

# ACT Health Procedure

## Security Access: 2- 6 Bowes Street – Staff, Visitors and Contractors

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## Purpose

To ensure that all ACT Health staff, visitors, students, volunteers, contractors and retail tenants are properly identifiable and have been granted the appropriate access to ACT Health buildings. This Procedure outlines the principles and processes for the management of access to the **Bowes Street** facility, located at 2-6 Bowes Street, Phillip, ACT (“Bowes Street”).

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## Scope

This procedure applies to all ACT Health staff, visitors, students, volunteers, contractors and retail tenants. It should be read in conjunction with the *ACT Health Identification Access Cards Procedure*, *ACT Health Protective Security Policy* and the *ACT Government Protective Security Policy Framework (PSPF)*.

This procedure applies to all access to the ACT Health Buildings, 2-6 Bowes Street (Blocks A, B and C), Phillip ACT.

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## Procedure

### ACT Health Staff Access

ACT Health staff based at Bowes Street will have access to all perimeter entry doors, entry gates and lifts via the Electronic Access Control System (EACS). Access restrictions apply for the following areas: car parking, end of trip facilities and Level 5 Block C.

The ioProx electronic access cards are used to provide access to Bowes Street. These cards are also used to provide access to the Canberra Hospital and other ACT Health facilities. The electronic access cards are issued by the Security Office at the Canberra Hospital (see Attachment 1 for information on Identity Checks). All requests for building access must be submitted through the Identity Access Management (IAM) Portal and access to these buildings must be approved by an appropriate delegate.

In accordance with the *ACT Health Protective Security Policy (Physical Security)*, *ACT Health Staff Identification Access Cards Procedure* and this procedure; all staff, visitors, students, contractors, retail tenants and volunteers are required to comply with the operational requirements of access.

ACT Health staff who are not based at Bowes Street are required to attend the Bowes Street main reception, located in Block B at 4 Bowes Street, and present their valid ACT Health staff ID card. Once verified Security will support access into the premises.

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### **Building Opening Hours**

The Bowes Street number 2 and 4 Main Entry Doors, accessed via Bowes Street, are open 7.30am to 5.30pm (Monday-Friday).

The number 6 Bowes Street Main Entry Doors are locked at all times (24/7) and require swipe card access.

### **After Hours Building Access**

All perimeter entry doors and lifts will be locked from 5.30pm to 7.30am (Monday-Friday) and 24 hours on Saturday, Sunday and Public Holidays, with the exception of the main entry doors for number 2 Bowes Street that are open from 8:30am to 12:30pm on Saturdays to facilitate access for Employment Plus clients.

Access is available to staff required to work after hours via the EACS. Access can be requested via Identity Access Management (IAM). Please see ACT Health Staff Identification Access Cards Procedure for further information.

### **Visitor Access**

All visitors are required to present to Reception, Ground Floor, Block B, 4 Bowes Street. Visitors are required to sign the visitor registration book at the reception counter. Visitors must advise reception who they are meeting and reception staff will contact the appropriate staff member or work area to notify them of their visitor's arrival.

Upon confirmation from ACT Health staff, the visitor will be issued with a Visitor ID pass. Staff will be required to attend the reception point and escort the visitor to the meeting point. Upon completion of the visit the staff member will be required to escort them back to reception. Visitors must be accompanied by an ACT Health Employee when in an ACT Health work area. For meetings occurring during business hours, the Visitor ID passes are to be handed back to reception staff on completion of the visit.

Before 7.30am and after 5.30pm, visitors are required to be signed out and escorted from the premises by the responsible staff member overseeing their visit. For meetings occurring after 5:30 pm the ID passes are to be left with the staff member responsible and handed back to the reception area on the next business day.

### **Contractor Access**

All contractors are required to present to Reception, Ground Floor, Block B, 4 Bowes Street. Contractors are required to complete a Contractor Access Request form held at the reception counter. All contractors must present appropriate documentation to Bowes Street reception staff, e.g. Work Order or DISST (Disturbance or Interference with Services, Safety or Traffic) form, and the contact details of the authorising ACT Health staff member.

Where documentation has not been provided, reception staff will make contact with the authorising ACT Health staff member and where applicable the Bowes Street work area to

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notify their arrival.

Upon confirmation of documentation or verification from approved ACT Health staff, the contractor will be issued with a Contractor ID. Reception staff will support access for the contractor to the designated work area.

Contractor ID passes are to be handed back to reception staff upon completion of works.

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## Roles and Responsibilities

### Managers/supervisors/coordinators must:

- Submit requests through the Identify and Access Management (IAM) System for Photo Identification Cards and/or Building Access Cards for:
  - New staff.
  - Replacements of lost cards on completion of a Riskman Report, and
  - Staff moving into a new role if a change of ID card, or changes to building access is required.
- Ensure that all ACT Health issued cards and keys are returned to the Security Office, Canberra Hospital in conjunction to the HR Clearance Form, prior to the person leaving on their final day of employment with ACT Health.

### ACT Health Staff must:

- Wear a clearly visible, colour-coded Photo Identification Card at all times.
- Adhere to security procedures and policy at all times.
- Contact their manager to replace or update their Photo Identification Card if it does not clearly identify the staff member or position changes.
- Be aware of the meaning of the emergency codes used on the reverse side of the Photo Identification Cards as per Fire and Emergency training requirements.
- Return their Photo Identification Card, security access cards and keys to the Security Office, Canberra Hospital as part of the ACT Health HR Clearance process on cessation of employment.
- Always use the ACT Health issued three break point lanyard or retractable ID badge reel.
- Update their IAM details should access requirements change, e.g. relocation to and from Bowes Street to another ACT Health facility.
- Not allow unauthorised persons to enter the premises, including tail-gating.
- Report all instances of unauthorised access including tail-gating.

### Visitors must:

- Wear a clearly visible, Visitor Identification Card at all times.
- Follow instructions from ACT Health staff and security.
- Return any temporarily issued access cards to the reception at Bowes Street upon completion of their visit.

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**Contractors must:**

- Wear a clearly visible, Contractor Identification Card at all times.
- Follow instructions from ACT Health staff and security.
- Ensure appropriate authorisation, including documentation, is obtained and available  
Ensure they have appropriate authorisation, including documentation of that authority, before arriving at Bowes Street to show/provide to reception staff
- Return any temporarily issued access cards to the reception at Bowes Street upon completion of the visit.

**ACT Health staff responsible for coordinating Visitors and Contractors must:**

- Where appropriate and required, ensure authorisation, including any documentation, is obtained and available for review by the relevant stakeholders, prior to visitors and/or contractors arriving at Bowes Street.
- Ensure authorised visitors and contractors are aware of work, health and safety Policies and Procedures relevant to the premises.
- Ensure the return of any temporarily issued access cards to the reception at Bowes Street upon completion of the visit.

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## Implementation

This Procedure will be communicated to all new employees and contractors at the time of their engagement with ACT Health by their supervisor/manager and will form part of the employee's induction and orientation immediately upon commencing with ACT Health.

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## Evaluation

**Outcome Measures**

- All ACT Health buildings are secure and have appropriate access control systems installed and managed where appropriate.
- All staff, visitors, students, contractors, volunteers and retail tenants must clearly display their ID card and be identifiable to other staff, visitors and contractors within the Bowes Street premises.

**Method**

- This procedure is reviewed within the designated timeframe by the Agency Security Advisor.

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## Related Policies, Procedures, Guidelines, Frameworks, Standards and Legislation

- ACT Health Staff Identification Access Cards Procedure.
- ACT Health Protective Security Policy (Physical Security).
- Volunteer Policy.
- ACT Government Protective Security Policy Framework 2014.
- Privacy Act 1998 (Cwlth).
- *Workplace Privacy Act 2011.*
- *Work Health and Safety Act 2011.*
- *Public Sector Management Act 1994.*

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## Definition of Terms

- Proximity access card – A card that provides access into restricted areas using an electronic swipe card.
- Staff Photo Identification Card – A security card with a photograph of the person and a colour-coded band identifying their designation and business unit of the person.
- Visitor – Anyone attending the site who is not an ACT Health staff member and does not hold a proximity access card for Bowes Street.
- Visitor ID cards – temporary passes issued to visitors and contractors to identify them as visitors to the site.
- Contractor - a person that undertakes a contract to provide materials or labour to perform a service or do a job.

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## Search Terms

Bowes Street, Access, Staff, Visitor, Contractor, After hours, After-hours, Security, ID, Identification, Photo Identification, Photo ID, Electronic Access Cards System (EACS)

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## Attachments

### Attachment 1 – Health Directorate – Identity Checks

**Disclaimer:** *This document has been developed by ACT Health, Business Support Services-Client Services, Security & Emergency Branch specifically for its own use. Use of this document and any reliance on the information contained therein by any third party is at his or her own risk and Health Directorate assumes no responsibility whatsoever.*

Date Amended	Section Amended	Approved By

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## Attachment 1 – Health Directorate – Identity Checks



### Health Directorate – Identity Checks

#### Acceptable 100 points of ID to collect a Health Directorate Photo ID

Health Directorate is required to sight and record a copy of the Evidence of Identity that is presented at the time of collecting your Health Directorate Photo ID card. The Health Directorate is using the common standard of 100 points of identity and this document describes what is acceptable for our purposes.

At least one source of ID must include a photo and name of the person (on the same document) that matches the information held in the IAM Service. This will ensure that the correct person will collect the new Health Directorate Photo ID Card.

All documentation is stored in a secure fashion electronically with limited staff members having access, and access is audited. If you have concerns about the security of the storage, please contact the IAM Service on 02 6174 7174 or via email [IAM.Health@act.gov.au](mailto:IAM.Health@act.gov.au).

#### Acceptable Forms of Identification

##### 18 years or over

Description	Points	Comments
<b>Only one of:</b> <ul style="list-style-type: none"> <li>• Birth Certificate or extract</li> <li>• International Travel Document (Passport) with photo</li> <li>• Citizenship Certificate</li> </ul>	<b>70</b>	Must supply at least one photo ID.
<b>Name, photo and signature on:</b> <ul style="list-style-type: none"> <li>• Australian Drivers License</li> <li>• Pension ID Card</li> <li>• Security Industry License</li> <li>• Tertiary Institution Student ID Card</li> </ul>	<b>40</b>	Must supply at least one photo ID.
<b>Your name and signature on (one item per institution)</b> <ul style="list-style-type: none"> <li>• Any debit card with name and signature</li> <li>• Financial institution passbook, statement</li> </ul>	<b>25</b>	
<b>Medicare Card</b>	<b>25</b>	
<b>APHRA or medical board registration</b>	<b>25</b>	
<b>Marriage Certificate</b>	<b>25</b>	
<b>License issued by any Commonwealth, State or Territory Government authority under law e.g. Shooters license, Veterans Affairs Card</b>	<b>25</b>	
<b>Current Rates notice</b>	<b>35</b>	
<b>Public utility notice showing account/reference number e.g. Mobile phone, phone, electricity, water, gas</b>	<b>25</b>	
<b>Mortgage Documents</b>	<b>25</b>	
<b>Letter, contract, lease or rent receipt from your landlord or managing agent</b>	<b>25</b>	

Note that, any copies must be a certified **true and correct copy** of the original document signed by a Justice of the Peace or equivalent (see list of Authorised Witnesses on Page 3 of this document)





### Under 18 years of age

For work experience students or other staff that are under the age of 18 years, the following table applies.

Description	Points
• Birth Certificate or extract (Australian Only)	100
• International Travel Document (Passport) with photo	100
• Citizenship Certificate	100
• Official Student card	100
• Letter on letterhead from an educational institution confirming enrolment	100

### Work Experience Students

Non-Photo ID cards are issued for work experience students on short duration work experience (e.g. a week). These work experience students do not require to present 100 points of ID to collect their Non-Photo ID card, however they should be accompanied to the Security Office to collect their card.

### What to do if your name does not match your ID.

When you present yourself to collect your Health Directorate Photo ID at the Security Office, and you have married, divorced, changed your name by deed poll or any other circumstance that means that your name is different to the identity documentation you wish to present, you will need to supply documentation which has both your old name and new name on it (e.g marriage certificate, decree nisi) before we can provide your Health Directorate Photo ID card in an alternative name.

In order for Health to issue a Photo ID, we must have proof of who we are issuing this document to. If your driver's licence is in a different name to what has been supplied in the IAM Service, we cannot accept the driver's license as proof of ID for that person without supporting documentation.

For example, this is common where a person's qualifications or registration is in their maiden name and they wish to be known at work by that name. If the request has been approved in the IAM Service with the maiden name but all of the proof of ID is in the married name, then we require a marriage certificate as proof of name change.

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If you require any further assistance with the IAM Service, please contact us via [IAM.Health@act.gov.au](mailto:IAM.Health@act.gov.au) or via phone on x47174 (02 6174 7174).

Further Cheat Sheets are available on the Intranet under the IT portal page (<http://cid/c/healthintranet?a=sp&pid=1195096727>).



**List of Authorised Witnesses for True and Correct Copy**

Taken from the <http://www.ag.gov.au/Statutorydeclarations> page, any person that can sign a Statutory Declaration can witness a Certified Copy with the following text on the certified copy.

<p><b>CERTIFIED TRUE COPY OF THE ORIGINAL</b></p> <p>I certify that this is a true copy of the original document.</p> <p>Signed: _____ Dated: _____ Authority to sign: _____ Phone: _____</p>
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The below list of Authorised Witnesses has been taken from the Commonwealth Attorney General's site <http://www.ag.gov.au/Statutorydeclarations/Pages/Statutorydeclarationsignatorylist.aspx> and may be updated from time to time.

A statutory declaration under the Statutory Declarations Act 1959 may be made before –

1. a person who is currently licensed or registered under a law to practise in one of the following occupations:
  - Chiropractor
  - Dentist
  - Legal practitioner
  - Medical practitioner
  - Nurse
  - Optometrist
  - Patent attorney
  - Pharmacist
  - Physiotherapist
  - Psychologist
  - Trade marks attorney
  - Veterinary surgeon
2. A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described); or
3. A person who is in the following list:
  - Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
  - Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
  - Bailiff
  - Bank officer with 5 or more continuous years of service
  - Building society officer with 5 or more years of continuous service
  - Chief executive officer of a Commonwealth court
  - Clerk of a court
  - Commissioner for Affidavits
  - Commissioner for Declarations
  - Credit union officer with 5 or more years of continuous service
  - Employee of the Australian Trade Commission who is:
    - a. in a country or place outside Australia; and
    - b. authorised under paragraph 3(d) of the Consular Fees Act 1955; and
    - c. exercising his or her function in that place
      - Employee of the Commonwealth who is:
        - a. in a country or place outside Australia; and
        - b. authorised under paragraph 3(c) of the Consular Fees Act 1955; and
        - c. exercising his or her function in that place
          - Fellow of the National Tax Accountants' Association
          - Finance company officer with 5 or more years of continuous service
          - Holder of a statutory office not specified in another item in this list
          - Judge of a court

- Justice of the Peace
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961
- Master of a court
- Member of Chartered Secretaries Australia
- Member of Engineers Australia, other than at the grade of student
- Member of the Association of Taxation and Management Accountants
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Australian Defence Force who is:
  - a. an officer; or
  - b. a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 5 or more years of continuous service; or
  - c. a warrant officer within the meaning of that Act
    - Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
    - Member of:
      - a. the Parliament of the Commonwealth; or
      - b. the Parliament of a State; or
      - c. a Territory legislature; or
      - d. a local government authority of a State or Territory
        - Minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961
        - Notary public
        - Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public
        - Permanent employee of:
          - a. the Commonwealth or a Commonwealth authority; or
          - b. a State or Territory or a State or Territory authority; or
          - c. a local government authority; with 5 or more years of continuous service who is not specified in another item in this list
            - Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
            - Police officer
            - Registrar, or Deputy Registrar, of a court
            - Senior Executive Service employee of:
              - a. the Commonwealth or a Commonwealth authority; or
              - b. a State or Territory or a State or Territory authority
                - Sheriff
                - Sheriff's officer
                - Teacher employed on a full-time basis at a school or tertiary education institution

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