometimes people who are trying to harm themselves can accidentally take it too far and this is referred to as accidental suicide. Suicide and self-harm are interconnected issues. However, they are not the same.
<b>Sensitive information</b>	<p>‘Sensitive information’ is a subset of personal information and is defined as:</p> <ul style="list-style-type: none"> <li>• information or opinion (that is also personal information) about an individual’s: <ul style="list-style-type: none"> <li>○ racial or ethnic origin</li> <li>○ political opinions</li> <li>○ membership of a political association</li> <li>○ religious beliefs or affiliations</li> <li>○ philosophical beliefs</li> <li>○ membership of a professional or trade association</li> <li>○ membership of a trade union</li> <li>○ sexual orientation or practices, or</li> <li>○ criminal record.</li> </ul> </li> <li>• health information about an individual .</li> </ul>
<b>Serious incident</b> (Department of Housing and Public Works)	For the purpose of reporting to the Department of Housing and Public Works, serious injury can include permanent impairment or loss of a body function, permanent serious disfigurement, permanent severe mental or permanent severe behavioural disturbance or disorder, loss of a foetus.
<b>Serious incident or illness WorkCover NSW</b>	Refer to: <a href="http://www.workcover.nsw.gov.au/media/publications/health-and-safety/whs-incident-notification-fact-sheet">http://www.workcover.nsw.gov.au/media/publications/health-and-safety/whs-incident-notification-fact-sheet</a>
<b>Serious incident or illness WH&amp;S Qld</b>	<p>Serious injury or illness of a person means an injury or illness—</p> <p>(a) requiring the person to have immediate treatment as an in-patient in a hospital; or</p> <p>(b) requiring the person to have immediate treatment for—</p> <p>(i) the amputation of any part of the person’s body; or</p> <p>(ii) a serious head injury; or</p> <p>(iii) a serious eye injury; or</p> <p>(iv) a serious burn; or</p> <p>(v) the separation of the person’s skin from an underlying tissue (for example, degloving or scalping); or</p> <p>(vi) a spinal injury; or</p> <p>(vii) the loss of a bodily function; or</p> <p>(viii) serious lacerations; or</p> <p>(c) requiring the person to have medical treatment within 48 hours of exposure to a substance; or</p> <p>(d) causing the person to be absent from the person's voluntary or paid employment for more than 4 days;</p> <p>and includes any other injury or illness prescribed under a regulation but does not include an illness or injury of a prescribed kind.</p>

Term	Definition
<b>Serious offence</b>	Refer to: <a href="http://www.bluecard.qld.gov.au/serious-offences.html">http://www.bluecard.qld.gov.au/serious-offences.html</a>
<b>Server</b>	A server is a computer-running software that allows it to control the sharing of resources between many computers.
<b>Sexual assault</b>	<p>Sexual assault occurs when a person is subjected to sexual activities without their consent.</p> <p>Consent as it relates to consenting to a sexual relationship, is the permission or agreement given by the person to the relationship, as long as both partners are of a legal age. Legal age of consent is 16 years for both genders whether heterosexual or homosexual. However to give valid consent the person must also understand what they are physically consenting to, for example petting, kissing, or penetration, and they must also understand the sexual nature of the touching, as opposed to non-sexual touching associated with washing or receiving medical treatment. Additionally, the consent given by the person must be given freely, and the person must understand and be able to exercise their right to refuse a sexual relationship.</p> <p>The types of offences where the absence of consent is irrelevant to an accused person's guilt include the following:</p> <ul style="list-style-type: none"> <li>• unlawful sodomy with, or of, a person under 18 or an intellectually impaired person</li> <li>• attempted sodomy</li> <li>• indecent treatment of children under 16</li> <li>• unlawful carnal knowledge of children under 16</li> <li>• abuse of intellectually impaired persons</li> <li>• using electronic communication to procure children under 16 to engage a sexual act or to expose children under 16 to any indecent matter</li> <li>• incest</li> <li>• maintaining a sexual relationship with a child under 16 (or 18 in the case of sodomy).</li> </ul>
<b>Sexual misconduct</b>	<p>The term 'sexual misconduct' includes conduct that does not necessarily equate to a criminal offence (for example, criminal proceedings may not have been commenced or proceeded to a finding of guilt by a court).</p> <p>For sexual misconduct to be reportable to the Office of the Children's Guardian, the alleged conduct must have been committed against, with or in the presence of a child.</p> <p>There are three categories of sexual misconduct in addition to sexual offences:</p> <ul style="list-style-type: none"> <li>• <a href="#">crossing professional boundaries</a></li> <li>• sexually explicit comments and other overtly sexual behaviour and</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>grooming behaviour.</li> </ul>
<b>Sexuality</b>	<p>Sexuality is an aspect of human development that relates to a person's capacity and learned behaviour, which allows them to experience and respond to sexual feelings, to behave sexually and to participate in sexual activity and intimacy with others. It includes sexual identity and preference. Sexuality has psychological, behavioral, emotional and reproductive aspects that are influenced by gender, class, political, social and cultural factors. A person's understanding of their sexuality is central to their self-image and self-awareness and impacts greatly on how they relate to themselves and others. A person's sexuality and sexual behaviour may be viewed in the context of overall personal and social development, knowledge and skills.</p>
<b>Shared tenancies (housing)</b>	<p>If individuals are classed as a 'single sharer' by Centrelink, they are assessed as part of a shared tenancy.</p>
<b>Sharp</b>	<p>A sharp is any item having corners, edges, or projections capable of cutting or piercing the skin.</p>
<b>Significant harm (NSW)</b>	<p>A child or young person is <b>at risk of significant harm</b> if current concerns exist for the safety, welfare or well-being of the child or young person because of the presence, to a significant extent, of any one or more of the following circumstances:</p> <ul style="list-style-type: none"> <li>(a) the child's or young person's basic physical or psychological needs are not being met or are at risk of not being met,</li> <li>(b) the parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive necessary medical care,</li> <li>(b1) in the case of a child or young person who is required to attend school in accordance with the <a href="#">Education Act 1990</a>—the parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive an education in accordance with that Act,</li> <li>(c) the child or young person has been, or is at risk of being, physically or sexually abused or ill-treated,</li> <li>(d) the child or young person is living in a household where there have been incidents of domestic violence and, as a consequence, the child or young person is at risk of serious physical or psychological harm,</li> <li>(e) a parent or other caregiver has behaved in such a way towards the child or young person that the child or young person has suffered or is at risk of suffering serious psychological harm,</li> <li>(f) the child was the subject of a pre-natal report under section 25 and the birth mother of the child did not engage successfully with support services to eliminate, or minimise to the lowest level reasonably practical, the risk factors that gave rise to the report.</li> </ul> <p><b>Note.</b> Physical or sexual abuse may include an assault and can exist despite the fact that consent has been given.</p> <p>(2) Any such circumstances may relate to a single act or omission or to a series of</p>

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	<p>acts or omissions.</p> <p><b>Note.</b> See also sections 154 (2) (a) and 156A (3) for other circumstances in which a child or young person is taken to be at risk of significant harm.</p>
<b>SMS</b>	Short Message Service (SMS) is a text messaging service component of phone, Web, or mobile communication systems. It uses standardized communications protocols to allow fixed line or mobile phone devices to exchange short text messages.
<b>Snapshot</b>	A snapshot is abbreviated information about an individual which is used by staff to provide a service.
<b>Social Enterprise</b>	A social enterprise is an organisation that applies commercial strategies to maximise improvements in human and environmental wellbeing, rather than maximising profits for external shareholders.
<b>Social Justice</b>	Fair and proper administration of laws conforming to the natural law that all persons, irrespective of ethnic origin, gender, possessions, race, religion, etc., are to be treated equally and without prejudice.
<b>Social media</b>	Social media is an online service in the public domain where people connect with like-minded people and can publish, share and discuss information in an online forum. They can include forums, blogs, wikis, social networking websites, and video channels.
<b>Social role valorisation (SRV)</b>	The major goal of SRV is to create or support socially valued roles for people in their society, because if a person holds valued social roles, that person is highly likely to receive from society those good things in life that are available to that society, and that can be conveyed by it, or at least the opportunities for obtaining these.
<b>Software</b>	Software is a term given to the programs that a computer executes. A typical example of software would be a word processor or an accounts package.
<b>Spam</b>	Spam email refers to unsolicited commercial email.
<b>Spill kit</b>	<p>Spill kits are available for excursions and in centres where the cleaning of blood or other body substances may be required.</p> <p>The 'spills kit' is a lockable container which includes the following items:</p> <ul style="list-style-type: none"> <li>• 6 pairs of gloves</li> <li>• 2 goggles</li> <li>• 2 dust masks</li> <li>• 4 plastic bags (waste bags)</li> <li>• 1 kitchen paper roll</li> <li>• 2 disposable aprons</li> </ul>

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	<ul style="list-style-type: none"> <li>• 1 packet of biodegradable wipes</li> <li>• 2 pairs of disposable shoe covers</li> <li>• 1 packet of Vedo (absorbing powder)</li> <li>• 1 small bottle of hand sanitiser</li> <li>• 1 scraper</li> <li>• 1 small bottle of hospital grade disinfectant.</li> </ul>
<b>Spiritual homelessness</b>	A state arising from (a) separation from traditional land, (b) separation from family and kinship, (c) a crisis of personal identity wherein one understands or knowledge of how one relates to Aboriginal identity systems is confused.
<b>Sponsorship</b>	<p>Sponsorship can be defined as: "a relationship between a provider of funds, resources or services and an individual, event or organisation which offers in return some rights and association that may be used for commercial advantage".</p> <p>Sponsorship can be a good way for a community group or not-for-profit organisation to access revenue (either over a period of time or as a one-off to support an event) services or goods. In return for that revenue or those goods and resources, a group or organisation offers exposure, positive image, profile and publicity. In this way, sponsorship favours those organisations with a bit of profile, those that are better known in the community, or those that are holding events large enough to offer a image, profile or marketing boost to a company.</p>
<b>Staff</b>	Staff means everyone who works at FSGA and includes those paid and unpaid.
<b>Standard precautions</b>	<p>Standard precautions are:</p> <ul style="list-style-type: none"> <li>• standard safe work practices that are to be applied to all clients regardless of their known or presumed infectious status</li> <li>• minimum requirements for the control of infection in all settings and all situations, including those where a high risk of infection transmission exists.</li> </ul> <p>Standard precautions include the following measures:</p> <ul style="list-style-type: none"> <li>• hand hygiene</li> <li>• use of appropriate personal protective equipment to provide a barrier to contact with blood, body fluids, non-intact skin or mucous membranes</li> <li>• immunisation</li> <li>• use of aseptic technique to reduce client exposure to microorganisms</li> <li>• management of sharps, blood spills, linen and waste to maintain a safe environment</li> <li>• routine environmental cleaning.</li> </ul>

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<b>Statutory Health Attorney (see substitute decision maker)</b>	
<b>Stewardship</b>	Stewardship is looking after and keeping in good shape for the future of the organisation and its owners (sometimes referred to as "acting as trustee").
<b>Stolen Generations</b>	The 'Stolen Generations' are the generations of Aboriginal children taken away from their families by governments, churches and welfare bodies between 1909 and 1969, to be brought up in institutions or fostered out to white families. Removing children from their families was official government policy in Australia until 1969.
<b>Strengths based</b>	<p>A strengths-based approach has the following key values:</p> <ul style="list-style-type: none"> <li>• all people have strengths and capacities</li> <li>• people have the capacity to change</li> <li>• people are the experts in their own situation</li> <li>• the problem is the problem, the person is not the problem</li> <li>• people are generally doing the best they can at any given point in time</li> <li>• problems can blind people from noticing and appreciating their strengths and their capacity to find solutions</li> <li>• people have good intentions</li> <li>• the power to change is within us.</li> </ul>
<b>Sub-contracting (direct service)</b>	Sub-contracting is where a funded provider enters into a contract with another third party provider to deliver services or activities that it would usually provide directly.
<b>Substance use</b>	Different substances affect the brain in different ways. People use substances because of these effects, which include increasing feelings of pleasure or decreasing feelings of distress. Using alcohol or drugs does not in itself mean that a person has a substance use disorder.
<b>Substance-use disorders</b>	<p>Substance-use disorders include either of the following:</p> <ul style="list-style-type: none"> <li>• abuse of alcohol or other drugs i.e. use which leads to problems at work, school or home, or to legal problems or damage to health</li> <li>• dependence on alcohol or other drugs.</li> </ul> <p>The symptoms of substance dependence are:</p> <ul style="list-style-type: none"> <li>• tolerance for the substance (the person needs increased amounts over time or gets less effect with repeated use)</li> <li>• problems in withdrawal (person experiences withdrawal symptoms or uses</li> </ul>

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	<p>the substance to relieve withdrawal symptoms)</p> <ul style="list-style-type: none"> <li>• use of larger amounts or over longer periods than intended</li> <li>• problems in cutting down or controlling use</li> <li>• a lot of time is spent getting the substance, using it, or recovering from its effects</li> <li>• the person gives up or reduces important social, occupational or recreational activities because of substance use</li> <li>• the person continues using the substance despite knowing they have persistent physical or psychological problems from use.</li> </ul>
<p><b>Substitute decision maker</b></p>	<p>A substitute decision-maker is able to make decisions on behalf of an adult with impaired capacity.</p> <p>Substitute decision-makers in <b>Queensland</b> can include:</p> <ul style="list-style-type: none"> <li>• an appointed guardian – appointed by QCAT. This can be a private guardian (family or friend), or the Public Guardian as last resort</li> <li>• a Statutory Health Attorney (SHA for health-care related matters only)</li> </ul> <p>A SHA is someone with automatic authority to make health care decisions on behalf of an adult whose ability to make decisions is permanently or temporarily impaired.</p> <p>A statutory health attorney will act if a person has not:</p> <ul style="list-style-type: none"> <li>• set out relevant directions for their medical treatment in an advance health directive</li> <li>• appointed an attorney for personal matters under an <a href="#">enduring power of attorney</a>.</li> <li>• had a guardian appointed for health care matters by the <a href="#">Queensland Civil and Administrative Tribunal (QCAT)</a>.</li> </ul> <p>The law lists those who can act as a SHA. In order of preference (provided they are readily available and culturally appropriate), these people are:</p> <ul style="list-style-type: none"> <li>○ the person's spouse (if the relationship is close and continuing)</li> <li>○ the person's primary carer, but not a paid carer (although they may receive a carer's pension)</li> <li>○ a close adult friend or relative</li> <li>○ the Public Guardian as a last resort.</li> </ul> <ul style="list-style-type: none"> <li>• an attorney under an Enduring Power of Attorney or Advance Health Directive</li> <li>• Administrator - QCAT states the authority of the administrator, including the extent of authority to make some or all financial decisions.</li> </ul>

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	<p>Substitute decision-makers in <b>NSW</b> can include:</p> <ul style="list-style-type: none"> <li>• an appointed guardian – appointed by NCAT.</li> <li>• an Enduring Guardian will make decisions relating to health and lifestyle if the person is unable to</li> <li>• Advance Health Directive</li> <li>• Power of Attorney - a person or trustee organisation of choice, to manage financial and legal affairs</li> <li>• Person responsible -When a person is unable to give consent to treatment, medical and dental practitioners have a responsibility to seek consent from the patient's person responsible.</li> </ul> <p>A person responsible is not necessarily the person's next of kin but is;  A guardian (that is the Public Guardian, or an enduring guardian, or a private guardian) who has the function of consenting to medical, dental and health care treatments;</p> <p><i>Or, if there is no guardian appointed with this authority:</i>  A spouse, de facto or same sex partner with whom the person has a close, continuing relationship;</p> <p><i>Or, if there is no guardian such spouse, defacto or same sex partner:</i>  An unpaid carer who is now providing support to the person or who provided this support before the person entered residential care;</p> <p><i>Or if there is no carer:</i>  A relative or friend who has a close personal relationship with the person.</p> <p>It is up to the medical or dental practitioner to determine who the person responsible is. A person who is considered to be the person responsible can decline, in writing, to have the responsibility of consenting to a particular medical or dental treatment. The medical practitioner must then request consent from the next person down on the list of people who qualify to be person responsible (see above list).</p> <ul style="list-style-type: none"> <li>• Financial management orders - This is a legal decision appointing a person or people to manage the financial affairs of another person who is unable to manage their finances because of a disability.</li> </ul>
<b>Suicide</b>	Suicide is any self-injurious act intended to end one's life which results in death.
<b>Supported decision making</b>	<p>Supported decision making may be:</p> <ul style="list-style-type: none"> <li>• formally organised (e.g. representatives/circles of support)</li> <li>• family/friends make some decisions based on best interests or known preferences</li> <li>• person(s) responsible for health-related decisions.</li> </ul>
<b>Supporting decision making</b>	<p>Supporting decision making may be:</p> <ul style="list-style-type: none"> <li>• tailored information/formats</li> <li>• communication assistance</li> <li>• additional time and discussion of options</li> </ul>

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	<ul style="list-style-type: none"> <li>• use of technology.</li> </ul>
<b>Tag line</b>	A tag line is added to logo – it can be a motto or a position in statement that further explains FSGA's purpose e.g. 'leaders in quality community care (since 1979)' and 'always making a positive difference in people's lives'.
<b>Tenant (housing)</b>	A person who has signed a tenancy agreement with the Director of Housing and who therefore has all the tenancy rights and responsibilities as specified in the tenancy agreement.
<b>Tenant in community-managed housing</b>	A person who has signed a tenancy agreement with a community agency and who therefore has all the tenancy rights and responsibilities as specified in the tenancy agreement.
<b>Transfers (housing)</b>	<p>A transfer is the movement of a tenant from one social housing property to another social housing property where the likely duration of housing assistance does not change.</p> <p>Transfers include:</p> <ul style="list-style-type: none"> <li>• transitional housing to transitional housing</li> <li>• long-term community housing to long-term community housing</li> <li>• long-term community housing to public housing</li> <li>• public housing to long-term community housing</li> <li>• public housing to public housing</li> <li>• affordable housing to affordable housing</li> <li>• affordable housing to public or long-term community housing.</li> </ul>
<b>Transgender person</b>	Individuals who are uncomfortable with (or reject in whole or in part) their birth assigned gender and may include transsexual persons, whether or not they have undergone sex reassignment surgery.
<b>Treating health practitioner</b>	The health practitioner with overall responsibility for the care of a patient. In many instances this will be the treating medical practitioner but may be another health practitioner with responsibility for the patient, for example, a midwife working within the midwifery models of care.
<b>Treating medical practitioner</b>	Refers to the specialist/consultant under whose care the patient is admitted or the specialist/consultant to whom the patient is referred for healthcare.
<b>Trustee</b>	A trustee is a manager entrusted to control property or to act on behalf of and for the benefit of another.
<b>Valued status</b>	Valued status means that each person has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

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<b>Victimisation</b>	<p>Victimisation means punishing or threatening to punish someone. It is against the law to punish or threaten to punish someone because they have:</p> <ul style="list-style-type: none"> <li>• asserted their rights under equal opportunity law</li> <li>• made a complaint</li> <li>• helped someone else make a complaint</li> <li>• refused to do something because it would be discrimination, sexual harassment or victimisation.</li> </ul>
<b>Vocational placement</b>	<p>A vocational placement, for a student, is the placement under a vocational placement agreement of the student in a work environment with a placement person who agrees to deliver to the student the training stated in the training plan for the placement.</p> <p>The object of the placement is to give the student practical training and experience that is required under and is an assessable part of the student's course.</p>
<b>Webster-pak®/Medico Pak®</b>	<p>Webster-pak® and Medico Pak® are tablet aids designed to organise tablets in an easy-to-use, easy-to-remember system. The tablets are divided into groups to be taken on a certain day and time and sealed into a multiple-dose blister pack. The packs are filled, labelled and sealed by a pharmacist.</p>
<b>Whistle blower</b>	<p>Whistleblower refers to any FSGA representative who attempts to make or wish to make a report in connection with a wrongful act under this policy and who wish to avail themselves of the protections offered by FSGA.</p>
<b>Whistle blowing</b>	<p>Whistleblowing is defined as deliberate, voluntary disclosure of individual or organisational wrongdoing by a person who has access to data, events or information about an actual, suspected or anticipated wrongdoing within the organisation.</p>
<b>Work experience</b>	<p>(1) A work experience arrangement is an arrangement made between a student's educational establishment and a person (the work experience provider) under which the person will provide experience (work experience) to the student as part of the student's education.</p> <p>(2) However, an arrangement made by a university or university college is not a work experience arrangement if—</p> <p>(a) it is for the provision of experience to a student enrolled in a course at the university or university college; and</p> <p>(b) the experience is a mandatory or assessable part of the course.</p>
<b>Worker</b>	<p>(1) A person is a worker if the person carries out work in any capacity for FSG Australia (FSGA), including work as:</p> <p>(a) an employee; or</p>

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	<p>(b) a contractor or subcontractor; or</p> <p>(c) an employee of a contractor or subcontractor; or</p> <p>(d) an employee of a labour hire company who has been assigned to work at FSGA or</p> <p>(e) an outworker; or</p> <p>(f) an apprentice or trainee; or</p> <p>(g) a student gaining work experience; or</p> <p>(h) a volunteer; or</p> <p>(i) a person of a prescribed class.</p>
<b>Workers compensation</b>	<p>Workers Compensation provides injured workers with weekly payments to cover loss of earning capacity, payment of reasonable medical expenses and vocational rehabilitation expenses where necessary to assist a safe return to work.</p> <p>Workers Compensation is founded on a no fault system and workers are paid for work related injuries whether they were at fault or not.</p>
<b>Workplace</b>	<p>(1) A workplace is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.</p> <p>(2) Place includes:</p> <p>(a) a vehicle, vessel, aircraft or other mobile structure; and</p> <p>(b) any waters and any installation on land, on the bed of any waters or floating on any waters.</p>

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<b>Wrongful act</b>	<p>A wrongful act includes, but is not limited to:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> breaches of legal obligations (including negligence, breach of contract, breach of administrative law);</li> <li><input type="checkbox"/> criminal offences;</li> <li><input type="checkbox"/> mismanagement of funds;</li> <li><input type="checkbox"/> actual or suspected fraud;</li> <li><input type="checkbox"/> abuse of authority;</li> <li><input type="checkbox"/> disclosures related to miscarriages of justice;</li> <li><input type="checkbox"/> health and safety risks, including risks to the public as well as other employees;</li> <li><input type="checkbox"/> damage to the environment;</li> <li><input type="checkbox"/> the unauthorised use of organisational funds;</li> <li><input type="checkbox"/> possible fraud and corruption;</li> <li><input type="checkbox"/> sexual or physical abuse of clients;</li> <li><input type="checkbox"/> other unethical conduct; or</li> <li><input type="checkbox"/> the concealment of any of the above.</li> </ul>
<b>Young occupants (housing)</b>	<p>'Young occupants' are household member/s, other than the person or persons named on the tenancy agreement (and their partner/s), who is under 25 years of age.</p>