

Staff Photo Identification Card PHC Remote Information Sheet

The DoH [Staff Identification Policy](#) states that all DoH staff must be issued with identification cards. Staff are required to prominently display the ID card whilst performing official duties. Alternately where duties may prohibit the wearing of ID cards, staff shall carry them and be able to produce them on request to verify their credentials. For Primary Health Care (PHC) Remote staff the ID card provides credentials for staff to enter Aboriginal land for work related purposes. For further details on Permits see [Aboriginal Land Permits](#).

1. Obtaining a Staff Photo Identification Card

1.1 In Person

In most instances staff should obtain an ID card prior to commencing work. For remote based staff it is important to prioritise this process before travelling to the remote location. Staff should be given a [Photo Identification Card Request Form](#) to complete during town-based induction/orientation. The application must be approved by the relevant Manager and sent or taken by staff if attending in person to the local Security Issuing Office listed below:

Central Australia	Administration Office, Alice Springs Hospital (old Remote Health building)	Ph: 08 8951 7976
Top End	Corporate Support Services, Ground Floor, Casuarina Plaza PO Box 40596, Casuarina, NT 0801	Ph: 08 8922 7499 Fax: 08 8922 7482 e-mail: csssecurityofficer.ths@nt.gov.au

Arrangements for staff to have a digital photograph taken, ID card printed and issued during the appointment differ subject to the region. No appointments are necessary; however it is advised that the Manager or staff member contact the relevant office above, to confirm opening hours:

Central Australia – Applications are processed Monday to Friday between 9am to 4pm.

Top End – Applications are processed Monday to Friday between 8.30am to 4pm.

1.2 From the Community

There are instances where staff travel directly to a community or are employed in the community and are not able to attend the local issuing office. In this case staff must complete a Photo Identification Card Request Form on commencement and to obtain an ID card staff should either:

Hard Copy Photograph	Digital Photograph
<ul style="list-style-type: none"> - complete the application form - attach a passport sized photograph - obtain the PHCMs authorisation - mail the approved application and photograph to Corporate Support Services, Casuarina Plaza (see address above) - send an e-mail to Corporate Support Services confirming the application has been posted (see e-mail address above) 	<ul style="list-style-type: none"> - complete the application form - obtain the PHCMs authorisation - scan the approved application form where scanning facility is available - attach a digital passport photograph - e-mail the application and photograph to csssecurityofficer.ths@nt.gov.au <p>Alternately: where scanning facilities are not available, mail the approved application. Send a confirmation e-mail attaching the digital photograph.</p>

Corporate support Services will process the application and return the printed ID card to the staff member at the health centre.

2. Conditions of Issue

All staff should:

- wear / produce the ID card as required
- safeguard the ID card, taking all reasonable steps to ensure the ID card is kept in a secure location and protected from misuse
- if lost, report the loss to the Manager and request a replacement. See [Section 5](#)
- return the ID card on cessation of employment

3. ID Card Documentation / Records - Security

When an ID card is issued, the Request Form is filed in a locked filing cabinet in the Corporate Support Services office and the photo is deleted from the camera. A copy of the ID card is stored electronically in the Security System Database and the issue of the ID card is recorded against the staff member's security items in the Personnel Information and Payroll System (PIPS).

Following cessation of employment the ID card is destroyed and all information is deleted from electronic systems. In accordance with the NT Archives and Disposal Schedule the Request Form is a temporary record and will be destroyed two (2) years after the staff member ceases employment.

4. Renewal Date for ID Card

When an ID card is due for renewal staff should complete the relevant [Obtaining a Staff Photo Identification Card](#) process. This should be completed in a timely manner with the new ID card obtained prior to the existing card reaching the renewal date and becoming invalid.

5. Lost or Stolen ID Cards

Staff should notify the PHCM or Manager immediately when an ID card is lost or stolen. A replacement ID card can be obtained by completing a new [Photo Identification Card Request Form](#) and providing a written explanation¹ about what happened to the original ID card. See [Obtaining a Staff Photo Identification Card](#).

6. Cessation of Employment

Staff are responsible for returning their ID card when they leave the Department. Generally the ID card is returned to the relevant Manager to return to Corporate Support Services. Failure to return the ID card may delay processing final salary payments.

7. Related Documents

[Photo Identification Card Request Form](#)

[DoH Staff Identification Policy](#)

[Aboriginal Land Permits](#)

[Dress Standards](#)

¹ Generally a [Statutory Declaration](#) should be used for this purpose.