

STAFF PHOTO IDENTIFICATION CARD

The DHF [Staff Identification Policy](#) states that all DHF 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 Remote Health staff the ID card provides authorisation and credentials for staff to enter Aboriginal land for work related purposes. 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 orientation. The application must be approved by the relevant Line Manager and sent / taken by staff to the local Security Issuing Office as listed below:

Central Australia	Staff Accommodation, 1 st Floor, Alice Springs Hospital	Ph 08 8951 7976
Top End	Office Services, Ground Floor, Casuarina Plaza PO Box 40596, Casuarina. NT 0811	Ph 08 8922 7396 Fax 08 8922 7482

Arrangements for staff to have a digital photograph taken, ID card printed and issued during the appointment differ subject to the region. The relevant Line Manager or staff member should in:

Top End – contact Office Services and arrange an appointment time.

Central Australia – contact Staff Accommodation to confirm opening hours. Applications are processed Mondays all day and Thursday mornings until 1pm. No appointments are necessary. Requests of an urgent nature may be negotiated for alternate times subject to staff availability.

1.2 From the Community – Top End only

In the Top End there are instances where staff travel directly to a community or are employed in the community and are not able to attend Office Services in Darwin. In this case staff must complete a Photo Identification Card Request Form immediately on commencement. 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 HCMs authorisation - mail the approved application and photograph to Office Services, Casuarina Plaza (see above) - send an e-mail to Office Services confirming the application 	<ul style="list-style-type: none"> - complete the application form - obtain the HCMs authorisation - scan the approved application form where scanning facility is available - attach a digital passport photograph - e-mail the application and photograph to Office Services, Casuarina Plaza <p>Alternately:</p> <ul style="list-style-type: none"> - where scanning facilities are not available, mail the approved application. Send a confirmation e-mail attaching the digital photograph

The Security Issuing Office will process the application and return the printed ID card to the staff member at the health centre.

2. Conditions of Issue

ID cards are generally valid for five years for permanent staff or until the expiry date indicated on the application form for other staff, from the date of issue. All staff should:

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

3. ID Card Documentation / Records

When an ID card is issued, the Request Form is filed in a locked filing cabinet in the Security Issuing 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. The Request Form is retained for two years in accordance with the NT Archives and Disposal Schedule.

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 HCM or Town-based Line 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 Town-based Line Manager to return to the Security Issuing Office. Failure to return the ID card may delay processing final salary payments (see [Completion of Service Checklist](#)).

7. Related Documents

[Aboriginal Land Permits](#)

[Completion of Service Checklist](#)

[Dress Standards](#)

[Photo Identification Card Request Form](#)

[DHF Staff Identification Policy](#)

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