CatholicCare
DIOCESE OF BROKEN BAY

Agency Health Policy

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Introduction

CatholicCare Diocese of Broken Bay (CatholicCare) is committed to the health and wellbeing of the people we serve. Health and Mental health are often intertwined, and both are represented in this policy as belonging to 'health outcomes' as defined and related to the Human Services Outcomes Framework.

We recognise that each program may have a different level of focus on health, and we seek to understand any existing concerns; contribute to the safe support of health and treatment options; and help with access to services within the local community.

Different programs will have different focuses.

In short timeframe programs that run for a few hours, or single sessions (e.g. counselling), there may be more general questions as to any health conditions or emergency contacts/needs. In longer term outreach or accommodation related programs, there may be a greater requirement for CatholicCare to seek out information or assist people to access health supports, and even in some programs to attend treatment and record progress or administer medication.

In each program that has more than a general gathering of information role, there are Practice Guidelines that explain how that specific program manages health related information. This includes gathering information and asking questions, storing the information, acting on the information and maintaining supports where needed.

This policy must be read in conjunction with a number of other policies including:

- *Agency Medication Management Policy*
- *DF & Seniors Health & Wellbeing Policy* (for Disability Futures and Seniors Services staff)

Or for Children's Services staff:

- *Children's Services - Medication Policy*
- *Medical Conditions Policy*
- *Children's Services – Administration of First Aid Policy*
- *Children's Services - Hygiene and Infection Control Policy*

Scope

This policy covers the health needs all children, young people and adults attending the programs of CatholicCare Broken Bay and the staff who support them in these programs.

Policy Statement

CatholicCare aims to support the early identification, treatment and management of health needs and will promote access to educative programs on preventative health care for children, young people and adults.

We recognise the impact health has on our function in our daily lives, links to mental health and general wellbeing and understand the importance of accessing supports to assess, treat and maintain good health.

By supporting a good understanding of health needs, we can help shape how the program cares for them through observations, medication support or even through connection to health programs in the community.

By supporting health as it related to the program the person attends, we can be part of the community of supports for people attending our programs.

By being clear about how we support people in different programs, we help everyone lead safer lives and meet their health goals.

Guiding Principles

- Every person has a right to good health and access to health services.
- CatholicCare is not a health agency; and understands that our role is to support people to access what they need to have the best possible health for their specific circumstances.
- Some people will need more health supports than others and at different points in their life as health is unique to each person.
- We support the right for every person to access the health services and supports they need.
- As a Service Provider we will ask questions relating to health that are directly due to the program purpose. We will not ask for information that is private and personal unless there is a need to help the client, child or young person as part of the program. If this is required it will be done with dignity, respect and kept private and confidential so it is shared only if they allow us to share it and as part of privacy legislation.
- If there are any health conditions we are advised of, we will take into consideration if there is anything required in the program – for example where someone needs to test their blood sugar levels, or we need to carry medication, or pass on information in the case of an emergency. We put health and/or medication plans into place around this depending on the need.
- If we observe anything unusual which may indicate a health concern during service delivery, we will discuss this with the person and any authorised persons.
- Our frontline staff in Children's Services, Disability Futures, Senior Services and Permanency Support are trained in first aid and in the case of a physical health emergency are able to respond.
- CatholicCare will ensure that all people are assisted to access information which helps them to make healthy lifestyle choices where we are made aware of the need.
- CatholicCare will implement effective hygiene and infection control measures and use Safe Work Procedures in their services. If infection risks are identified, staff will work in consultation with Work, Health & Safety and the Senior Leadership Team to put in place a risk management plan which may involve:
    - Eliminating the risk factors.
    - Modifying or changing procedures and work practices.
    - Monitoring client and staff compliance with infection control procedures.
    - Providing information, education or training to clients, children and staff.

Related Policies

This policy is to be read in conjunction with the following documents:

- *Children's Services Administration of First Aid Policy*

- *Children's Services Hygiene and Infection Control Policy*
- *Children's Services Medical Conditions Policy*
- *Children's Services Medication Policy*
- *Clinical & Care Governance Framework*
- *DF & Seniors Health & Wellbeing Policy*
- *DF Health & Wellbeing Practice Guidelines*
- *DF & Seniors Hygiene and Infection Prevention Practice Guidelines*
- *Medication Management Policy*
- *Medication Policy (Children's Services)*
- *Positive Behaviour Support Policy*
- *Privacy & Confidentiality Policy*
- *PSP Health Practice Guidelines*
- *Seniors Comprehensive Health Care Practice Guidelines*
- *Work Health Safety Policy*
- *Work Health Safety Practice Guidelines*

Related Legislations

This policy is governed by the following legislation and standards:

- *Aged Care Act 2024*
- *Children (Education and Care Services National Law Application) Act 2010*
- *Children's Guardian Act 2019*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Disabilities Inclusion Act 2014*
- *Educational Care Services and National Regulations 2011*
- *Health Records and Information Privacy Act 2002*

Sign Off and Review

This document remains valid until it is either superseded by a new version or officially revoked.

CatholicCare values your input and welcomes feedback on this document. Your suggestions help us improve and better support your work. Please send any feedback to policy.updates@catholiccaredbb.org.au.

Version	Authorised by	Approved date	Review cycle	Review due
1.0	CatholicCare Executive	24 August 2020	2 years	August 2022
1.2	Executive Manager Quality Safeguarding Risk and Compliance	14 December 2022	1 year	December 2023
2.0	Executive Manager Quality Safeguarding Risk and Compliance	6 January 2025	Review date adjusted to align with new review schedule	January 2027

Revision History

Version	Description	Author	Amendment date
1.0	Policy	General Manager Clinical Services	28 July 2020
1.1	Policy	Policy Specialist	1 September 2021
1.2	Policy	Policy Specialist	14 December 2022
1.3	Policy	Policy Specialist	14 February 2023
2.0	Policy	Policy Specialist	6 January 2025
2.1	Legislation updated	Policy Specialist	21 October 2025
2.2	Removed link to Covid PG	Policy Specialist	11 May 2026
2.3	Changed link	Program and Policy Officer	12 June 2026