



Identification of Staff and Official Visitors Procedure

Effective: 13 April 2017

1. Guiding Principles

To maintain a safe and secure environment, the Busselton Health Campus (BHC) requires all its employees (permanent and casual) to wear photo identification at all times while on duty.

All Official Visitors to the BHC must also wear an identification badge (their own companies) and a Visitor badge while on the premises of the BHC.

Unit and ward managers of a staff member terminating, transferring or proceeding on secondment are responsible for the return of the identification badge to facilities management.

All students (all disciplines) attending BHC to work within a designated ward/unit are to present themselves to that ward/unit contact person(s). All students are to wear their own allocated photo identification badge from their nominated institution i.e. TAFE, university.

See WACHS [Staff Identification Procedure](#).

2. Outcome

BHC requires all its employees (permanent and casual staff) to wear photo identification badges at all times while on duty. This is to ensure staff, patient and visitor security through identifying BHC employees within all areas of the health service. Photo identification badges remain the property of BHC and must be returned by the employee at the end of the period of employment at the health service.

3. Staff Identification Procedure

- All BHC staff are to wear photo identification badges while on duty. This is to be displayed above the hip for ease of viewing.
- The Security Officer at the BHC is responsible for the manufacture and issue of all photo identification badges.
- The departmental manager for the area in which a new employee is going to work is to complete the Staff Identification Badge Request Form.
- A register is kept and records:
 - date of issue
 - name of person the card is issued to
 - card number
 - photograph number
 - location where the person is working
 - return date and time if applicable.

- The Security department must be provided with the written form by the manager before any issue or modification of a photo identification badge.
- Photographs are taken daily in the Security Office by one of the security personnel when not engaged in other duties.
- Please call prior to arrival at Security Office to ensure Security Staff are available to action the request for the Identification Badge.
- Advanced notice must be given to Security if large numbers of staff require photo identification badges at one session.
- One photograph is to be taken and used for the photo identification badge.
- Once the identification badge has been formatted, the Security Officer is to contact the staff member or the line manager to advise it is ready for collection.
- Upon resignation, the employee is to return the photo identification badge to their manager.

4. Official Visitors Identification Procedure

- All official visitors to the BHC are to be clearly identified and issued with an “Official Visitor” badge.
- Official visitors comprise of all personnel visiting the BHC to conduct business on the site and include sales representatives, external clinical instructors/supervisors and people presenting for interviews.
- The police and St John Ambulance personnel are issued with electronic access Fobs and these Fobs are to remain with the individual to allow for Swipe access to the Emergency Department.
- The contracted security are issued with swipe cards identifying them as ASP Security and these cards remain on site in the Security Office and are only used when ASP are onsite and are returned prior to leaving site.
- All visitors are to make contact with the Campus Security and are issued a Visitor pass which is recorded in a Site Visitor register.
- Main Hospital Reception has been issued with a limited number of visitor cards
- If visitors are onsite after reception hours then the After Hours Hospital Coordinator needs to be informed and will follow the same process as above. Any contractors are managed by the Maintenance department
- An “Official Visitor” name badge is to be issued and a register is to be maintained by the Administration Assistant. This is to include:
 - name of person(s)
 - date and time attending at BHC
 - nature of Business – Staff working at main reception/ security will be advised of any expected “official visitor” attendances by the relevant manager at BHC
 - who has arranged the visit.
- The Official Visitor is also to wear any photo identification badge of name badge issued by the company they represent **in addition to** the Official Visitor badge.
- Identification badges are the property of the BHC and must be returned to point of issue at the end of the visit or assignment.
- If the return of any Official Visitor badges is to occur after hours, they are to be returned to the After Hours Hospital Coordinator (AHC) on duty. This also ensures the AHC is aware the visitor has left the site in case of any emergencies e.g. fire.

5. Definitions

Official Visitor	Official visitors comprise of all personnel visiting the BHC to conduct business and include sales representatives, external clinical instructors / supervisors, people presenting for interview and tradespersons.
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6. Roles and Responsibilities

The Security Officer is responsible for:

- producing the IDs required according to the information provided on the request form
- maintaining the Visitor Register
- disposal of surplus to requirements ID cards
- allocating swipe access at the direction of the Operations Manager.

All Staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

7. Compliance

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Employment Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (HSA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

8. Evaluation

Monitoring of compliance with this document is to be carried out by the:

- BHC Facilities Manager
- BHC Operations Management.
- BHC Security Officer

9. Standards

[EQuIPNational Standards](#) - 15.21; 15.22; 15.23.

10. Legislation

Security and Related Activities (Controlled) Act 1996.

11. Related Policy Documents

WACHS [Staff Identification Procedure](#)

12. WA Health Policy Framework

[Risk, Compliance and Audit Policy Framework](#)

**This document can be made available in alternative formats
on request for a person with a disability**

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