



**WISECARER**  
Beyond Caregiving, Into Wellbeing

# SIMPLIFIED TERMINOLOGY GUIDE FOR CARERS

You should never feel lost in a conversation about your loved one's care. This user-friendly glossary is your tool for quickly understanding the common (and uncommon) words used by doctors, social workers, and government agencies.



## GENERAL CARE TERM

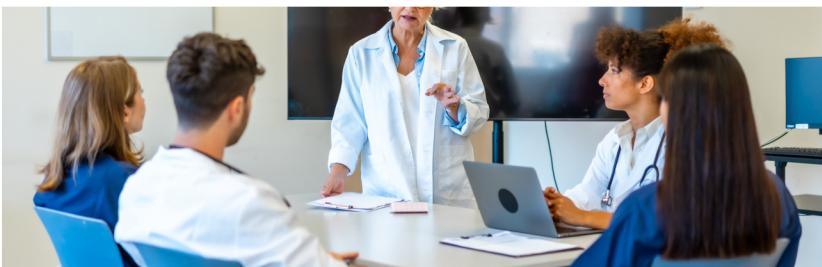
Technical Term	Simple Term	Explanation
<b>Activities of Daily Living (ADLs)</b>	Everyday Tasks	Basic personal care activities like washing, dressing, eating, moving around, and using the bathroom
<b>Respite Care</b>	Break Time	Temporary care that gives the main caregiver a rest or time off
<b>Primary Caregiver</b>	Main Helper	The person who takes the most responsibility for someone's care
<b>Care Team</b>	Care helpers	A group of people who help and support the person receiving care
<b>Care Plan</b>	Care Road Map	A detailed plan that outlines the specific care needs and how they will be met
<b>Holistic Care</b>	Whole Person Care	Looking after someone's physical, mental, emotional, and social needs together
<b>Person-Centred Care</b>	Your-Choice Care	An approach that focuses on the individual's preferences, needs, and goals
<b>Informal/ Unpaid Caregiver</b>	Family/Friend Helper	Someone who provides care without being paid, usually a family member or friend
<b>Continuity of Care</b>	Smooth Care Journey	Ensuring consistent and coordinated care across different services and times
<b>Case Management</b>	Coordination and help	Organising and managing aspects of someone's care to meet their needs

# MENTAL HEALTH TERM



Technical Term	Simple Term	Explanation
<b>Psychological Wellbeing</b>	Mental Wellness	Overall mental health and ability to cope with life's challenges
<b>Mental Resilience</b>	Bounce-Back Strength	Ability to recover quickly from difficulties and adapt to stressful situations
<b>Emotional Intelligence</b>	Understanding Feelings	Ability to understand and manage your own emotions and those of others
<b>Trauma-Informed Care</b>	Gentle, Understanding Care	An approach that recognises and responds to the effects of traumatic experiences
<b>Cognitive Behavioural Therapy (CBT)</b>	Thought-Changing Therapy	Treatment that helps people identify and change negative thinking patterns
<b>Post-Traumatic Stress Disorder (PTSD)</b>	Trauma Stress Condition	Mental health condition triggered by experiencing or witnessing traumatic events
<b>Anxiety Disorders</b>	Worry Conditions	Mental health conditions characterised by excessive fear or worry
<b>Bipolar Disorder</b>	Mood Swing Condition	A mental health condition with extreme mood changes, including highs and lows
<b>Depression</b>	Persistent Sadness	A mental health condition causing ongoing feelings of sadness and loss of interest
<b>Neurodiversity</b>	Brain Differences	Understanding that each person's brain has its own special way of thinking, learning, and experiencing the world

Technical Term	Simple Term	Explanation
<b>Mental Health Assessment</b>	Mental Check-Up	Professional evaluation of a person's emotional and psychological wellbeing
<b>Psychological Support</b>	Emotional Helping Hand	Professional assistance to help manage mental and emotional challenges
<b>Coping Mechanisms</b>	Stress-Handling Techniques	Strategies used to deal with difficult situations and manage stress
<b>Emotional Regulation</b>	Feelings Control	Ability to manage and respond to emotional experiences in a balanced way



## MEDICAL AND HEALTHCARE TERMS

Technical Term	Simple Term	Explanation
<b>Patient-Centred Care</b>	You-First Care	A healthcare approach that considers the individual's unique needs and preferences
<b>Chronic Condition Management</b>	Long-Term Health Tracking	Ongoing care and support for long-lasting health conditions
<b>Comorbidity</b>	Multiple Health Conditions	Presence of two or more health conditions in the same person
<b>Healthcare Proxy</b>	Medical Decision Helper	Someone legally authorised to make medical decisions on behalf of another
<b>Advance Directive</b>	Future Care Wishes	Legal document explaining medical treatment preferences in advance

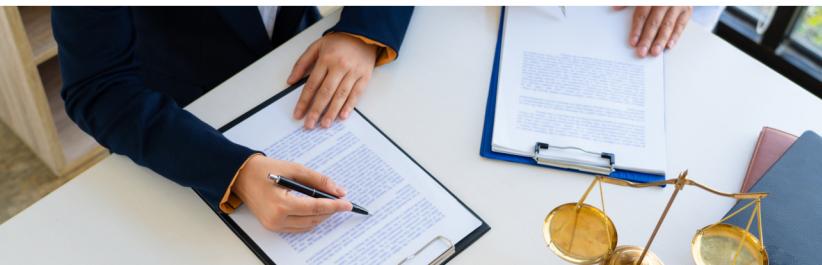
Technical Term	Simple Term	Explanation
<b>Quality of Life Indicators</b>	Happiness and Comfort Measures	Ways to assess overall wellbeing and satisfaction
<b>Self-Management</b>	Personal Health Control	Ability to manage one's own health conditions and treatment
<b>Health Literacy</b>	Health Understanding	Ability to understand and use health information to make good decisions
<b>Functional Assessment</b>	Ability Check-Up	Evaluation of a person's ability to perform daily activities
<b>Care Coordination</b>	Smooth Care Connection	Organising different healthcare services to work together effectively

## EMOTIONAL SUPPORT TERMS



Technical Term	Simple Term	Explanation
<b>Empathetic Listening</b>	Active Listening with care	Listening with compassion and trying to understand the other person's feelings
<b>Emotional Support</b>	Feelings Comfort	Providing comfort, understanding, and care for someone's emotional needs
<b>Psychological Safety</b>	Feeling Safe to Share	Creating an environment where people feel comfortable expressing themselves
<b>Burnout Prevention</b>	Exhaustion Stopping	Strategies to prevent overwhelming stress and emotional exhaustion
<b>Compassion Fatigue</b>	Caring Tiredness	Emotional and physical exhaustion from prolonged caring for others

Technical Term	Simple Term	Explanation
<b>Support Groups</b>	Shared Experience Meetings	Groups where people with similar experiences can support each other
<b>Peer Support</b>	Friend-to-Friend Help	Support from people who have similar experiences
<b>Emotional Resilience</b>	Strength in your feelings	Ability to bounce back from emotional challenges
<b>Interpersonal Communication</b>	People-to-People Talking	Effective communication and interaction with others
<b>Validation</b>	Feelings Confirmation	Acknowledging and accepting someone's feelings as legitimate



## LEGAL AND ETHICAL TERMS

Technical Term	Simple Term	Explanation
<b>Capacity Assessment</b>	Decision-Making Ability Check	Evaluation of a person's ability to make their own decisions
<b>Informed Consent</b>	Fully Understood Agreement	Agreeing to something after fully understanding what it means
<b>Confidentiality</b>	Private Information Protection	Keeping personal information safe and secret
<b>Patient Rights</b>	Care Receiver's Protections	Legal rights that protect the interests and dignity of people receiving care
<b>Mission Statement</b>	Service values	Standard of behaviour for treating people with respect, fairness, and integrity

Technical Term	Simple Term	Explanation
<b>Duty of Care</b>	Responsibility to Protect	Legal obligation to ensure the safety and wellbeing of those in your care
<b>Professional Boundaries</b>	Our Limits	Maintaining appropriate and respectful relationships in care settings
<b>Advocacy</b>	Speaking Up for Others	Supporting and defending the rights and needs of someone else who can't or needs help to speak up
<b>Decision-Making Capacity</b>	Choice-Making Ability	Understanding and the ability to make informed decisions

## SPECIALISED CARE TERMS



Technical Term	Simple Term	Explanation
<b>Palliative Care</b>	Comfort-Focused Care	Specialised care to improve the quality of life for those with serious or terminal illnesses
<b>Dementia Care</b>	Memory Loss Support	Specialised care for people with memory and thinking difficulties
<b>Disability Support</b>	Ability Assistance	Help and support for people with physical or mental challenges
<b>Rehabilitative Care</b>	Recovery Support	Treatment to help people regain skills or recover after illness or injury
<b>Long-Term Care</b>	Ongoing Support	Continuous care for people with long-lasting health and wellbeing needs

Technical Term	Simple Term	Explanation
<b>Specialised Nursing</b>	Expert Medical Care	Nursing care with advanced skills for specific health conditions
<b>Geriatric Care</b>	Elderly Support	Specialised care focusing on the health needs of older adults
<b>Paediatric Care Support</b>	Child Health Help	Specialised care designed for children's unique health needs (0-17 years of age)
<b>Intervention</b>	Targeted Mental Help	Specific actions to support mental health and wellbeing
<b>Integrated Care</b>	Whole-System Support	Coordinated care across different health and social services



## PSYCHOLOGICAL ASSESSMENT TERMS

Technical Term	Simple Term	Explanation
<b>Mental Status Examination</b>	Mind Health Check	Professional assessment of a person's mental state and functioning
<b>Psychological Screening</b>	Early Mental Health Check	Initial assessment to identify potential mental health concerns
<b>Risk Assessment</b>	Potential Risk Checking	Evaluating possible risks to a person's behaviour and environment
<b>Diagnostic Criteria</b>	Identificatory the condition	Specific guidelines used to diagnose mental health conditions

Technical Term	Simple Term	Explanation
<b>Behavioural Observation</b>	Action and Reaction Watching	Carefully observing a person's behaviours and responses
<b>Cognitive Assessment</b>	Thinking Ability Test	Evaluation of mental processes like memory and problem-solving
<b>Emotional Screening</b>	Feelings Health Check	Assessment of emotional wellbeing and potential concerns
<b>Psychosocial Evaluation</b>	Life and Feelings Assessment	Comprehensive review of personal, social, and emotional factors - what's going on

## SUPPORT TERMS



Technical Term	Simple Term	Explanation
<b>Therapeutic Intervention</b>	Healing Support	Specific actions taken to help improve mental or physical health
<b>Pre-data</b>	Before information	Collection of clinical information at the beginning of the service
<b>Post-data</b>	After information	Collection of clinical information at the end of the service
<b>Psychosocial Support</b>	Emotional and Social Help	Support that addresses both emotional and social needs
<b>Crisis Intervention</b>	Emergency Emotional Help	Immediate support during intense emotional or mental health challenges

Technical Term	Simple Term	Explanation
<b>Therapy/ Counselling</b>	Exploratory conversation	Professional guidance to help work through personal or emotional issues
<b>Therapeutic Communication</b>	Healing Conversation	Communication style that helps support emotional healing
<b>Supportive Therapy</b>	Ongoing Emotional Help	Continuous support to improve mental health and wellbeing
<b>Rehabilitation</b>	Recovery Support	Process of helping someone recover and regain abilities
<b>Wellness/ Wellbeing Planning</b>	Health Goal Setting	Creating a plan to improve overall health and wellbeing
<b>Recovery-Oriented Practice</b>	Healing-Focused Approach	An approach that emphasises personal growth and healing
<b>Strength-Based Approach</b>	Focusing on Abilities	Identifying and building on a person's existing strengths and skills

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Queensland  
Mental Health  
Commission



## WANT SOME HELP

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