



**ACT Health**

# ACT Health Directorate (ACTHD) Staff Identification Access Cards

ACT Government Protective Security Framework (PSF)  
Compliance: Personnel Security (PERSEC)

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## Purpose

To ensure that all Australian Capital Territory Health Directorate (ACTHD) staff, contractors, students and volunteers are properly identifiable and have been granted the appropriate level of physical access to enter ACTHD managed facilities. This procedure outlines the principles and processes for the management and use of OneID, the electronic access card system.

## Scope

This procedure applies to all ACTHD staff, visitors, students, volunteers, and contractors. It should be read in conjunction with the:

- ACT Health Protective Security Policy; and
- ACT Government Protective Security Framework (PSF).

This procedure applies to all newly issued and existing identification and access control cards.

## Roles and Responsibilities

Position	Responsibility
Managers/supervisors	<ul style="list-style-type: none"><li>• Submit OneID requests through the Identity and Access Management (IAM) System for:<ul style="list-style-type: none"><li>○ New staff;</li><li>○ Staff moving into a new role;</li><li>○ Changes to building access;</li><li>○ Departing staff;</li></ul></li><li>• Ensure that all ACTHD issued OneID cards, authorisation cards and keys are returned to Bowes Street Concierge at 4 Bowes Street.</li></ul>

Position	Responsibility
ACTHD Staff, Volunteers, Contractors and Students	<ul style="list-style-type: none"> <li>• Ensure that their OneID card is clearly visible at all times;</li> <li>• Report their lost OneID card to: <ul style="list-style-type: none"> <li>○ Manager; and</li> <li>○ <a href="mailto:ACTHealth.Security@act.gov.au">ACTHealth.Security@act.gov.au</a>.</li> </ul> </li> <li>• Always adhere to security procedures and policies;</li> <li>• Use the ACTHD issued lanyard or retractable ID badge reel;</li> <li>• Update their details in IAM when access requirements change, e.g., relocation to and from Bowes Street to another ACTHD facility;</li> <li>• Do not deface the OneID card or holder in any way. This includes the placement of stickers on the front of the OneID card or holder;</li> <li>• Do not allow unauthorised persons to enter the premises, including tailgating;</li> <li>• Do not share their OneID card to anyone including ACT Government staff, volunteers, contractors or students at any time for any reason;</li> <li>• Ensure their OneID card is stowed away in a safe location away from public view when not in use;</li> <li>• Report all instances of unauthorised access including tailgating to; <ul style="list-style-type: none"> <li>○ Manager; and</li> <li>○ <a href="mailto:ACTHealth.Security@act.gov.au">ACTHealth.Security@act.gov.au</a>.</li> </ul> </li> <li>• Escort visitors and contractors in and out of the facility;</li> <li>• Be aware of the meaning of the colour-codes used on OneID Cards;</li> <li>• Return their OneID Card, completed staff clearance form and any keys to your manager, as part of the ACTHD Human</li> </ul>

Resources Clearance process on cessation of employment;

- Return any temporarily issued access cards back to the Bowes Street Concierge within 24 hours, or the next business day.

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## Visitors

This includes, but not limited to:

- General Public;
- Staff from other ACT Government Directorates
- Media
- Ministers and their staff
- Contractors (if they don't have an allocated pass)

- Must be registered in Visitor Management System before entry;
  - Ensure their Visitor Management System visitor pass is always visible;
  - Follow instructions from ACTHD staff and security;
  - Ensure appropriate authorisation, including documentation, is obtained and available;
  - Return any temporarily issued access cards to the Bowes Street Concierge, or reception at Population Health, upon completion of the visit.
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## Procedure

### The Electronic Access Control System (EACS)

ACTHD uses several different technologies to identify persons and control access to and within its facilities. The technologies include proximity cards, bar codes and biometrics (fingerprint and retina scanning). These technologies identify people and control their access requirements throughout ACTHD facilities and are used to authenticate the identity of the person and validate their access.

ACTHD and Canberra Health Services (CHS) utilise a common OneID access card across most physical sites. The 1 Moore Street City Community Health Centre currently utilises a separate physical access card, however this site will be transitioned to OneID in 2023-2024. However, staff at 1 Moore Street are also issued the OneID card which is used as photo ID. North Canberra Hospital (NCH) have transitioned to OneID. A single OneID card can be granted access to any site that supports the card. Access to specific sites is granted by the directorate or organisation overseeing security for that location.

Cards issued to other ACT Government directorates are not compatible with ACTHD access control systems. Eligible ACT Government employees can obtain a OneID card in accordance with the ACTHD card issuance process or must access ACTHD sites with a visitor pass.

# Access Control Cards

## Issue of Cards

All ACTHD staff, volunteers, students and contractors must be issued with a OneID card. ACTHD will provide an appropriate colour coded OneID card after the approval process and clearance has been successfully undertaken through the Health IAM System.

To obtain a first issue OneID card, the following process applies:

1. The hiring managers/supervisors/coordinators must submit a request through the IAM System for Photo Identification Cards and/or Proximity Card.
2. The staff member, student, contractor or volunteer attends Bowes Street Concierge at 4 Bowes Street, Phillip, and requests the issue of their card/s.
3. ID verification is required by providing 100 points of identification.
4. An ID photo for the OneID is taken.
5. The staff member, student, contractor or volunteer is issued with a colour coded OneID card. Cards consist of a primary colour of royal blue for ACTHD, teal for CHS. External entities are issued a colour based on the sponsoring Directorate. A colour band identifies the user's role within the organisation. Optionally, a secondary and tertiary role can be applied to the card.
6. The card is issued together with a card holder and a 3-breakpoint lanyard or retractable badge reel.

An ACTHD delegate, a current and permanent employee of ACTHD, must request a OneID card to be issued for all newly appointed staff, students, contractors, or volunteers through the IAM system. All recipients of the ACTHD OneID card must provide 100 points of identification when collecting their OneID card.

Access approved in Health IAM may be subject to additional approvals external to the IAM system prior to access being granted and an approved Health IAM request may not result in access being granted. For example, critical infrastructure or sensitive locations (like those at Health Protection Services) may require additional vetting prior to access being granted.

## Barcoding

ACTHD will use a 2D barcode to identify a person in an IT system or to identify specific equipment. When staff, students, contractors or volunteers are issued with an identification card, the card has a unique barcode printed on the face and rear of the card. Some systems or devices support the scanning of this OneID barcode to uniquely identify the holder of a OneID card. For example, the Positive Patient ID for administration of prescribed medication.

Due to the ease of reproducing a printed barcode, this identification method is used in cases requiring a low degree of assurance, such as to decreasing data entry times into previously authenticated systems or for non-critical transactions.

## Returning OneID Electronic Access Cards (EAC)

All OneID card holders must return the cards to their manager/supervisor/coordinator when leaving the organisation. Employees and contractors must complete an ACTHD Staff Clearance form.

An appropriate delegate's signature is required to verify the return of the OneID card.

**Note:** An incomplete form may result in the employee not receiving their final payment.

## Directorate Colour Codes for OneID Card in Circulation

For the current issued engagement types and their colour coding, refer to the ACT Health Staff Identification Card Colours Factsheet.

It is possible for any one identity to carry up to three Engagement types. The primary engagement type is printed on the front of the card underneath the name band. The secondary and tertiary engagement types are printed on the backside of the card. Refer to Figure 1: OneID Card Example.



Figure 1: OneID Card Example

## Authorisation Bands

Authorisation Bands are printed on the reverse side of the OneID Card and indicate a qualification the holder carries. This security band can give the holder permission to perform specific duties which are otherwise not covered by default under their role.

### MRI Safe Officer

This authorisation denotes that the holder has completed the mandatory magnetic resonance imaging training and is aware of the risks and mitigations necessary when conducting business around MRI machines. This authorisation is valid until 12 months from the date of induction and a refresh training required for renewal.

## Temporary Issue of a Replacement Access Card

When a staff member requires a temporary replacement access card, they are to attend the Bowes Street Concierge (Ground Floor, 4 Bowes St) and request a temporary card for the day. A temporary issued access card is for use up to the end of the business day it was issued and must be returned to the concierge when leaving the building for the final time that day. If temporary passes are required over successive days, a new temporary pass should be obtained and returned each day that the temporary card is needed.

Bowes Street Concierge will review and may disable temporary passes that have not been returned within the allowed period without notice.

An employee requesting a temporary access card must have an active Health IAM profile and an existing photo in the ID card issuance software that can be used to verify identity, before a temporary card can be issued. The temporary card must be returned to the security office the following business day.

If a staff member does not return a temporary issued access card within twenty-four hours Bowes Street Concierge will escalate the non-return of the card with the employee's line-manager.

## Lost Access Card Replacement Process

When a replacement OneID card is required, the following process is followed:

1. ACT Health Directorate One ID Card holder presents to Bowes St Concierge desk or e-mails [ACTHealth.Security@act.gov.au](mailto:ACTHealth.Security@act.gov.au)
2. Concierge or Security Hub staff advise the card holder (Staff, Contractor, Student etc.) to complete a "Report a lost, stolen, damaged or expired OneID pass (ACT Health)" form through the JIRA Customer portal. For Trade Contractors or other non-employee card holders with no ACTGOV network/JIRA access, Concierge OR Security Hub staff will raise on their behalf.
3. The JIRA case is e-mailed to the [ACTHealth.Security@act.gov.au](mailto:ACTHealth.Security@act.gov.au) mailbox and is automatically triaged into the Security Hub – DSD Physical Security Infrastructure JIRA Queue for urgent action.
4. Depending on request raised, the following actions are taken:



- For Lost or Stolen ID Cards: The Security Hub disables the card and contacts the card holder to advise they need to attend Bowes St Concierge to have a new OneID card printed.
  - For Damaged or Expired ID Cards: The Security Hub will contact card holder, advising they need to attend the Bowes St Concierge desk to have a new OneID card printed and activated. The damaged or expired card will be securely destroyed.
5. On the cardholder's attendance, Security Hub or Concierge staff shall reprint a OneID pass and activate in the EACS. The cardholder may be asked to have a new photo taken as part of this process.
  6. Following the card being issued the Security Hub will audit the physical access systems to identify if the lost/stolen card was used between the period it was lost/stolen and the time it was deactivated. If the card was used within this period, the Security Hub will investigate further.
  7. If the OneID card is located and returned to Bowes Street Concierge or to the Security Hub following the issue of a replacement card, the Security Hub will arrange for secure destruction of the previous card.

## Staff ID Conditions

1. Permanent staff OneID cards are printed with a validity of 3 years.
2. Student, Contractor and Volunteer OneID cards are printed with a validity of 1 year.
3. When staff resign, it is a condition of the exit process that their OneID card is returned before final exit payment is processed.
4. If the primary directorate that a person is engaged with changes, then a new OneID card is issued.
5. If staff leave ACTHD and return at a later date, they will be issued with a new OneID card.
6. OneID photos are required to be updated every 12 months or 3 years, whichever coincides with the expiration date printed on the card. If the physical appearance of the employee changes or if the photo on the ID card becomes illegible, a new photo will be required.

## Population Health Authorisation Cards

Population Health Division authorisation cards are produced by ACTHD and can only be issued to Population Health staff members. These are issued at Bowes Street the same time OneID cards are issued. Population Health authorisation cards are photo IDs which serve as proof of authorisation when staff members are performing duties in the community. There are different authorisations which can be assigned to Population Health staff members. These authorisation types are controlled by two Directors of Business Management at Population Health, Cathie Smith and David Mills. The procedure to receive these authorisation cards is as follows:

1. Newly recruited Population Health staff members will present themselves to Ground Floor, 4 Bowes St. reception to obtain their OneID cards as well as their Population Health Authorisation cards.
2. ACT Health Directorate ID Cards shall be printed as per the normal procedure. IAM is

checked to ensure record is up to date and ID card has been selected for issue. 100 points of photo ID is verified.

3. If the person presenting themselves is a Population Health staff member, the reception officer shall check their Population Health Identity type on the Population Health ID database. The concierge desk staff can request access to this database by liaising with the Security Hub. The Security Hub will validate that users need for access and place the request with Population Health.
4. This spreadsheet can only be edited and shared by the Director of Business Management at Population Health.
5. Reception officers to load a blank card into the printer.
6. Reception officers print the Population Health card using the TruCredential workflow.

## Implementation

This procedure will be communicated to all new employees and contractors at the time of their engagement with ACTHD by their supervisor/manager and will form part of the employee's induction and orientation immediately upon commencing with ACTHD. This procedure will be published on the ACTHD Policy Register.

## References and Related Documents

- ACT Health Protective Security Policy
- Volunteer Policy
- ACT Government Protective Security Framework 2021
- [Privacy Act 1998 \(Cwlth\)](#)
- [Workplace Privacy Act 2011](#)
- [Work Health and Safety Act 2011](#)
- [Public Sector Management Act 1994](#)
- [ACT Health Staff Identification Card Colours Factsheet](#)

## Search Terms

Staff ID Cards, Electronic Access Cards

## Version Control

Version	Date	Comments
1.0	03/03/2017	Initial Document Issued
1.1	02/11/2021	Updated for OneID card
1.2	23/12/2021	Updated following consultation

1.3	07/02/2023	Updated to include Calvary OneID transition
1.4	01/08/2023	Updated to remove security bands
1.5	01/09/2023	Approved for Consultation
2.0	17/10/2023	Updated with consultation feedback and approved for publication

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