

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

NAME OF DOCUMENT	Name Badges
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EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Joy Hiley SESLHD Director Workforce Services
AUTHOR	Kate Sikora Manager Media and Communications Kate.sikora@health.nsw.gov.au
KEY TERMS	Name Badges
SUMMARY	All staff members in the LHD must wear a name badge at chest height on the right side of the body at all times. This procedure outlines the process for delegated staff to order name badges. N.B. The delegation is the same used for OfficeMax.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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Feedback about this document can be sent to SESLHD-ExecutiveServices@health.nsw.gov.au

1. POLICY STATEMENT

This document has been written to support Caring Together – The Health Action Plan 2009 – Recommendation 62a. “All NSW Health employees will be required to wear a badge identifying clearly for patients and staff their name and designation.”

All members of staff at all sites and facilities of the South Eastern Sydney Local Health District (LHD) will wear a name badge. Badges will display first and last names and are to be worn on the right side of the body at chest height.

Staff members who wish to be exempted from displaying their full name should make a submission to their manager. The manager will be required to undertake a risk assessment in line with accepted OHS guidelines. Only service directors or members of the LHD Executive Team may grant an exemption on these grounds and only when a risk assessment has been provided – refer to Section 3.6 – Exemptions.

2. BACKGROUND

The Special Commission of Inquiry into Acute Care Services in NSW Public Hospitals identified that patients and families found it difficult to differentiate between the different health professionals and members of staff who were in positions of authority in a ward or department. Identification cards on lanyards easily flip to the blank side and often the type is too small to provide clear identification. This causes confusion and stress for patients and families and was felt to contribute to a lack of responsibility and accountability.

3. RESPONSIBILITIES**3.1 Line Managers will:**

- Complete Form F027 Staff Identification Badge Order Form (or delegate a person within their service, ward or unit to complete) to order name badges for all staff on their unit. Note, badges cost \$4.65 each.
- Forward Form F027 to MINIT via email badge.orders@minitcommercial.com.au. The digital signature of the email address provides evidence of the appropriate delegation. For example, if a ward clerk completes Form F027, the NUM should forward it electronically to MINIT.
- Ensure staff wear name badges at chest height on the right side of the body at all times.
- Conduct risk assessments as necessary.

3.2 Delegated staff will:

- Use District Form F027 to order badges (located on the intranet under Forms / Uniforms).
- Complete the form on-line and send it via email to line manager.
- Upon receipt of the ordered badges, check name badges received against the order form.

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- Send a copy of the completed form via internal mail to Material Resources Division, Sutherland Hospital.
- Maintain internal records of badge orders.

3.3 Designated mail rooms/staff will:

- Receive and open each bulk parcel of name badges.
- Sort and send the badges to final destination by internal mail system.

3.4 Material Resources Division located at Sutherland Hospital will:

- Receive completed documentation from delegated staff confirming the delivery of badges to services, wards and units. This document will be used to authorise payment by cross checking against invoices received from MINIT for the provision of name badges to LHD Staff.

3.5 All staff in SESLHD will:

- Wear a name badge at chest height on the right side of the body at all times.

3.6 Exemptions:

- For staff working in Emergency Departments it has been determined that displaying a first name and initial will be sufficient for identification purposes.
- In accordance with the Protecting People and Property: NSW Health Policy and Guidelines for Security Risk Management in Health Facilities manual, a risk assessment should be undertaken by the Health Service should staff in other departments raise safety or security concerns regarding the display of family names on name badges.

4. PROCEDURE FOR ORDERING NAME BADGES FOR LHD STAFF

- Line managers (or delegated staff) to complete the badge order form, using the list of staff categories in Appendix 1.
- Name badges require full names ie. first name and family name.
- The only staff categories approved for use on name badges in the LHD are listed in Appendix 1. Acronyms and abbreviations are not permitted. Requests to use alternate staff categories should be forwarded to contact details listed in Appendix 1.
- Line manager to send the completed form to:
badge.orders@minitcommercial.com.au.
- MINIT Commercial will process orders and send to designated mail rooms at key delivery sites at Prince of Wales Hospital, Sydney Hospital, St George Hospital and Sutherland Hospital. Other services and facilities should nominate their closest delivery site from the above.
- Note: the delegations list used by MINIT to verify a received order is the same list LHD staff use to order OfficeMax.

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- Upon the receipt of the badges, designated staff check name badges against the order form then send the completed form via internal mail to Material Resources Division (MRD), Sutherland Hospital
- MRD Staff will authorise payment by cross checking against invoices received from MINIT for name badges supplied to LHD Staff.
- MRD Staff will multi-cost to cost centres who have received name badges.
- Designated staff save digital copy for internal records.

5. DOCUMENTATION

- SESLHD Form F027: Staff Identification Badge Order Form

6. AUDIT

- MRD to audit as per agreed schedule

7. REFERENCES:

Garling, SC (2008) Uniforms and Badges 15.238 – 15.261 *Final Report of Special Commission of Inquiry: Acute Care Services in NSW Public Hospitals Volume 2*. NSW Government, pp 564-567.

NSW Department of Health (2009) Caring Together: The Health Action Plan for NSW Recommendation 62c. NSW Government: Sydney, p 31.

8. REVISION AND APPROVAL HISTORY

Date	Revision	Author and Approval
26/6 – 5/8/09	1 - 7	Walter de Ruyter, Manager Community Partnerships
26/10/09	0	Ordering procedure was finalised and approved at AET meeting October 2009.
6/10/10	1	Inclusion of Section 3.6 – Exemptions
March 2011	2	Hyperlink to Form 223 updated and reformatted to reflect LHN change
April 2012	3	Policy reviewed by Kate Sikora Media and Communications Manager
May 2012	4	Reviewed by SESLHD DET and approved
January 2013	5	Updated second sentence in Appendix 1- Michelle Bonner Policy Officer
September 2014	6	Included Chief Information Officer to Appendix 1
June 2015	7	Procedure reviewed, Appendix 1 updated Changes endorsed by Executive Sponsor
October 2017	7	Procedure name change approved by Executive Sponsor. Formatting reviewed by Executive Services.

Appendix 1: LHD STAFF CATEGORIES FOR NAME BADGES

The following list of job classifications has been approved by the District Executive Team for use on staff name badges. Delegated members of staff will use these classifications on F027 when ordering name badges. For more information or requests regarding the job classifications for staff name badges, please contact your Manager.

MEDICAL

Doctor (Doctor also used for JMO and RMO staff)

Consultant eg. Surgeon, Radiologist, Cardiologist, Oncologist, etc

NURSING

Assistant in Nursing/Midwifery

Child & Family Nurse

Clinical Nursing and Midwifery Educator

Clinical Nurse/Midwifery Specialist

Clinical Support Officer

Deputy Director of Nursing

Director of Nursing

Director of Nursing and Midwifery

Site Manager/Director of Nursing

Enrolled Nurse

Manager

Midwife

Midwifery/Nurse Consultant

Midwifery/Nurse Manager

Midwifery/Nurse Practitioner

Nursing/Midwifery Educator

Nurse/Midwife in Charge

Nurse Manager (at principal and specialised referral facilities)

Nursing / Midwifery Unit Manager

Registered Nurse

Student Nurse/Midwife

Team Leader

ALLIED HEALTH

Aboriginal Liaison Officer

Aboriginal Health Worker

Allied Health Assistant

Art Therapist

Audiologist

Case Worker

Counsellor

Dental Therapist

Dental Assistant

Dentist

Diet Aide

Dietician

Divisional Therapist

Diversity Health Officer

Exercise Physiologist

Genetic Counsellor

Music Therapist

Non Nursing Learning and Development Staff

Occupational Therapist

Orthoptist

Orthotist

Pastoral care

Pharmacist

Pharmacy Technician

Physiotherapist

Physiotherapy Assistant

Play Therapist

Podiatrist

Psychologist

Clinical Psychologist

Speech Pathologist

Social Worker

Welfare Officer

NON CLINICAL

Administrative Manager

Administration Officer

Business Analyst

District Director

District Manager

Chaplain

Chief Executive

Chief Information Officer

Cleaning Services Officer

Clinical Coordinator

Clinical Support Officer

Coordinator

Consumer Advisory Committee Member

Consumer Advisory Councillor

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Consumer Advocate
Consumer Representative
Corporate Manager - Cleaning
Corporate Manager - Engineering
Corporate Manager - Security
Corporate Services
Driver
Executive Assistant
Executive Officer
Executive Services
Finance Officer
Food Services Officer
General Manager
IT Officer
Interpreter
Librarian
Maintenance Officer
Mail Officer
Media and Communications
Non Nursing Learning and Development
Staff
Patient Services Assistant
Personal Assistant
Planning Officer
Policy Officer
Porter
Project Officer
Research Officer
Security Officer
Service Director
Storeman
Switchboard Operator
Team Leader
Technical Aide
Technician
Volunteer
Ward Clerk
Ward Person
Workforce Services Officer

STAFF ACTING IN POSITIONS ABOVE

Acting
Deputy, if Deputy