

INTERNAL ONLY
ISLHD PROCEDURE
COVER SHEET



Health
Illawarra Shoalhaven
Local Health District

NAME OF DOCUMENT	Name Badge Ordering for Staff
TYPE OF DOCUMENT	Procedure
DOCUMENT NUMBER	ISLHD OPS PROC 29
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FORMER REFERENCE(S)	ISLHN PD/99 SESIAS PD/231
EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Executive Director Strategic Improvement Programs
AUTHOR	Senior Corporate Governance Co-ordinator
KEY TERMS	Staff name badges
SUMMARY	All staff members in the ISLHD must wear a name badge at chest height on the right side of the body at all times. This procedure outlines the process for delegated staff to order name badges.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

Feedback about this document can be sent to ISLHDPolicies@health.nsw.gov.au

1. POLICY STATEMENT

This document has been written to support the [Caring Together – The Health Action Plan 2009 – Recommendation 62a](#). “All NSW Health employees will be required to wear a badge identifying clearly for patients and staff their name and designation.”

All members of staff at all sites and facilities of the Illawarra Shoalhaven Local Health District (ISLHD) will wear a name badge. Badges will display first and last names and are to be worn on the right side of the body at chest height.

Staff members who wish to be exempted from displaying their full name should make a submission to their manager. The manager will be required to undertake a [risk assessment](#) in line with accepted WHS guidelines. Only service directors or members of the ISLHD Executive may grant an exemption on these grounds and only when a [risk assessment](#) has been provided – refer to *Section 3.6 – Exemptions* (below)

2. BACKGROUND

The Special Commission of Inquiry into Acute Care Services in NSW Public Hospitals identified that patients and families found it difficult to differentiate between the different health professionals and also the members of staff who were in positions of authority in a ward or department. Identification cards on lanyards easily flip to the blank side and often the type is too small to provide clear identification. This may cause confusion or stress to patients, carers and their families. Having no clear staff identification may lead to ISLHD patients and consumers feeling our organisation lacks responsibility and accountability.

3. RESPONSIBILITIES

3.1 Employees will:

- Complete Form [ISLHD OPS F122 Staff Identification Badge Order Form](#) to order name badges for all staff on their unit.
- Forward the form to the Cost Centre Manager who will review the job titles requested to ensure they are same as the person’s job description. The Cost Centre Manager will also be required to sign the Badge Order Form to approve the purchase.
- After the form has been signed by the Cost Centre Manager, the employee will forward the form to Minit via the following email address to badge.orders@minitcommercial.com.au. For example, if a ward clerk completes the form, the Cost Centre Manager should forward it electronically by email to MINIT. The ordering form should be entered in TRIM as a record of a purchase. (If TRIM is not available then the form should be recorded and stored as other purchasing documents are within the department.
- Ensure staff wear name badges at chest height on the right side of the body at all times.
- Conduct [risk assessments](#) as necessary.

3.2 Cost Centre Managers:

- Check all badge order forms submitted to them for approval to ensure that all job titles match the staff member's position descriptions.
- After checking and approving the form, it should be entered in TRIM (if TRIM is available) and then emailed to Minit.
- Ensure all internal records of badge orders are in TRIM or if TRIM is unavailable, store and record as other purchasing documents are within the department.

3.3 Designated Mail Room / Staff will:

Receive and open each bulk parcel of name badges (if applicable). If there is a bulk parcel of name badges, the mail room staff should sort and send the badges to final destination by internal mail system.

3.4 ISLHD Accounts Payable will:

Receive monthly invoice and recordings from Minit Commercial, the recordings are checked to ensure that each cost centre is valid. The invoice is arranged for payment and the recordings are forwarded to Finance Reporting Unit to journal the expense to the cost centres.

3.5 All ISLHD staff will:

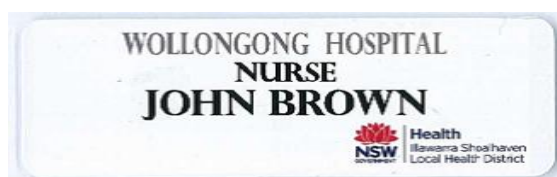
Wear a name badge at chest height on the right side of the body at all times (if practical).

3.6 Exemptions

For staff working in hospital emergency departments, it has been determined that displaying a first name and initial will be sufficient for identification purposes.

In accordance with the [Protecting People and Property: NSW Health Policy and Guidelines for Security Risk Management in Health Facilities manual](#), a [risk assessment](#) should be undertaken by the Health Service should staff in other departments, raise safety or security concerns regarding the display of family names on name badges.

Example of an ISLHD Name Badge:



4. NAME BADGE ORDERING PROCEDURE

- Nominated staff complete the [ISLHD OPS F122 Staff Identification Badge Order Form](#), with the name badge details needed.
- The nominated staff member shall then send the form to the Cost Centre Manager for review and approval prior to sending to Minit.
- The Cost Centre Manager checks the requested name badge titles are compliant with the job descriptions.
- The Cost Centre Manager will forward the form to Minit via badge.orders@minitcommercial.com.au
- The Cost Centre Manager will ensure the form is registered in TRIM (if TRIM is available within the department) and recorded and stored with other purchasing documents within the department.
- Name badges require full names, i.e. first name and family name.
- Name badge titles need to be in full not acronyms and abbreviations.
- MINIT Commercial will process orders and send to designated mail rooms at key delivery sites at Wollongong Hospital and Shoalhaven Hospital. Other services and facilities should nominate their closest delivery site from the above.
- Upon the receipt of the badges, nominated staff check name badges against the order form and save a digital copy for internal records. Minit Commercial send monthly invoice and recordings to ISLHD Accounts Payable.
- ISLHD Accounts Payable check the recordings to ensure that each cost centre is valid. The invoice is arranged for payment and the recordings are forwarded to Finance Reporting Unit to journal the expense to the cost centres.

5. DOCUMENTATION

[ISLHD OPS F122 - Staff Identification Badge Order Form](#)

6. AUDIT

ISLHD Accounts Payable to audit as per agreed schedule.

7. REFERENCES

[Garling, SC \(2008\). Uniforms and Badges 15.238 – 15.261. Final Report of Special Commission of Inquiry: Acute Care Services in NSW Public Hospitals Volume 2. NSW Government, pp 564-567.](#)

[NSW Department of Health \(2009\) Caring Together: The Health Action Plan for NSW Recommendation 62c. NSW Government: Sydney, p 31.](#)

8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
26/6 – 5/8/09	DRAFTS 1 - 7	Manager Community Partnerships
26/10/09	0	Ordering procedure was finalised and approved at AET meeting October 2009.
6/10/10	1	Inclusion of Section 3.6 – Exemptions
March 2011	2	Hyperlink to Form 223 updated and reformatted to reflect LHN change
March 2012	3	Procedure and Form updated to reflect change to Local health District. Approved for release by Manager Clinical Governance Unit.
November 2012	4	Revision of Staff Categories. Approved for release by Manager Clinical Governance Unit.
November 2016	5	Updated to include current ISLHD processes and units and updated job staff categories. Draft for comment November 2016 (not published)
February 2017	6	Update to remove Appendix 1 – Job titles. Procedure updated that the titles are to be checked against staff job descriptions by the Cost Centre Manager. Draft for comment December 2016 Approved Executive Director Strategic Improvement Programs January 2017