

# Welcome



Welcome to the Health Service Executive (HSE). You join us at a very exciting and challenging time. The organisation is changing rapidly with the emphasis on a client/patient centered approach. This will require a strong focus on team work and, particularly, interdisciplinary working.

This is our first Employee Handbook and we hope to add and expand on it over the coming years to reflect new legislation and agreements. The Internet site is currently being developed and we will be posting our policies and procedures there. Updates and amendments will also be posted on our Intranet site and your Manager will be informed.

The purpose of this Handbook is to outline for you the structures of the HSE, to guide you on our employment policies, learning and development opportunities and to help you understand what we expect from you and what you can expect from the HSE.

Please take time to read this Handbook. Any questions you have can be directed to your Line Manager in the first instance.

As an Employee of the HSE you will be an important member of your team contributing to our goal – the provision of a world class health system.

I wish you every success in your career with the HSE.

**Our Purpose = Our Mission**  
To enable people live healthier  
and more fulfilled lives

**Our Ambition = Our Vision**  
Easy Access  
Confidence  
Staff Pride

The HSE recognises and values the diversity of all Employees and is committed to developing working practices which will allow every Employee to contribute his or her best, regardless of race, gender, family status, membership of travellers' community, marital status, religion or belief, age, disability or sexual orientation.

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# 01 Part 1

## Joining the HSE



02

## 1.1 Introduction

### Our Priorities are:

- **Focus on Customers**
  - Base all your decisions on what will deliver the best service
  - Always try to make it easier for people to access our services
  - Make sure we constantly provide high quality services
- **Efficiency**
  - Whatever you do, think HSE, not just your own area
  - Reduce the need for people to navigate the system by simplifying the way we deliver our services
  - Maximise the use of facilities and capacity by planning ahead
- **Teamwork**
  - Respect the skills and abilities of others, regardless of grade or demarcation
  - Challenge constructively; neither give nor take offence
  - Share resources and actively support each other
  - Actively acknowledge the efforts of others
- **Take the Initiative**
  - Take responsibility; "Its up to me – others are depending on me"
  - Don't just talk about problems or work around them, help solve them
  - Be innovative and set an example for others to follow
- **Your Colleagues**
  - Challenge each other to achieve the highest standards
  - Take an interest in the development of each member of staff
  - Above all, be courteous
- **Lead by Example**
  - Set challenging goals
  - Be accountable; do what you say you will do
  - Go the extra mile

### About this Handbook

**This Employee Handbook sets about helping you understand your terms and conditions of employment. Taking time to become familiar with the Handbook's contents will help you:**

- Get to know the organisation of the Health Service Executive – your employer
- Understand the policies and agreements surrounding your employment
- Know what you can expect from your colleagues and what they will expect from you
- Know what to do if you have a grievance
- Know about communication and consultation policies and procedures
- Understand leave from work, pay and pension
- Know about development opportunities



## 1.2 Your first point of contact

**Your first point of contact for all aspects of your employment will be your Line Manager who will be able to help you with most questions or direct you to the appropriate department.**

### Your Contract

This Handbook, and your Contract, set out your employment terms and conditions with the HSE. Take time to read this Handbook and your Contract, and if you have any questions check with your Line Manager.

*Detailed information regarding terms and conditions of employment are available on [www.hse.ie](http://www.hse.ie)*

### Hours of Work

Your hours of work are specified in your Contract of Employment and your times of attendance are as notified by your Line Manager.

Employees are expected to report for duty at the normal starting time and not to leave before the rostered finishing time.

Employees are expected to co-operate with the time recording systems in operation at their place of employment.

### How we work

Most people in the HSE work as part of a team. In addition to the performance management relationship which exists between the individual and the Line Manager, a strategic and integrated approach to teamwork, called Team Based Performance Management (TBPM) is being implemented. This will deliver sustained success by improving the performance of people who work in teams and by developing team capabilities and individual contributors. At the core of the process is the team, identifying and setting performance targets in line with the aims and objectives of the HSE.

## 1.3 Your Employer – The HSE

### Aims:

- Understand the HSE
- See where you fit within the organisation
- Know who the senior Management Team are
- Find out who the local Management Team are

### Role of the HSE

As outlined in the Health Act 2004, the objective of the Health Service Executive is: “to use the resources available to it in the most beneficial, effective and efficient manner to improve, promote and protect the health and welfare of the public.”

The largest employer in the State, the HSE employs more than 69'000 (whole time equivalent) employees in direct employment and a further 36,000 employees) are employed by Voluntary Hospitals and Bodies funded by the HSE. The budget of almost €13.5 billion is the largest of any Public Sector Organisation.

The HSE provides thousands of services to young and old, in hospitals, health facilities and in communities across the country. These services range from Public Health Nurses treating older people in the community to caring for children with challenging behaviour; from educating people how to live healthier lives, to performing highly-complex surgery; from planning for major emergencies, to controlling the spread of infectious diseases. At some stage every year everybody in Ireland will use one or more of the services provided. They are of vital importance to the entire population.

It is our goal to ensure that the money we spend employing people, buying services and investing in infrastructure delivers the maximum possible return in terms of the quality of the services we provide.

### Transforming Our Services

**The goal of the HSE is to build a first class Health Service in Ireland. At the heart of this work are programmes that make it easier for people to access quality services and easier for the HSE to deliver these quality services. To do this the HSE is simplifying its business so that it can more easily monitor what services are being delivered, and how.**

**While there are some challenging structural and process issues to address within the Irish Health Services, it is important to remember that, everyday, there are thousands of people delivering and receiving outstanding services around the country.**

**At an operational level the biggest challenge facing the HSE is the speed with which reliance on hospitals can be reduced and capacity to deliver care within the community setting can be built.**

**This emphasis must be changed by building a fully integrated and responsive local Health Service, so that people are confident that the vast majority of their health needs can be provided outside hospitals. As community-based services are strengthened, the barriers that currently exist between hospital care and community care will begin to dissolve and the gap between the two services will disappear.**

Employees should be involved in:

- Fostering a culture of quality and safety in your area of responsibility
- Keeping up to date with new practices in your area
- Following policies, procedures and guidelines that aim to assist staff in providing the highest level of service possible
- Monitoring, reviewing and evaluating practices to ensure continuous improvement of your service
- Reporting incidents/near misses in your service and to manage them in line with Risk Management procedures
- Identifying hazards in your workplace and managing them in line with Risk Management procedures

**HSE Board**

The Board of the HSE is the governing body of the Executive, providing direction and authority to the whole organisation, as set out in the Health Act 2004.

The Board is responsible for approving major strategic developments as well as overseeing the use of public funds and the management of the HSE. In so doing, it maximises value for money through ensuring that services are delivered in the most economical, efficient and effective way, within the available resources. Decisions of the Board are, at all times, taken with the interest of patients and clients in mind.

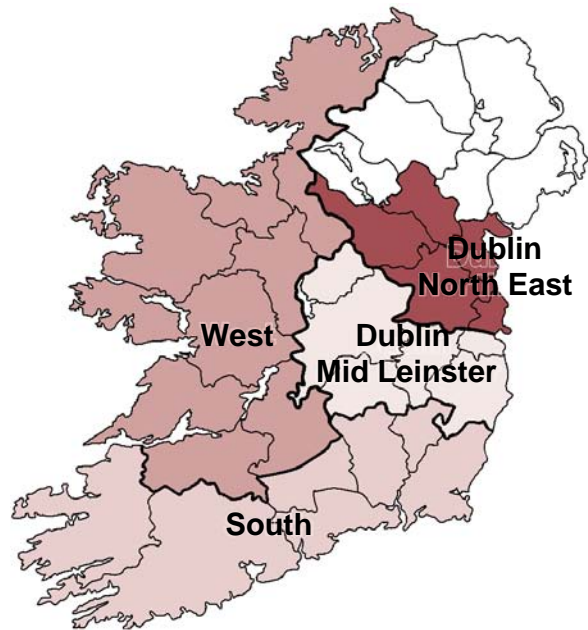
The Board is currently chaired by Dr. Frank Dolphin, and consists of a number of key HSE and Department of Health & Children Representatives, which are appointed by the Minister

**Organisational Structure**

An Integrated Services Directorate has responsibility for the delivery, reconfiguration, performance and financial management of all health and personal social services. In order to deliver a uniform approach across the country, services have been organised within four regions:

- HSE Dublin Mid Leinster
- HSE Dublin North East
- HSE South
- HSE West

Each region is headed up by a Regional Director of Operations and operates within nationally determined priorities and parameters to deliver our services. For more information about the HSE's organisational structure visit [www.hse.ie](http://www.hse.ie) Go to "About the HSE" and select "Who's Who".



<p><b>HSE West</b></p> <p>Limerick                  Tipperary North                  Clare                  Galway                  Mayo                  Sligo                  Roscommon                  Leitrim                  Donegal</p>	<p>HSE Dublin North East</p> <p>Dublin North                  Louth                  Meath                  Cavan                  Monaghan</p>
<p>HSE South</p> <p>Kerry                  Cork                  Waterford                  Wexford                  Carlow                  Kilkenny                  Tipperary South</p>	<p>HSE Dublin Mid Leinster</p> <p>Dublin South                  Wicklow                  Kildare                  Laois                  Offaly                  Longford                  Westmeath</p>

**Support Services**

There are six Support Services Functions designed to support improved patient services and provide human and financial resources for use throughout the HSE:

- Human Resources – responsible, directly and indirectly, for more than 100,000 full-time Employees
- Finance – responsible for a budget of €13.5 billion
- Shared Services – delivers economies of skill and scale by consolidating multiple organisations and processes
- Information and Communications Technology – provides the technology for delivering quality services
- Estate Management – manages the organisation's capital infrastructure ( and the annual capital plan
- Procurement – ensures that the HSE maximises its purchasing power

**Your Local Management Team**

During your Induction your Line Manager will advise you of the local management structures in your area.

*Further detail on the structures for each of the areas above is available on [www.hse.ie](http://www.hse.ie)*

# 07 Part 2

## Working with the HSE



## 2.1 Employee Wellbeing and Welfare

*Aims:*

- Help you understand the various components of Employee Wellbeing and Welfare and the role that each play in the organisation
- Ensure that you know what services are available to you in the event of ill health or personal or work related problems throughout your career
- Ensure you understand your responsibility in compliance with Health and Safety legislation and co-operation with Occupational Health/Employee Assistance as required throughout your career
- Know about your responsibility in the area of Quality and Risk

The components of Employee Wellbeing and Welfare include:

- Occupational Health Service
- Employee Assistance Service
- Health and Safety
- Health Promotion

**Occupational Health Services** look after the health and safety of all Employees. The emphasis is on preventing the development of occupational health related accidents and disease and empowering staff to promote and protect their own health. Services include:

- Pre-employment screening assessment – to determine the health status of potential Employees, taking into account the demands of the job in question. The pre-employment assessment interview with Occupational Health also provides opportunity to discuss immunisation requirements and give specific advice on the hazards of the particular post
- The Occupational Health Department looks after the occupational health and welfare of staff with the emphasis on health promotion and preventing work related accidents and disease. This is done in various ways, e.g. pre-employment screening, vision screening, sickness absence management, manual handling advice, infectious disease prevention, work-place inspections with ergonomic advice, immunisation, health and surveillance, influenza vaccination, advice on compliance with legislation and hazardous substance assessments

*Your Line Manager will advise you of details of your local Occupational Health Department.*

**Employee Assistance Service** provides a confidential counselling support and referral service for all staff with personal or work related difficulties. Advice and guidance is available to Managers in dealing with staff welfare issues. The Employee Assistance Service also provides formal structured support to groups of staff who have experienced stress reactions as a result of a critical incident in the work place.

The HSE Employee Assistance Programme (EAP) is available to all Employees for support with both personal and work-related concerns.

- A wide range of issues is dealt with by EAP, including:
  - Stress at work
  - Difficult relationships in work (including bullying)
  - Traumatic events (e.g. assault, suicide)
  - Addictions
  - Personal issues outside of work (e.g. bereavement, relationships)

- The service provides, on a confidential basis:
  - Professional assessment
  - Personal support
  - Counselling
  - Referral onwards to other professional resources where appropriate
  - Trauma support
- EAP is a confidential service, and is free of charge to all HSE Employees
- The service is provided by trained and experienced counsellors who are professionally qualified and bound by the codes of conduct of the professional bodies to which they belong
- Managers may contact the service for advice and guidance on issues relating to Employee Wellbeing
- The service participates in the provision of lectures/training as required, in areas where the Employee Assistance Professional has relevant expertise, e.g. stress management, post trauma support, team building and management training
- The service provides feedback to the organisation regarding broad issues which may enhance Employee Wellbeing and the organisation's effectiveness

#### Access to the service

If you wish to access the service for information or an appointment, you can contact your local HSE EAP.

Managers and the Occupational Health Service can also refer clients with their consent.

*Your Line Manager will advise you of your local service contact details.*

**Health and Safety. The objective is to ensure the safety, health and welfare of all employees in compliance with legislation. The Corporate Safety Statement sets out the way this is to be achieved by defining the provision of a safe place of work, safe systems of work, safe buildings and equipment and safe and competent persons.**

Employees must ensure that they are aware of the hazards that exist in the workplace and that they follow the risk controls that have been implemented. These will normally be identified in the risk assessments located within the Service/Site Specific Safety Statement. Specific health and safety related policies are developed to guide managers towards best practice

- The HSE policy 'Dealing with Violence in a Healthcare Setting' will be made available to you. It covers such areas as the causes of violence, how to recognise violence, advice on preventative action and useful guidelines on dealing with abusive phone calls or home visits
- Fire and Safety Training – all Employees receive instruction as necessary to ensure that they can perform their duty without threat to their own safety and health or that of others. Such training will be included at Induction stage and periodic intervals thereafter. Induction in emergency procedures, for example fire drills, is provided to all staff members. Staff seeking general technical or professional advice concerning the safety of their work place should contact their immediate supervisor
- Manual Handling – this includes lifting and putting down, pushing, pulling or carrying or moving of loads. Where lifting cannot be avoided, training in safe moving and handling is delivered at regular intervals in order to prevent accidents which result in back injury

*Your Line Manager will advise you of your local service contact details.*

**Health Promotion facilitates local management to provide a health promoting working environment for staff, consistent with the HSE's role as a health promoting organisation. Efforts to improve Employee health fall into three broad categories which require sustained commitment across the entire workforce:**

- Improving the work environment and conditions of work
- Focus on culture and policies within the organisation so that both their development and delivery are health promoting
- Raising awareness about health issues and building capacity of employees within the organisation to maintain and promote their own health

Health Promotion acts as a resource and support for employees in developing the health promotion aspects of their work. Towards achieving this, a programme of health promotion activities is delivered in each area. Service Units or teams wishing to further their health promotion endeavours may contact their local Health Promotion department for support and guidance with this process.

*Your Line Manager will advise you of your local service contact details.*

## 2.2 Equal Opportunities and Diversity

#### Aims:

- Help you understand the concept of equality and diversity
- Create awareness of legislation that governs the equality and diversity agenda
- Outline various policies/guidelines to support staff

#### Equality

Equality is about creating a fairer society in which everyone has the opportunity to fulfil their potential.

#### Diversity

People are not alike. Everyone is different. Diversity, therefore, consists of visible and non-visible factors which include personal characteristics such as gender, race, age, background, culture, disability, personality and work-style. Harnessing these differences will create a productive environment in which everybody feels valued, their talents are fully utilized and organisational goals are met. Diversity is about recognizing and valuing difference in its broadest sense.

#### Legislation governing Equality/Diversity

- Employment Equality Act 1998 and 2004
- Equal Status Act 2000 - 2004
- Disability Act 2005

## Equality and Diversity Policy/Guidelines

The following guidelines have been developed and are available at [www.hse.ie](http://www.hse.ie)

- Guidelines on Equality Legislation
- Equal Opportunity/Accommodating Diversity Booklet and C.D. Rom
- Equal Opportunity/Diversity Strategy and Policy Objectives
- Equal Opportunity aspects of Recruitment, Selection and Promotion
- Guidelines on the Employment of people with disabilities
- Dignity at Work Policy

## Policies, Behaviour and Discipline

*Aims:*

- Understand the National Management of Attendance Policy
- Understand the principles of Trust in Care
- Understand the conduct and behaviour expected of you
- Know about the Disciplinary Procedure

# 2.3

## Policies and Procedures

**Single policies are now in place for many aspects of employment Although some local policies and procedures may continue to be applicable.**

Ask your Line Manger for the appropriate contact details so that you can check which local policy applies to you. National policies can be found on the Staff Internet.

**NB:** *Please also refer to the Communications chapter to familiarize yourself with policies regarding media, electronic communications policy, data protection, Irish language etc.*

### Attendance Management Policy

The HSE is committed to maintaining, in so far as is practicable, the safety, health and welfare of Employees while at work and doing all that is reasonably practicable to assist Employees who are absent from work due to injury or ill health to return to work at the earliest possible date.

The HSE will also do all that is reasonably practicable to assist Employees to remain at work through an increased focus on rehabilitation, injury prevention, Occupational Health Services, integrated collection of incident and accident data, and Employees' education.

Guidelines on Managing Attendance have been published which are designed to clarify the responsibilities of managers, Employees and support services (i.e. Occupational Health, HR) in the management of attendance.

*This policy is available on [www.hse.ie](http://www.hse.ie)*

## Dignity at Work Policy

The HSE is an equal opportunities employer and is committed to treating its Employees equally irrespective of race, religion, age, gender, sexual orientation, marital status, disability, family status and ethnic origin.

The Health Service recognises the right of all Employees to be treated with dignity and respect and is committed to ensuring that all Employees are provided with a safe working environment, which is free from all forms of bullying, sexual harassment and harassment. This Policy is designed to protect Employees from bullying, sexual harassment and harassment regardless of whether it is carried out by a work colleague, patient/client, member of the public, business contact or any other person with whom Employees might come into contact during the course of their work. It also sets out a complaints procedure, which ensures that complaints are dealt with promptly and with sensitivity.

Under this Policy all Employees, regardless of their position, have a responsibility to treat their colleagues with dignity and respect and to maintain a working environment where bullying and harassment are not tolerated. Managers and Line Managers have a particular responsibility to promote dignity in the workplace by being alert to inappropriate behaviour and dealing promptly with incidents or complaints of bullying and harassment.

The policy provides for "Support Contact Persons", who are available to listen, be supportive and outline the options open to employees who feel that they are being bullied or harassed. They will also explain the procedure for dealing with allegations of bullying/ harassment. Details of who the Support Contact Persons in your HSE Area will be held by your local HR Department.

An employee who makes a complaint of bullying or harassment will be offered the opportunity to have the matter dealt with by mediation. If this option is refused, the complaint will be investigated.

Nothing in this policy is designed to prevent a person from exercising his or her statutory entitlements under the Employment Equality Act, 1998 and the Industrial Relations Acts, 1946–2001.

*Full details of the policy can be obtained from your Line Manager or [www.hse.ie](http://www.hse.ie)*

## Trust in Care Policy

The HSE has a duty of care to protect patients/clients from any form of behaviour which violates their dignity, and to maintain the highest possible standards of care. Equally, the HSE has an obligation towards Employees to provide them with the necessary supervision, support and training to enable them to deliver a high quality service, and to protect Employees from situations which may leave them vulnerable to allegations of abuse or neglect. The Trust in Care Policy for Health Service Employers on Upholding the Dignity and Welfare of Patients/ Clients and the Procedure for Managing Allegations of Abuse against Employees have been devised in response to this duty of care.

The aim of this policy is two-fold:

- a) **Preventative:** to outline the importance of the proper operation of human resource policies in communicating and maintaining high standards of care amongst Health Service Employees.
- b) **Procedural:** to ensure proper procedures for reporting suspicions or complaints of abuse and for managing allegations of abuse against Health Service Employees in accordance with natural justice.

*Full details of the policy can be obtained from your Line Manager or [www.hse.ie](http://www.hse.ie)*

## Child Welfare and Protection

It is the function of the HSE to promote the welfare of children in its area who are not receiving adequate care and protection (Section 3(1) Child Care Act 1991).

It is the policy of the HSE that any Employee who is of the opinion that,

- (a) a child has been or is being assaulted, ill-treated, neglected or sexually abused, or
  - (b) a child's health, development or welfare has been or is being avoidably impaired or neglected,
- (Section 18 (1) (a) and (b) Child Care Act 1991)

must complete the standard reporting form entitled "Initial Referral of Welfare Concern or Suspected Child Abuse" and forward it to the Principal Social Worker within 24 hours, in consultation with their Line Manager; in the event of an out-of-hours emergency An Garda Síochána should be contacted, the Referral form to follow.



Additionally, in accordance with the requirements of the Protections for Persons Reporting Child Abuse Act 1998 the CEO has designated officers of the HSE as 'Designated Officers' to receive reports of child abuse from any person who is of the opinion that,

- a) a child has been or is being assaulted, ill-treated, neglected or sexually abused, or
- b) a child's health, development or welfare has been or is being avoidably impaired or neglected (Section 18 (1) (a) and (b) Child Care Act 1991).

#### Designated Officers:

Social Workers, Child Care Workers, Public Health Nurses, Hospital Consultants, Psychiatrists, Non Consultant Hospital Doctors, All other HSE Medical and Dental Personnel, Community Welfare Officers, Speech and Language Therapists, All HSE Nursing Personnel, Psychologists, Radiographers, Physiotherapists, Occupational Therapists, Health Education/Health Promotion Personnel, Substance Abuse Counsellors, Care Assistants, Child Care Managers, Family Support Co-ordinators, Family Support Workers, Environmental Health Officers, Pre-school Services Inspectors, Childminder Co-ordinators, Managers of Disability Services, Residential Care Managers/Residential Child Care Workers, HIV and AIDS Services, Counsellors in Services for AVPA, Children First Information and Advice Officers, Children First Implementation Officers, Quality Assurance Officers, Advocacy Officers, Access Workers, Project Workers, Training and Development Officers

Any officer who receives such reports must complete the standard reporting form entitled "Initial Referral of Welfare Concern or Suspected Child Abuse" and forward to the Principal Social Worker within 24 hours, in consultation with their Line Manager.

#### All Employees should make reference to:

1. **Chapter 3 and Appendix 1 of Children First** – National Guidelines for the Protection and Welfare of Children (DOH&C 1999) with regard to definitions of and signs and symptoms of child abuse; and Chapter 4 which outlines the basis for reporting and the standard reporting procedure.
2. **Protections for Persons Reporting Child Abuse Act 1998**. In accordance with the power granted to him under Section 2, subsections (2) and (3) of the Act, the Minister has directed (1<sup>st</sup> April 2003) that the designated officers listed in the letter of 21<sup>st</sup> January 1999 be amended to the list of designated officers.

#### Work Life Balance Schemes

The HSE has a number of policies which are designed to support Employee Work Life Balance in a manner which is conducive to the recruitment and retention of Employees of the highest calibre, whilst seeking at the same time to make available attendance patterns which, in so far as possible, aim to balance both domestic and work requirements and obligations.

#### Flexible Working

The Flexible Working Scheme provides for the implementation of part-time pensionable working arrangements in the Health Service, by allowing Employees to apply to reduce their hours working to between a minimum of 8 hours per week and a maximum of 39 hours per week (depending on the whole-time hours for the particular grade involved). Applications are subject to service management approval and granting of flexible working hours is conditional on there being no adverse impact on the capacity of Health Service employers to meet their operational requirements.

*Details and application forms for this scheme can be obtained through your Line Manager or viewed at [www.hse.ie](http://www.hse.ie)*

## Conduct and Behaviour

**The purpose of this section is to set out the principles that govern the conduct of Employees employed by the HSE. Its purpose is to maintain a high level of public confidence in the organisation as a public body and as an employer with statutory responsibility to deliver a Health Service. If you need clarification on any aspect of conduct, you should seek guidance from your Line Manager.**

#### Courtesy, Impartiality and Honesty

Employees have a duty to deal with members of the public with the utmost courtesy, impartiality and honesty. In dealing with the public and in effectively performing their duties, Employees should unfailingly observe the requirements of courtesy, consideration and promptness and should at all times give their names.

#### Dress Code

The majority of the HSE's Employees wear a uniform while at work. All Employees are expected to dress neatly and appropriately, consistent with maintaining public confidence in the services we provide.

#### Political Opinion

The HSE does not discriminate against Employees on the basis of political beliefs or opinions. However, political opinion should not compromise an Employee's obligations to the HSE nor should they be expressed/ disseminated in the workplace.

#### Outside Occupation

Involvement in outside occupations during off duty time should not be engaged in if contractually prohibited or if such employment could be deemed to be in conflict with his/her employment.

You should not engage in matters unconnected with your work during work hours, unless it is provided for in your employment Contract.

Involvement in other occupations during time off should not impair performance or energy on duty, be inconsistent with your employment in the public service or be outside limits set under the Organisation of Working Time Act, 1997.

#### Unjust Enrichment

Unjust enrichment must be strictly avoided. This principle prohibits an Employee from gaining any advantage, other than official remuneration in respect of his/her duties, e.g. acceptance of special facilities or discounts on private purchases from suppliers with whom Employees have official dealings.

#### Acceptance of Gifts

An Employee may not solicit or accept, directly or indirectly from any person, firm or association, anything of economic value such as a gift, gratuity or favour which might reasonably be interpreted as being of such nature that it could affect his/her impartiality in dealing with the donor.

### Ethics in Public Office Acts

The Ethics in Public Office Acts 1995–2001 determines that all positions in the HSE, across all grade categories and work streams where the minimum salary point is equal to or above the minimum point of the Grade VIII, are “designated positions of employment” for the purposes of this legislation. This means that an Employee holding such a position should on an annual basis declare in writing to the Chief Executive Officer of the HSE if they have a registerable interest in accordance with the legislation. If an Employee does not have a registerable interest the guidelines issued by the Standards in Public Office Commission recommend that a nil statement be returned by the Employee.

*Guidelines on this legislation can be viewed at [www.sipo.gov.ie](http://www.sipo.gov.ie)*

### Policy on Fraud

The HSE Policy on Fraud endeavours to achieve openness, transparency and accountability. It outlines the roles of the HSE, Line Managers, employees, Internal Audit and HR in creating an environment that deters fraud and outlines how reports of fraud and suspected fraud will be dealt with and investigated.

*This policy is available to download from <http://hsenet.hse.ie>*

### The Code of Standards and Behaviours

The Code of Standards and Behaviours obliges HSE employees to perform to high standards of behaviours, in (i) service delivery, (ii) when dealing with the public (iii) probity and (iii) ensuring that employees promote the goals and objectives of the HSE. The terms of this policy forms an integral part of all employees' terms and conditions of employment.

*This policy is available to download from <http://hsenet.hse.ie>*

### Protected Disclosure of Information

Section 103 of the Health Act 2007, which came into operation on 1st March 2009, provides for the making of protected disclosures by health service employees. If an employee reports a workplace concern in good faith and on reasonable grounds in accordance with the procedures outlined in the legislation it will be treated as a protected disclosure”. This means that if an employee feels that they have been subjected to detrimental treatment in relation to any aspect of their employment as a result of reporting their concern they may seek redress. In addition, employees are not liable for damages as a consequence of making a protected disclosure.

The exception is where an employee has made a report which s/he could reasonably have known to be false.

The HSE has appointed an “Authorised Person” to whom protected disclosures may be made. Employees are required to set out the details of the subject matter of the disclosure in writing on the Protected Disclosures of Information Form and submit it to the Authorised Person at the following address:

**HSE Authorised Person**  
**PO Box 11571**  
**Dublin 2**  
**Tel: 01 6626984**

For further details please refer to the policy document on *Protected Disclosures of Information* which is available from your HR Department.

### Use of Influence

In matters relating to an Employee's position and advancement in the service, applications should be made through normal channels. Employees should not otherwise make, or cause to be made, representations in their favour.

### Declaration of Interest

Employees are duty-bound to disclose any interest, financial or otherwise, which is likely, or would if publicly known, be perceived as being likely to influence the exercise of that individual's independent judgement.

### Confidentiality

In the course of your employment you may have access to, or hear information concerning, the medical or personal affairs of patients and / or Employees, or other Health Service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning Employees, patients or other Health Service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and records must be kept in safe custody when no longer required.

### Workplace Collections

Unauthorised gambling, betting, collections, money lending and distribution of literature or goods is not allowed.

### Improper Use of Property

All Employees are expected to do his/her best to prevent the waste of resources or improper use of HSE's stores, or other property. If you detect any abuse of this kind you should report the circumstances to your Line Manager.

### Personal Mail Policy

Personal mail should be directed to your home and the HSE mailing system may not be used in any circumstances for personal mail. All mail directed to HSE offices will be opened by an appropriate Employee. You are bound by the terms of the Electronic Communications Policy, which is available on <http://hsenet.hse.ie>. You should familiarize yourself with the terms of this policy.

### HSE Identity and Security Cards

All Employees who are issued with identity cards are required to attach the identity cards to their clothes/uniform in such a fashion that they will be visible to fellow Employees and members of the public. Employees must also take care of their identity cards, as often these cards also provide access to premises. Lost or stolen cards should be reported to the administrator/ person with responsibility for your building immediately.

### Employee Property

The HSE is not responsible for loss of Employee property when on the work premises. This extends to damage to cars. You should report all property lost or found to your Line Manager.

### Disciplinary Procedure:

**The HSE expects good standards of conduct and work performance from all of its Employees. Should Employees fall below these expected standards they will have a fair opportunity to resolve the problem. To this end the HSE operates a Disciplinary Procedure. This procedure is designed to help and encourage Employees to achieve and maintain standards of conduct, attendance and job performance consistent with the expectations of the HSE. The aim is to ensure prompt, consistent and fair treatment for all staff and to assist in enabling both the individual and the HSE to be clear about the expectations of both parties.**

The Disciplinary Procedure is a staged procedure. The following principles underpin the procedure:

- Every effort will be made by the Employee's immediate Manager to address shortcomings in work standards, conduct or attendance through informal counselling without invoking the Disciplinary Procedure
- While the Disciplinary Procedure will normally be operated on a progressive basis, in cases of serious misconduct the Manager may bypass Stages 1, 2 and 3 of the Procedure
- No decision regarding disciplinary action will be made until a formal disciplinary hearing has been convened and the Employee has been afforded an opportunity to respond
- The Employee will be advised of his or her right to be accompanied by a work colleague or trade union representative at any meeting under the formal Disciplinary Procedure
- The Employee will be advised in advance of the disciplinary hearing of the precise nature of the complaint against him or her and will be given copies of any relevant documentation
- The Employee will be afforded the opportunity to state his or her case and challenge any evidence that may be relied upon in reaching a decision
- An Employee may appeal the outcome of the disciplinary hearing

The following are the four stages of the procedure

1

#### Oral Warning

An Employee whose work, conduct or attendance falls below the required standards will normally be issued with a formal oral warning by their Manager. The Employee will be advised of the precise nature of the complaint, the improvements required and the timescale for improvement. She/he will be advised that the warning constitutes the first stage of the Disciplinary Procedure and failure to improve may result in further disciplinary action under Stage 2 of the Disciplinary Procedure.

A record of the warning will be kept on the Employee's personnel file and will be removed after six months, subject to satisfactory improvement during this period. The Employee will have a right to appeal the oral warning to a level of manager higher than the original decision-maker. This appeal must be made within 7 days of the oral warning.

2

#### Written Warning

If the Employee fails to make the necessary improvements or if the poor attendance, work or conduct is more serious, she/he will normally be issued with a formal written warning by his/her Manager. The written warning will give details of the complaint, the improvements required and the timescale for improvement. The Employee will also be advised that failure to improve may result in the issuing of a final written warning under Stage 3 of the Disciplinary Procedure.

A record of the warning will be kept on the Employee's personnel file and will be removed after nine months, subject to satisfactory improvement during this period. The Employee will have a right to appeal the written warning to a level of manager higher than the original decision-maker. This appeal must be made within 7 days of the written warning.

3

#### Final Written Warning

If the Employee fails to make the necessary improvements, she/he will normally be issued with a final written warning by his/her Manager. The warning will give details of the complaint, the improvements required and the timescale for improvement. The Employee will be advised that failure to improve may lead to dismissal or some other sanction short of dismissal under Stage 4 of the Disciplinary Procedure. The warning will be removed after the specified period, subject to satisfactory improvement during this period.

A record of the warning will be kept on the Employee's personnel file and will be removed after twelve months, subject to satisfactory improvement during this period. The Employee will have a right to appeal the final written warning to a level of manager higher than the original decision-maker. This appeal must be made within 7 days of the final written warning.

4

#### Dismissal or action short of dismissal

Failure to meet the required standards of work, conduct or attendance following the issuing of a final written warning will lead to a disciplinary hearing under Stage 4. The decision-maker will be the relevant National Director. The National Director may delegate authority to an Assistant National Director. The outcome of the disciplinary hearing may be dismissal or action short of dismissal.

## 2.4 Grievance

*Aims:*

- Understand what a grievance is
- Know how to make a complaint under the Grievance Procedure
- Know who to appeal to if you are not satisfied
- Know the different stages of the Grievance Procedure

The HSE is committed to promoting and maintaining good employee relations and fostering the commitment and morale of all staff. The purpose of the Grievance Procedure is to enable Employees to raise any complaints concerning work-related matters so that the issue may be addressed promptly and as close as possible to the point of origin without disruption to patient/client care. It establishes a process for Employees to express and resolve concerns or grievances in relation to their employment in a fair and equitable manner.

#### Definition of Grievance

A grievance may be defined as a complaint which an Employee(s) has concerning his/her terms and conditions of employment, working environment or working relationships. This procedure covers individual and collective grievances, i.e. complaints raised by or on behalf of a group of Employees.

#### Scope of the Procedure

The type of issues which are appropriate for referral under this procedure include:

- Allocation of work Assignment of duties Rostering arrangements
- Granting of all forms of leave, i.e. Annual Leave, Compassionate Leave, Study Leave Interpretation and application of national/local agreements including matters relating to pay-related benefits
- Granting of overtime Access to courses Health and Safety issues
- Acting-up/deputising arrangements Conduct of disciplinary proceedings Relationships with work colleagues
- Organisational change/new working practices

**NB:** *This list is not exhaustive.*

#### Informal Discussions

Most routine complaints are capable of being resolved on an informal basis without recourse to the formal Grievance Procedure. Before invoking the Grievance Procedure an Employee may raise the matter formally with his/her immediate Line Manager. If the complaint relates to the immediate Line Manager, the Employee may discuss the matter informally with another Manager.

If the matter has not been resolved satisfactorily through informal discussions, an Employee may raise a formal complaint under the Grievance Procedure.

*The Disciplinary Procedure can be accessed through your Line Manager or it can be downloaded from [www.hse.ie](http://www.hse.ie)*

## Grievance Procedure

### 1 Stage 1

The Employee should refer the complaint to the Line Manager. A meeting will be arranged to discuss the matter not later than seven working days following receipt of the complaint. The Employee will be advised of his/her right to be accompanied by a work colleague or union representative. Following this meeting, the decision will be conveyed in writing to the Employee within seven working days. The Employee will also be advised how to move to the second stage of the procedure.

## Working Under Protest

Where the grievance relates to an instruction issued by the Supervisor/Manager arising from a service imperative the Employee is obliged to carry out the instruction "under protest". A meeting with Senior Management will be held within 3 working days of the grievance being received. Senior Management refer the matter to either Senior Line Management or the Human Resources Department. If the issue cannot be resolved at this stage, the matter may be referred to a third party.

### Stage 2

If agreement cannot be reached at Stage 1, the matter may be referred to the appropriate Senior Manager. A meeting will be arranged to discuss the matter not later than seven working days

<sup>2</sup> following receipt of the complaint. The Employee will be advised of his/her right to be accompanied by a work colleague or union representative. Following this meeting, the decision will be conveyed in writing to the Employee within seven working days. The Employee will also be advised how to move to the third stage of the procedure

### Stage 3

If agreement cannot be reached at Stage 2 the matter may be referred to the Human Resources Department. A meeting will be arranged to discuss the matter not later than seven working days

<sup>3</sup> following receipt of the complaint. The Employee will be advised of his/her right to be accompanied by a work colleague or union representative. Following this meeting, the decision will be conveyed in writing to the Employee within seven working days. The Employee will also be advised how to move to the fourth stage of the procedure

### 4

#### Stage 4

If the issue remains unresolved after Stage 3, the matter may be referred to an appropriate third party:

- Rights Commissioner
- Labour Relations Commission
- Labour Court
- Equality Tribunal

No strikes or other forms of industrial action should be initiated or threatened until all stages of the Grievance Procedure, including third party referrals, have been fully exhausted.

*The Grievance Procedure can be accessed through your Line Manager or it can be downloaded from [www.hse.ie](http://www.hse.ie)*

## 2.5 Communication

*Aims:*

- Understand how media queries are dealt with
- Know how to deal with advertising and sponsorship
- Understand our Consumer Affairs policy
- Know our Electronic Communications policy

### Communications

#### Media

The giving of interviews, statements or any other information connected with the services provided by the organisation should not be undertaken without the approval of the National and/or Regional Communications office. Such unapproved actions have the capacity to prejudice the interests and reputation of the organisation and, in this regard, will be considered to be a disciplinary matter to be dealt with under normal procedures.

The hosting of ongoing events, publications, conferences, launches, openings etc. should be fully agreed with Senior Management and the Communication Department as appropriate.

*Full contact details on [www.hse.ie](http://www.hse.ie)*

#### Media Queries

All media queries, including requests to take photographs or film, should be referred to the HSE Communications office in your region. Public statements or the giving of interviews should be cleared by Communications in advance. Invitations to the press (or public events in the planning stage) should also be notified to Communications.

A Media Relations Protocol is in place to ensure that our patients' and clients' confidentiality is protected at all times, all information is accurate and up to date, each query receives adequate attention and HSE policy is clear.

*Contact the National Press Office for a copy of the Media Relations Protocol for HSE Employees, full contact details on [www.hse.ie](http://www.hse.ie)*

#### Event Management

The hosting of events, including launches and openings, should be approved by your Manager who will liaise with your Communications Office as appropriate. Communications Employees are available to discuss and assist with planning for events and will liaise with relevant Senior Management.

#### Advertising and Sponsorship

A national Communications Resource Planning Group (CRPG) and Regional Communications Teams (RCTs) provide guidance, oversight, and sets quality standards to be met by all HSE communications projects. These communications projects encompass press and media engagement, internal communications, public communications, advertising, social marketing, branding, launches, media monitoring, web development, publications and digital media. A key objective for the HSE's Communications Directorate is to work to integrate all inter-related communications functions within the HSE.

All services requiring communications support should utilise this process and request communications support from the national CRPG or Regional Communications Team. Alerting the CRPG/RCT to future communications requirements should happen as early as possible to ensure an appropriate planning phase prior to implementation of a communications campaign. Where required, a Project Team will be appointed to include members of the service and communications staff.

In addition HSE offices are often approached by publications, publishing houses and professional staff organisations with requests to purchase advertising. These requests or sponsorship requests should be referred to the Regional Communications office. Contact your Line Manager or Area Communications Manager for guidance in the first instance.

### Staff Magazine

Health Matters is the national staff magazine of the HSE. You can contact Health Matters through your local Communications office or at email: [internalcomms@hse.ie](mailto:internalcomms@hse.ie).

Alternatively you can write to the following address:  
Health Matters, Internal Communications, HSE, Dr. Steevens' Hospital, Dublin 8.

### Notice Boards

Notice boards are for official information. If you wish to use the notice board, you must have the notice approved by the Line Manager.

### Printing/Reprographic Facilities

Printing and photocopying facilities are for official use only.

### Telephone Policy

Office telephones must be used only for business. If you wish to make a private call you must use the public telephones, where available, during break times only. You will be notified immediately of emergency calls.

Personal mobile phones should be switched off when in attendance at work unless expressly permitted by your Line Manager for urgent and exceptional reasons.

## Electronic Communications

### Acceptable Use

Individual users are responsible for the proper use of IT equipment provided by the HSE. Computer resources may only be used for legitimate and authorised purposes by HSE Employees, contractors, consultants or any authorised third party.

### Internet

The Internet is a valuable business tool. It should be used by Employees for business related reasons. HSE forbids access to inappropriate websites.

### Complaints, Suggestions and Compliments

Feedback from our clients, in the form of complaints, comments, suggestions or compliments, provides us with the opportunity to improve the quality of the services we provide and to learn valuable lessons for the future. Responding effectively to this feedback is a key aspect to providing a high quality customer focused service.

The HSE, in accordance with Part 9 of the Health Act 2004 and the Health Act 2004 (Complaints) Regulations 2006, is committed to providing a system for the management of complaints that facilitates effective feedback from and communication to all service users.

All HSE staff have an obligation to receive and manage a complaint at the point of contact where appropriate. Where complaints cannot be managed at the point of contact, Complaints Officers will be responsible for dealing with complaints while linking and communicating with any persons relevant to the complaint.

### Emails

The primary purpose of the email system is to promote effective communication throughout the organisation. Emails should be primarily used for work related purposes and personal emails should be kept to a minimum

### Social Media

Everyone is entitled to explore and engage in social media communities in a personal capacity, at a level at which they feel comfortable. If you choose to identify yourself as a HSE employee on social media profiles, or in your commentary on personal topics within social media sites, it is important to use common sense and be aware of the nature of your comments and their possible consequences.

It is important that all our employees are aware of the implications of engaging in forms of social media and online conversations that reference the HSE or your association with the HSE. If you speak online while identified as a HSE employee but in a personal capacity, in some contexts the HSE may be seen as being responsible for comments that you may make. In addition, as a healthcare worker or a person working within the health system, people with whom you converse may take health related decisions based on your comments – so there is a particular responsibility on you to think carefully before you post. Any official comment from the HSE to be broadcast online should be routed through the Communications Directorate. If you come across positive or negative remarks about the HSE online that you believe are important, consider sharing them by forwarding them to [press@hse.ie](mailto:press@hse.ie).

## External Communications

### Freedom of Information and Data Protection

The FOI Acts 1997 and 2003 and Data Protection Acts 1988 and 2003 give people (including Employees) specific legal rights to their personal information and to reasons for decisions that affect them. The Acts place huge responsibility on Health Service providers and staff to keep accurate and up to date records, to keep records safe and secure and to give people access to their personal records. Designated FOI and Data Protection Officers exist throughout the HSE to deal with FOI and Data Protection requests from the public.

### Appeals

The public have a right to appeal any HSE decision in relation to allowances/payments and this appeal may be made to designated Appeals Officers in each local HSE area.

Details of the above services and designated officers may be obtained through the Office of Consumer Affairs.

### The Official Languages Act 2003

The Official Languages Act 2003 gives legislative effect to Article 8 of the Constitution of Ireland, by providing clarity in relation to when, where and how Irish is to be used in the delivery of public services. The primary objective is to ensure better availability and a higher standard of public services through Irish.

Every consumer of HSE services has a constitutional right to receive that service through the medium of the Irish Language if they so request. The Official Languages Act 2003 gives effect to this constitutional right.

Some of the principle requirements placed on the HSE and its Employees by the Act are:

- Correspondence to be replied to in the official language in which it was written
- Information issued to customers to be in Irish or in Irish and English
- Bilingual publications of certain key documents
- The right to use Irish in dealing with the HSE
- Service in the Gaeltacht areas is to be available in the Irish Language

Further information can be obtained from Oifig an Choimisinéara Teanga/ Office of the Language Commissioner [www.coimisineir.ie](http://www.coimisineir.ie) or Department of Community, Rural and Gaeltacht Affairs <http://www.pobail.ie/ie/AnGhaeilge/Achtnadteangachaoifigiula2003/>

## 2.6 Information, Consultation and Workplace Partnership

### Aims:

- Understand Employee entitlements to information, consultation and workplace partnership
- Understand how this is handled in the HSE
- Understand the role of the trade union organisations in the HSE

### Partnership

In keeping with best practice the HSE supports and operates a partnership culture and system where all Employees are encouraged to fully engage in the dynamics of change, building a world class service locally within their own team and nationally across the entire Health Service.

The partnership between the HSE and the trade unions is formally recognised in our national agreements, in the Health Services Partnership Agreement, in joint protocols and declarations and, most tangibly, in the joint work undertaken to improve service delivery for all patients and clients and to improve the quality of working life for all Employees.

*Further information on Partnership is available on [www.hsnpf.ie](http://www.hsnpf.ie)*

### Trade Union Organisation in the HSE

The HSE recognises the role and contribution of the trade unions in articulating the views of their members, in representing Employees' interests through the agreed Partnership process and in negotiation on their behalf within the agreed Industrial Relations procedures in the Health Service.

The HSE operates in a positive trade union environment. The evidence shows that partnership working between management and trade unions is a powerful business component in developing and sustaining world class organisations, producing positive health outcomes for patients, modern management systems, an excellent working environment and highly motivated Employees who contribute hugely to the success of the organisation.

### Health Services Information and Consultation Agreement

This agreement meets the requirements set out in the 'Employees (Provision of Information and Consultation) Act 2006', meeting the requirements of the EU directive.

In the context of a partnership culture, it is accepted that consultation is not an isolated incidence of exchange of views on a specific issue. The exchange of views implicit in consultation is expected to take place at all stages during the implementation of change.

The scope of this agreement ensures Employees and their trade union representatives receive the information to which they are entitled, are involved in change processes and in implementing arrangements that enable information and consultation to improve decision-making and organisational performance.

## 2.7 Your Pay

### Aims:

- Understand how pay is determined
- Understand deductions from pay
- Know who to contact if you have any questions
- Know how to claim travelling expenses

### Rates of Pay

Employees are generally paid fortnightly and by electronic funds transferred directly into their bank account. These rates are determined through negotiations between Employee organisations and management representatives. The rates of pay, allowances and other pay-related conditions for all employees must be approved by the Department of Health and Children. Pay of all HSE employees is in line with the DOHC consolidated salary scales and any changes to pay are only made once sanction from the Minister for Health and Children has been received.

*You can access them at [www.hse.ie](http://www.hse.ie)*

### Understanding your payslip

Each time you are paid you will receive a detailed payslip setting out the various deductions and payments. Please contact your local Returning Officer or Payroll Department if you have any questions regarding your payslip.

### Overtime

Employees may, from time to time, be required to work overtime depending on the requirement of their department. In all cases overtime must be approved by the appropriate Line Manager prior to commencement. Overtime rates will be paid in accordance with the Department of Health and Children regulations.

### Payment of Increments

The Department of Health and Children, in consultation with the HSE, is responsible for setting remuneration rates for most HSE Employees. Most salaries are incremental. An increment is an increase in pay. Increments are paid subject to satisfactory service in the preceding year. The payment of increments is considered annually.

Incremental credit may also be given on appointment for certain types of relevant previous experience in medical, dental, administrative, paramedical, nursing and non-nursing grades. Applications should be supported by appropriate documentation from previous employers setting out the range and length of experience, and your Line Manager will advise to whom you should submit the information.

### Deductions From Pay

#### Income Tax

All employers are obliged to deduct income tax from salaries and wages paid to Employees. Each new Employee should contact their tax office to obtain a Certificate of Tax Credits. In the absence of a Certificate of Tax Credits, tax will be deducted at the emergency rate. If you have been previously employed, your last employer should have given you a completed P45 Form. This form should be forwarded to the Payroll Department on your first day of office. Staff are advised to notify the tax office of any change in their personal circumstances that might affect their tax-free allowance.

*Any tax queries can be addressed to the Revenue Information Office on LoCall 1890333425 (Dublin) or LoCall 1890605090 or [www.revenue.ie](http://www.revenue.ie)*

Please make sure you have your Employer's Reference/PAYE number and your Personal

Public Service Number which are available on your payslip.

#### Social Welfare

Pay Related Social Insurance (PRSI) is deducted from salaries and wages of all Employees at the relevant rates. All permanent and pensionable staff in officer grade posts employed in the public service prior to 6th April 1995 pay Class D1 contributions. This is a reduced PRSI rate and covers staff for limited social welfare benefits. Since 6th April 1995 all new staff in the Health Service pay Class A1 Social Welfare Contributions and are insured for all social welfare benefits. Please refer to your payslip for details of your PRSI Class and PPS number.

*If you require any further information contact the Department of Social Welfare at [www.welfare.ie/contact/index.html](http://www.welfare.ie/contact/index.html)*

#### Superannuation/Employees Pension Scheme

A Superannuation Scheme is in operation that provides a wide range of benefits to pensionable Employees. Some of the more common entitlements payable are as follows:

- Tax free lump sum and annual superannuation allowance on retirement at the normal age
- Gratuity payable on the member's death in service
- Spouses' and Children's pensions
- Provision to pay a lump sum and pension to pensionable Employees who must retire early on the grounds of ill health
- Contributions towards the Superannuation Scheme are deducted from your salary.

#### Payroll Deductions

Statutory and voluntary deductions from the payroll are as follows:

- **Statutory Deductions:** P.R.S.I., Superannuation, Tax
- **Voluntary Deductions:** Credit Union/Bank, Building Society, Health Insurance, General Insurance, Social Activity (Sports Club), Trade Union etc. Details of these deductions are available from your local Returning Officer, Payroll Department or directly from the service provider

#### Overpayments

Although every effort is made to avoid such an occurrence, it is possible that at some time you may be overpaid. Your local Payroll Department will seek to recover any overpayments by writing to you setting out the details of the overpayment. You will be consulted on how the overpayment will be recouped and you may involve your Trade Union Representative.

#### Travel and Subsistence Policy

If you are required to travel on official business, you will be paid the travel and subsistence rates approved by the Department of Health and Children.

Your Line Manager will provide details of the arrangements for the payment of travelling expenses and subsistence and the rates and conditions relating to such expenses.

Employees may not use their private vehicles on official business without first producing evidence that there is a current motor insurance policy covering his/her use of the vehicle in connection with his/her business or profession. The policy must also be extended to indemnify the HSE.

*Full details of the policy can be obtained from the Internet site [www.hse.ie](http://www.hse.ie)*

Travel abroad is organised by the Business Travel Unit. Health Service Executive, Unit 7, Swords Business Campus, Balheary Road, Swords, Co.Dublin.

#### Subsidised Canteen Facilities

There are a number of locations throughout the HSE where subsidised canteen facilities are available to Employees, including hospitals, some community care areas, and administrative headquarters. Employees travelling to locations with such facilities for meetings and events are required to use these facilities in lieu of claiming full subsistence allowance.

#### Bank/Mortgage

Employees will be provided with a statement of earnings in respect of mortgage/loan applications by approved Payroll staff only.

#### Easi-Travel Plan

Legislation was introduced in the Finance Act 1999 which allowed an employer to incur the expense of providing an Employee with an annual bus/rail pass, without the Employee being liable for benefit-in-kind taxation.

Pilot schemes exist in some locations for provision of these travel passes.

*Details of how to apply should be sought from your Line Manager or [www.hse.ie](http://www.hse.ie)*

#### Acting Up Payments

If you are required to act in a higher capacity, your payment for same will be made in accordance with the arrangements for your employment grade.

## 2.8

### Leave from Work

*Aims:*

- Know the Annual Leave and Sick Leave schemes
- Understand all the various other types of leave
- Know the Career Break schemes
- Understand how to apply for leave

All applications for leave are subject to the approval of your Line Manager and should be made in writing on the approved application form. If you are unable to attend work for illness or other reasons, it is your responsibility to ensure your Line Manager is informed as soon as possible.

Absence without leave may lead to disciplinary action. Employees absent without leave for more than five days will be deemed to have terminated their employment.

#### Annual Leave

The leave year extends from 1<sup>st</sup> April to 31<sup>st</sup> March and normally the Annual Leave roster for each Department is prepared in the month of April. Application for leave should be made to your Line Manager on the approved leave application form at least 2 weeks in advance where there is no leave roster in operation. In exceptional circumstances your Line Manager may waive this requirement. You are requested to take the bulk of your leave at any one time and have at least three quarters of your leave entitlement taken before the end of December.

Annual Leave is normally required to be taken within the appropriate leave year. However, where an Employee does not avail of his/her outstanding leave because of service requirements, or other exceptional circumstances, she/he may be allowed to carry leave forward to be taken within the first 3 months of the following Annual Leave year.

A full list of all leave types is outlined in the HSE Terms and Conditions Booklet at <http://hsenet.hse.ie>