

**INTERNAL ONLY**  
**ISLHD PROCEDURE**  
**COVER SHEET**



**Health**  
Illawarra Shoalhaven  
Local Health District

<b>NAME OF DOCUMENT</b>	ISLHD Access / Identification Cards
<b>TYPE OF DOCUMENT</b>	Policy
<b>DOCUMENT NUMBER</b>	ISLHD CORP PD 39
<b>DATE OF PUBLICATION</b>	November 2018
<b>RISK RATING</b>	Medium
<b>REVIEW DATE</b>	November 2021
<b>FORMER REFERENCE(S)</b>	ISLHD OPS PD 39
<b>EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR</b>	Executive Director Finance, Workforce, Corporate and Strategic
<b>AUTHOR</b>	Facility Support Manager NIHG
<b>KEY TERMS</b>	Security, Access Identification Cards
<b>FUNCTIONAL GROUP OR HUB</b>	District-wide
<b>NSQHS STANDARD</b>	Standard one
<b>SUMMARY</b>	This policy documents the procedure for applying for and the wearing of official Hospital identification and access control cards. It also details staff responsibilities and the procedures relating to reporting of lost, stolen or damaged cards as well as the card auditing requirements.

**COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

Feedback about this document can be sent to [ISLHD-CorporateGovernance@health.nsw.gov.au](mailto:ISLHD-CorporateGovernance@health.nsw.gov.au)

**1. POLICY STATEMENT**

All Illawarra Shoalhaven Local Health District (ISLHD) employees, NSW Ambulance staff, contractors, official visitors, students, and volunteers are to wear identification cards whilst on site.

**2. AIMS**

To inform staff of the procedure for applying for and the wearing of official Hospital identification and access control cards.

**3. TARGET AUDIENCE**

All Illawarra Shoalhaven Local Health District employees, NSW Ambulance staff, contractors, official visitors, students, and volunteers.

**4. RESPONSIBILITIES**

All Staff, visitors and Contractors working within the ISLHD Sites.

**5. DEFINITIONS**

<b>Contractors</b>	All persons employed on short term or for extended periods for installation, maintenance/repairs or deliveries.
<b>Emergency/Temporary cards</b>	Available for visiting Medical Staff and employees who have lost or forgotten their access cards.
<b>Employee</b>	All persons employed by Illawarra Shoalhaven Local Health District requiring access to sites/areas of employment.
<b>Personal identification</b>	Photo licence (Drivers licence or Proof of identity card) or current passport.

**6. PROCEDURE****6.1** Consistent with usual NSW Health practice, staff are reminded of the following precautions:

- ID cards must be worn at all times and produced/shown when challenged or when identification is sought.
- Check ID of contractors, couriers or deliverers that are attending the workplace.
- Ensure security of any issued uniform items and ID cards when on, or off, duty. Items must not be left in vehicles.
- Ensure that all visitors to administration areas have been signed in by appropriate staff.

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- Ensure entry to all workplaces/stations/workshops/ are secured at all times.
- Staff are not to prop doors open or hold doors open for persons to enter.
- Be aware of anyone unknown to you loitering around buildings or vehicles.
- Ensure security of all buildings, vehicles and facilities.

Security licence holders and Managers should be immediately advised of:

- Lost or stolen access / identification cards
- Suspicious behaviour
- Suspicious substances or packages
- Stolen or missing uniforms
- Stolen or missing equipment

**6.2 New access card issue**

- Completed form ISLHD OPS F 290 - [Security Access - Application](#) is to be emailed by the employees Department Manager to the department where access control cards are issued. This can be determined by your Human Resources Department. Persons requesting an access/control or identification card when attending site must produce the appropriate identification i.e. Drivers licence, passport, (NSW Health)Hospital Staff Identification
- Access will only be given to specific user groups and department entitlements that are specified on the application form i.e. Emergency Department, Hotel Services etc.
- Changes to vehicle details, Job title or photo do not require an access form.
- No access card will be provided with security access unless the appropriate form ISLHD OPS F 290 - [Security Access - Application](#) has been completed by the General Manager of the site or the authority has been provided to the Facility Support Manager to allocate security access.
- Security Officers must enter all details, including Department name and vehicle details into the Access Control System where applicable.

**6.3 New Identification/Access Card**

- Identity/access cards may contain any or all of the following features, bearing in mind integration of existing systems and the outcomes of the risk assessment process (as per NSW Health Policy and Standards for Security Risk Management in NSW Health Agencies. Protecting People and Property Document Number IB2013\_024, Publication Date 4 July 2013.
- Name, position and photograph of the holder.
- Expiry date (may be displayed on the card or be electronically embedded).
- Serial or unique number (this could be the employee number).
- Identification of the issuing NSW Health Agency.
- Emergency, WH&S or infection control information.

**6.4 Change of Access requirements**

- ISLHD OPS F 290 [Security Access - Application](#) form must be completed for change of departments and/or access type and must be signed by the new Department Manager/s.
- No access card will be provided with security access unless the appropriate form ISLHD OPS F 290 [Security Access - Application](#) has been completed and authorised by the appropriate personnel.
- Changes to vehicle details, Job title or photo do not require an access form.

**6.5 Emergency cards & employee temporary employee cards**

- Emergency access cards may be issued to Doctors, senior staff members or as approved by the Facility Support Manager, or After Hours Manager.
- Persons requesting an access/control or identification card must produce the appropriate photo identification i.e. Drivers licence, passport.
- Employee temporary cards may be issued to staff members on a shift by shift basis. Employees must return temporary cards at the end of their shift.
- Security Staff are to record all details in the shift and access card registers.

**6.6 Replacement of Damaged, lost or Stolen Cards**

- Damaged cards will be replaced as per new card issue.
- Lost or stolen cards are to be reported immediately to security. It is the responsibility of the cardholder to report their lost or stolen card. Failure to report may result in the card being used inappropriately and may result in disciplinary action to the cardholder.
- Staff to attend and complete ISLHD OPS F 439 - [Security Access Card Lost / Stolen / Termination Form](#)
- Security will disable access on all reported lost or stolen cards and record details in the security shift log.
- Security will advise the person reporting the theft of an access card to contact the Police assistance line to report the incident.
- A temporary card may be issued on a shift by shift basis.
- A replacement card may be issued 48 hours after the initial report to security to allow time to recover/find the card.

**6.7 Contractor, official visitors, Students cards (non-access cards)**

- All contractors are required to attend the relevant Security/Maintenance office for a contractor pass (non-access card). All contractors that require electronic access cards will require approval as per 6.1 or by approval by the Facility Support Manager or Department Manager responsible for the contractor.

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- Security Staff will check work permits, Contractor green cards prior to approving access. Failure to produce the appropriate documentation will be referred to the site Maintenance Manager.
- Official visitors will attend the security office for a visitors pass and may not enter site until authorised by appropriate department manager. Security will seek verification of access with the appropriate department manager if any concerns are identified.
- Students attending any site or facility within ISLHD must provide official student identification. It is the responsibility of the person supervising the student to ensure that students are adequately supervised.
- Details will be recorded in the contractor access and security shift log.

**6.8 Return of Cards Issued**

- All access control cards must be returned to the Security Department via your manager at the end of your employment with the ISLHD.
- Complete ISLHD OPS F 439 - [Security Access Card Lost / Stolen / Termination Form](#) prior to returning or reporting to security.
- It is the responsibility of all managers/supervisors to ensure employees return access cards to the Security Office or nominated location.
- The ISLHD Workforce Information Department will send a monthly list of all Terminated Employees to the Facility Support Manager on a monthly basis to confirm removal from the Access Control System. Once removal is complete, the Termination list is to be recorded as being completed and trimmed for future reference.

**7. DOCUMENTATION**

ISLHD OPS F 290 - [Security Access - Application](#)

ISLHD OPS F 122 - [Staff Identification Badge Order Form](#)

ISLHD OPS F 439 - [Security Access Card Lost / Stolen / Termination Form](#)

**8. AUDIT**

- Access Cards to be audited at no greater than one month intervals focusing on terminated employees and employees on extended leave (maternity, long service leave)
- All access cards will have an expiry after 12 months, staff will need to present to the Security Department to have their card reactivated.
- Monthly liaison with the ISLHD Workforce Information Department, is required to seek clarification of all terminations and extended leave that have occurred during the monthly Audit period.

- The audit process will be followed through by the Security Department at each facility/site or relevant access card issuing department.
- Annual audits will be undertaken at each site, where staff will need to present to the Security Department, verifying their details and have their swipe access card reset for another 12 months.
- A completed report of the Access Card Audit is to be forwarded to the District Manager Security & Fire Safety on an annual basis.

**9. REFERENCES**

- NSW Health Policy and Standards for Security Risk Management in NSW Health Agencies. Protecting People and Property Document Number IB2013\_024, Publication Date 4 July 2013 <http://www.health.nsw.gov.au/policies/manuals/Documents/prot-people-prop.pdf>.
- WHS Act 2011 No 10  
<http://www.legislation.nsw.gov.au/fullhtml/inforce/act+40+2000+FIRST+0+N#pt.2-div.1-sec.8>
- Work Health and Safety Regulation 2011  
<http://www.legislation.nsw.gov.au/fullhtml/inforce/subordleg+648+2001+FIRST+0+N>

**REVISION & APPROVAL HISTORY**

<b>Date</b>	<b>Revision No.</b>	<b>Author and Approval</b>
September 2018	1	ISLHD Security & Fire Manager Facility Support Manager NIHG
October 2018	2	Facility Support Manager NIHG