

Generic listing for all Service Arrangements.

This listing is provided as an aid to Providers in accessing the pertinent statutory regulation, codes of practice, standards and quality assurance programmes applicable under the Service Arrangement. It is not an exhaustive listing and Providers must ensure that they have adequate systems in place to identify and comply with all their legal, regulatory and professional responsibilities with regards codes of practice, standards and quality assurance requirements in the delivery of the services. Where HSE specific policies, standards or codes are included, the Provider must ensure it has equivalent standards /policies /codes in place which reflect the principles outlined, in a manner relevant to the Provider's individual structures.

Revised for 2025 (New/Updated Documents)

Legislation / Regulation	
Document	Weblink
Assisted Decision Making (Capacity) Act, 2015 <i>Note: expected to be enacted in 2023</i>	http://www.irishstatutebook.ie/eli/2015/act/64/enacted/en/pdf
Children First Act, 2015	http://www.irishstatutebook.ie/eli/2015/act/36/enacted/en/pdf
Circular 16/2013 Compliance with Health Sector Pay Policy (HSE HR) (includes copy of DOH Circular 11/2013)	https://www.hse.ie/eng/staff/resources/hr-circulars/circulars2013.html
Circular 1/2014 replaces (Circular 3/2011) Dept of Finance (Control of Secured Borrowings by General Government)	https://www.gov.ie/en/circulars/?referrer=https://www.gov.ie/circulars/
Circular 13/2014 Dept of Public Expenditure and Reform (replaces Cir 17/2010)	https://www.gov.ie/en/circulars/?referrer=https://www.gov.ie/circulars/
Circular 22/2015 (HSE HR) – CEO Appointments Section 38 Agencies (including Appendix 1)	http://www.hse.ie/eng/staff/Resources/HR_Circulars/circ02215.html or Contact the HSE Compliance Unit at bsu.nonstatagencies@hse.ie

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Legislation / Regulation	
Document	Weblink
Companies Act 2014 – 2017	Companies Act, 2014 - http://www.irishstatutebook.ie/eli/2014/act/38/enacted/en/html Companies (Amendment) Act 2017 - http://www.irishstatutebook.ie/eli/2017/act/13/enacted/en/html
Competition Acts 2002 – 2017	Competition Act, 2002 - http://www.irishstatutebook.ie/2002/en/act/pub/0014/index.html Competition (Amendment) Act, 2006 - http://www.irishstatutebook.ie/2006/en/act/pub/0004/index.html Competition (Amendment) Act, 2010 - http://www.irishstatutebook.ie/2010/en/act/pub/0012/index.html Competition (Amendment) Act, 2012 - http://www.irishstatutebook.ie/2012/en/act/pub/0018/index.html Competition (Amendment) Act, 2017 - http://www.irishstatutebook.ie/eli/2017/act/12/enacted/en/pdf
Comptroller & Auditor General (Amendment) Act 1993	http://www.irishstatutebook.ie/1993/en/act/pub/0008/index.html
Criminal Justice (Withholding of Information on Offences Against Children and Vulnerable Persons) Act, 2012	http://www.irishstatutebook.ie/eli/2012/act/24/enacted/en/html
Data Protection Acts 1988 & 2018	Data Protection Act, 1988 - http://www.irishstatutebook.ie/1988/en/act/pub/0025/index.html Data Protection (Amendment) Act, 2003 - http://www.irishstatutebook.ie/2003/en/act/pub/0006/index.html Data Protection Act, 2018 - http://www.irishstatutebook.ie/eli/2018/act/7/enacted/en/html
Disability Act 2005	http://www.oireachtas.ie/documents/bills28/acts/2005/a1405.pdf
Domestic Violence Act 1996 - 2018	Domestic Violence Act, 1996 - http://www.irishstatutebook.ie/1996/en/act/pub/0001/index.html Domestic Violence (Amendment) Act, 2002 - http://www.irishstatutebook.ie/2002/en/act/pub/0030/index.html Domestic Violence Act, 2018 - http://www.irishstatutebook.ie/eli/2018/act/6/enacted/en/html
Employment Equality Acts 1998 - 2004	Employment Equality Act, 1998 - http://www.irishstatutebook.ie/pdf/1998/en.act.1998.0021.pdf Equality Act, 2004 - http://www.irishstatutebook.ie/pdf/2004/en.act.2004.0024.pdf
Equal Status Acts 2000-2012	Equal Status Act, 2000 - http://www.irishstatutebook.ie/pdf/2000/en.act.2000.0008.pdf Equality Act, 2004 - http://www.irishstatutebook.ie/pdf/2004/en.act.2004.0024.pdf Equal Status (Amendment) Act, 2012 - http://www.irishstatutebook.ie/2012/en/act/pub/0041/index.html

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Legislation / Regulation

Document	Weblink
Ethics in Public Office Act 1995	http://www.irishstatutebook.ie/1995/en/act/pub/0022/index.html
<p>EU Directive 2005/36/EC of the European Parliament and of the Council of 7 September 2005</p> <p>The Directive is transposed into Irish law by S.Is. 139, 164, 166, 167 & 263 of 2008.</p> <p>SI No 1 of 2.1.1991 which transposed Directive 89/48. Guidance on above available at:-</p>	<p>https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32005L0036</p> <p>S.I No 139 of 2008 - http://www.irishstatutebook.ie/2008/en/si/0139.html S.I No 164 of 2008 - http://www.irishstatutebook.ie/2008/en/si/0164.html S.I No 166 of 2008 - http://www.irishstatutebook.ie/2008/en/si/0166.html S.I No 167 of 2008 - http://www.irishstatutebook.ie/2008/en/si/0167.html S.I No 263 of 2008 - http://www.irishstatutebook.ie/2008/en/si/0263.html S.I No 1 of 1991 - http://www.irishstatutebook.ie/1991/en/si/0001.html</p> <p>http://health.gov.ie/about-us/recognition-of-qualifications/</p>
<p>EU Regulation 2016/679 of the European Parliament and of the Council (April 2016).</p> <p>This Regulation relates to the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).</p>	http://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A32016R0679
EU Procurement Directive 2014/24/EU	https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32014L0024

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Legislation / Regulation	
Document	Weblink
Financial Emergency Measures in the Public Interest Acts 2009 – 2015	Financial Emergency Measures Act, 2009 - http://www.irishstatutebook.ie/2009/en/act/pub/0005/index.html Financial Emergency Measures No. 2 Act, 2009- http://www.irishstatutebook.ie/2009/en/act/pub/0041/index.html Financial Emergency Measures Act, 2010 - http://www.irishstatutebook.ie/pdf/2010/en.act.2010.0038.PDF Financial Emergency Measures (Amendment) Act, 2011 - http://www.irishstatutebook.ie/2011/en/act/pub/0039/index.html Financial Emergency Measures Act, 2013 - http://www.irishstatutebook.ie/2013/en/act/pub/0018/index.html Financial Emergency Measures Act, 2015 - http://www.irishstatutebook.ie/eli/2015/act/39/enacted/en/pdf
Freedom of Information Act 2014	http://www.irishstatutebook.ie/2014/en/act/pub/0030/index.html
Health Acts 1947 to 2017	Health Act, 1947 - http://www.irishstatutebook.ie/1947/en/act/pub/0028/index.html Health Act, 1953 - http://www.irishstatutebook.ie/1953/en/act/pub/0026/index.html Health Act, 1954 - http://www.irishstatutebook.ie/1954/en/act/pub/0023/print.html Health & Mental Treatment Act, 1957 - http://www.irishstatutebook.ie/1957/en/act/pub/0016/print.html Health & Mental Treatment (Amendment) Act, 1958 - http://www.irishstatutebook.ie/1958/en/act/pub/0037/print.html Health (Fluoridation of Water Supplies) Act, 1960 - http://www.irishstatutebook.ie/1960/en/act/pub/0046/print.html Health (Corporate Bodies) Act, 1961 - http://www.irishstatutebook.ie/1961/en/act/pub/0027/print.html Health (Homes for Incapacitated Persons) Act, 1964 - http://www.irishstatutebook.ie/1964/en/act/pub/0008/print.html Health & Mental Treatment (Amendment) Act, 1966 - http://www.irishstatutebook.ie/1966/en/act/pub/0002/print.html Health Act, 1970 - http://www.irishstatutebook.ie/1970/en/act/pub/0001/print.html Health (Family Planning) Act, 1979 - http://www.irishstatutebook.ie/1979/en/act/pub/0020/print.html Health (Mental Services) Act, 1981 - http://www.irishstatutebook.ie/1981/en/act/pub/0017/print.html Health (Family Planning) (Amendment) Act, 1985 - http://www.irishstatutebook.ie/1985/en/act/pub/0004/print.html Health (Amendment) Act, 1986 - http://www.irishstatutebook.ie/1986/en/act/pub/0010/print.html Health (Amendment) Act, 1987 - http://www.irishstatutebook.ie/1987/en/act/pub/0003/print.html Health (Nursing Homes) Act, 1990 - http://www.irishstatutebook.ie/1990/en/act/pub/0023/print.html Health (Amendment) Act, 1991 - http://www.irishstatutebook.ie/1991/en/act/pub/0015/print.html Health (Family Planning) (Amendment) Act, 1992 -

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Legislation / Regulation	
Document	Weblink
	http://www.irishstatutebook.ie/1992/en/act/pub/0020/print.html Health (Family Planning) (Amendment) Act, 1993 - http://www.irishstatutebook.ie/1993/en/act/pub/0016/print.html Health (Amendment) Act, 1994 - http://www.irishstatutebook.ie/1994/en/act/pub/0011/print.html Health (Amendment) Act, 1996 - http://www.irishstatutebook.ie/1996/en/act/pub/0015/index.html Health (Amendment) (No.2) Act, 1996 - http://www.irishstatutebook.ie/1996/en/act/pub/0023/print.html Health (Amendment) (No.3) Act, 1996 - http://www.irishstatutebook.ie/1996/en/act/pub/0032/print.html
Health Acts 1947 to 2017....Continued	Health (Provision of Information) Act, 1997 - http://www.irishstatutebook.ie/pdf/1997/en.act.1997.0009.pdf Health (Eastern Regional Health Authority) Act, 1999 - http://www.irishstatutebook.ie/pdf/1999/en.act.1999.0013.pdf Health (Miscellaneous Provisions) Act, 2001 - http://www.irishstatutebook.ie/pdf/2001/en.act.2001.0014.pdf Health Act, 2004 - http://www.irishstatutebook.ie/pdf/2004/en.act.2004.0042.pdf Health (Amendment) Act, 2004 - http://www.irishstatutebook.ie/pdf/2004/en.act.2004.0019.pdf Health (Amendment) Act, 2005 - http://www.irishstatutebook.ie/pdf/2005/en.act.2005.0003.pdf Health (Repayment Scheme) Act, 2006 - http://www.irishstatutebook.ie/pdf/2006/en.act.2006.0017.pdf Health Act, 2007 - http://www.irishstatutebook.ie/pdf/2007/en.act.2007.0023.pdf Health (Miscellaneous Provisions) Act, 2007 - http://www.irishstatutebook.ie/pdf/2007/en.act.2007.0042.pdf Health (Nursing Homes) (Amendment) Act 2007 - http://www.irishstatutebook.ie/pdf/2007/en.act.2007.0001.pdf Health Act, 2008 - http://www.irishstatutebook.ie/pdf/2008/en.act.2008.0021.pdf Health (Miscellaneous Provisions) Act, 2009 - http://www.irishstatutebook.ie/pdf/2009/en.act.2009.0025.pdf Health (Amendment) Act, 2010 - http://www.irishstatutebook.ie/pdf/2010/en.act.2010.0015.PDF Health (Amendment) (No.2) Act, 2010 - http://www.irishstatutebook.ie/pdf/2010/en.act.2010.0020.PDF Health (Miscellaneous Provisions) Act, 2010 - http://www.irishstatutebook.ie/pdf/2010/en.act.2010.0018.pdf Health (Provision of General Practitioner Services) Act, 2012 - http://www.irishstatutebook.ie/2012/en/act/pub/0004/index.html Health (Amendment) Act, 2013 - http://www.irishstatutebook.ie/2013/en/act/pub/0031/index.html Health (Miscellaneous Provisions) Act, 2014 - http://www.irishstatutebook.ie/2014/en/act/pub/0033/index.html Health (General Practitioner Service) Act, 2014 - http://www.irishstatutebook.ie/2014/en/act/pub/0028/index.html Health (General Practitioner Service) Act, 2015 - http://www.irishstatutebook.ie/eli/2015/act/19/enacted/en/pdf Health (Amendment) Act, 2016 - http://www.irishstatutebook.ie/eli/2016/act/6/enacted/en/html Health (Amendment) Act, 2017 - http://www.irishstatutebook.ie/eli/2017/act/5/enacted/en/pdf

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Legislation / Regulation	
Document	Weblink
	Health (Miscellaneous Provisions) Act, 2017 - http://www.irishstatutebook.ie/eli/2017/act/1/enacted/en/pdf
Health and Social Care Professionals Act 2005 - 2019	Health and Social Care Professionals Act, 2005 - http://www.irishstatutebook.ie/2005/en/act/pub/0027/index.html Health and Social Care Professionals (Amendment) Act, 2012 - http://www.irishstatutebook.ie/2012/en/act/pub/0046/index.html Health and Social Care Professionals (Amendment) Act, 2017 - http://www.irishstatutebook.ie/eli/2017/act/32/enacted/en/html
	Health & Social Care Professionals (Amendment) Act, 2019 - http://www.irishstatutebook.ie/eli/2019/act/16/enacted/en/html
Health Identifiers Act, 2014	http://www.irishstatutebook.ie/eli/2014/act/15/enacted/en/html
HSE Child Protection and Welfare Policy	https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/hse-child-protection-and-welfare-policy/
National Energy Efficiency Action Plan (NEEAP) 2009-2020	https://www.gov.ie/en/publication/93ee2-national-energy-efficiency-action-plan-neeap/
National Financial Regulations No 1 (NFR 1)	As per Service Arrangement Service Providers must <u>“comply with all requirements of the Financial Regulations in respect of the sourcing of suppliers for works and related service contracts which are funded more than fifty percent (50%) by the Executive”</u> . Link to HSE National Financial Regulations No 1 (NFR 1) is as follows: https://www.hse.ie/eng/staff/resources/financial%20regulations/
National Financial Regulations No 6 (NFR 6) – Fixed Assets	https://www.hse.ie/eng/staff/resources/financial%20regulations/
National Treasury Management Agency (Amendment) Act, 2000 (State Claims Agency)	http://stateclaims.ie/about-us/legislation/
National Vetting Bureau (Children and Vulnerable Persons) Act 2012 – 2016 (this includes Part 3 of the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016)	National Vetting Bureau (Children and Vulnerable Persons) Act 2012 - http://www.irishstatutebook.ie/eli/2012/act/47/enacted/en/html Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 - http://www.irishstatutebook.ie/eli/2016/act/4/enacted/en/html
Non-Fatal Offences Against the Person Act 1997	http://www.irishstatutebook.ie/1997/en/act/pub/0026/index.html

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Legislation / Regulation	
Document	Weblink
Nurses and Midwives Act 2011	http://www.irishstatutebook.ie/2011/en/act/pub/0041/index.html
Official Languages Act 2003 and regulations (S.I. No. 391 of 2008) of that Act	Official Languages Act, 2003 - http://www.irishstatutebook.ie/2003/en/act/pub/0032/index.html S.I. 391 of 2008 - http://www.irishstatutebook.ie/2008/en/si/0391.html
Ombudsman Acts 1980 - 1984	Ombudsman Act, 1980 - http://www.irishstatutebook.ie/1980/en/act/pub/0026/index.html Ombudsman (Amendment) Act, 1984 - http://www.irishstatutebook.ie/1984/en/act/pub/0019/index.html
Ombudsman for Children Act 2002	http://www.irishstatutebook.ie/2002/en/act/pub/0022/index.html
Protected Disclosures Act 2014	http://www.irishstatutebook.ie/2014/en/act/pub/0014/index.html
Protection of Employees (Temporary Agency Work) Act, 2012	http://www.irishstatutebook.ie/2012/en/act/pub/0013/index.html
Public Health Tobacco Acts 2002 - 2013	Public Health (Tobacco) Act, 2002 - http://www.irishstatutebook.ie/2002/en/act/pub/0006/index.html Public Health (Tobacco) (Amendment) Act, 2004 - http://www.irishstatutebook.ie/2004/en/act/pub/0006/index.html Public Health (Tobacco) (Amendment) Act, 2009 - http://www.irishstatutebook.ie/2009/en/act/pub/0023/index.html Public Health (Tobacco) (Amendment) Act, 2010 - http://www.irishstatutebook.ie/pdf/2010/en.act.2010.0039.pdf Public Health (Tobacco) (Amendment) Act, 2011 - http://www.irishstatutebook.ie/2011/en/act/pub/0015/index.html Public Health (Tobacco) (Amendment) Act, 2013 - http://www.irishstatutebook.ie/2013/en/act/pub/0017/index.html
Safety, Health & Welfare at Work Act 2005	http://www.irishstatutebook.ie/2005/en/act/pub/0010/index.html

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Legislation / Regulation	
Document	Weblink
S.I. 359/2008: European Communities (Vehicle Drivers Certificate of Professional Competence) (No.2) Regulations 2008.	http://www.irishstatutebook.ie/2008/en/si/0359.html
SI 120/2014 replaces (S.I. 40/2011) General Government Secured Borrowings	http://www.irishstatutebook.ie/eli/2014/si/120/made/en/pdf
S.I. 464 of 2015 – Industrial Relations Act 1990 (Code of Practice on Protected Disclosures Act 2014) (Declaration) Order 2015	http://www.irishstatutebook.ie/eli/2015/si/464/made/en/print
S.I. 542 of 2009 - European Communities (Energy End-Use Efficiency and Energy Services Regulations 2009). The above regulations transpose Energy End Use Efficiency & Energy Services Directive (Directive 2006/32/EC) into Irish law.	http://www.irishstatutebook.ie/pdf/2009/en.si.2009.0542.pdf http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32006L0032&from=EN
Standards in Public Office Act 2001	http://www.irishstatutebook.ie/2001/en/act/pub/0031/index.html

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Quality Assurance	
Document	Weblink
Involvement of Quality Assurance, Audit & Risk & Financial Audit	
Involvement of HIQA in the evaluation process	
Ombudsman & Ombudsman for Children	
E.U. Consumer Affairs	
Consumers Association of Ireland	
Participation in Frameworks / Programmes by the following HSE Departments: <ul style="list-style-type: none"> ○ Clinical Strategy & Programmes Department ○ National Health Sustainability Office ○ Health & Wellbeing Directorate ○ Quality Improvement Division 	
Code of Practice for the Governance of State Bodies 2016	http://www.per.gov.ie/en/revised-code-of-practice-for-the-governance-of-state-bodies/
HSE Framework for the development of PPPGs 2016	https://www.hse.ie/eng/about/who/qid/nationalframeworkdevelopingpolicies/
HSE Incident Management Framework and Guidance (2020)	www.hse.ie/eng/about/who/nqpsd/qps-incident-management/

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Quality Assurance	
Document	Weblink
Incident Management Framework	https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/incident-management/hse-2020-incident-management-framework-guidance.pdf
Incident Management Framework - Guidance	https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/incident-management/hse-incident-management-framework-guidance-2020.pdf
National Standards for the Prevention & Control of Healthcare Associated Infections in Acute Healthcare Services (HIQA) 2017	https://www.hiqa.ie/reports-and-publications/standard/2017-national-standards-prevention-and-control-healthcare
National Standards for Infection Prevention and Control in Community Services (HIQA) 2018	https://www.hiqa.ie/hiqa-news-updates/hiqa-launches-new-standards-infection-prevention-and-control-community-services
National Standards for the Protection and Welfare of Children (HIQA) July 2012	https://www.hiqa.ie/reports-and-publications/standard/national-standards-protection-and-welfare-children
National Standards for Safer Better Healthcare (HIQA) June 2012	https://www.hiqa.ie/reports-and-publications/standard/national-standards-safer-better-healthcare
NCEC Standards for Clinical Practice Guidance (DOH 2015)	https://health.gov.ie/national-patient-safety-office/ncec/clinical-practice-guidance/
Integrated Care Guidance: A practical guide to discharge and transfer from hospital 2014 & 9 Step checklist for above	https://www.hse.ie/eng/about/who/qid/resourcespublications/nationalintegratedcareguidance.pdf

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Quality Assurance

Document	Weblink
<p><u>Integrated Risk and Incident Management</u></p> <ul style="list-style-type: none"> -HSE Integrated Risk Management Policy and Guidance (2017) -HSE Incident Management Framework and Guidance -HSE Systems Analysis Guidance for Services 	<p>https://www.hse.ie/eng/about/who/riskmanagement/risk-management-documentation/</p> <p>www.hse.ie/eng/about/who/nqpsd/qps-incident-management/</p> <p>www.hse.ie/eng/about/who/nqpsd/qps-incident-management/</p>
<p><u>Quality Improvement Resources</u></p> <p>Quality Improvement Division has developed the following guides to aid an organisation with their Quality Improvement.</p> <ul style="list-style-type: none"> • Quality and Patient Safety: Clinical Governance Information Leaflet (Feb 2012) ○ Quality and Patient Safety: Clinical Governance Development: An Assurance check for Health Service Providers (Feb 2012) 	<p>Contact National Quality Improvement Division at: https://www.hse.ie/eng/about/who/nqpsd/</p> <p>Governance for Quality and Safety Resources available at: https://www.hse.ie/eng/about/who/nqpsd/</p>
<ul style="list-style-type: none"> • A Board's Role in Improving Quality and Safety (HSE 2017) ○ Quality and Safety Committees Guidance and Resources (including 	<p>Contact National Quality Improvement Division at: https://www.hse.ie/eng/about/who/nqpsd/</p> <p>Governance for Quality and Safety Resources available at: https://www.hse.ie/eng/about/who/nqpsd/</p>

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Quality Assurance

Document	Weblink
<p>Appendix) 2016</p> <ul style="list-style-type: none"> ○ Quality and Safety Walk-Rounds: Co-designed Approach Toolkit and Case Study Report (June 2016) ○ Safety Pause: Information Sheet (May 2013) ○ Quality and Safety Prompts for Multidisciplinary Teams (October 2012) ○ National Clinical Programmes Model of Care Development: Checklist Governance for Quality and Safety (October 2014) ○ Quality and Safety Clinical Governance Development Initiative: Sharing our Learning (March 2014) ○ Framework for Improving Quality in our Health Service: Part 1: Introducing the Framework (April 2016) 	
<ul style="list-style-type: none"> ○ A Practical Guide to Clinical Audit-Aug 2013 QPSD-D-029-1 	<p>https://www.hse.ie/eng/about/who/nqpsd/ncca/</p>

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Quality & Standards in Place

Document	Weblink
Individual Care Plans for Clients	
Personal Development Plans for Staff	
Personal Outcomes Accreditation	
Financial Audit	
Risk Management	
Continuous Quality Improvement	
Service Quality Accreditation	
Residential Care Guidelines & Standards	
Excellence Through People	
HACCP (system of food quality standards)	
ISO Standards	
Health Quality Mark	
Site Specific Emergency Plan	
A Healthy Weight for Ireland: Obesity Policy & Action Plan 2016-2025 (DOH)	http://health.gov.ie/blog/publications/a-healthy-weight-for-ireland-obesity-policy-and-action-plan-2016-2025/
Alcohol Partnership Policy: Policy on Public Health Information Initiatives Related to Alcohol (HSE June 2015)	https://www.drugsandalcohol.ie/26972/1/HSE-Alcohol-Partnership-Policy.pdf
Audit Committee Guidance	https://govacc.per.gov.ie/governance-of-state-bodies/
Best Practice Guidelines for Establishing & Developing a Service User Panel within a Health Setting (HSE)	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie

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Quality & Standards in Place

Document	Weblink
Better Outcomes-Brighter Futures: National Policy Framework for Children & Young People 2014 – 2020	https://www.gov.ie/en/publication/775847-better-outcomes-brighter-futures/
Brand Guidelines for HSE and Funded Agencies (2 nd Edition)	https://www.hse.ie/eng/about/who/communications/branding/
Breastfeeding Policy for Staff Working in the Public Health Service	https://healthservice.hse.ie/filelibrary/staff/breastfeeding-policy-for-public-health-service-employees.pdf
Calorie Posting Policy, Guidance and other support documentation (HSE 2015)	http://www.hse.ie/eng/about/Who/healthwellbeing/Our-Priority-Programmes/HEAL/Calorie-Posting/
Child Safeguarding: A Guide for Policy, Procedure and Practice (Tusla)	https://www.tusla.ie/children-first/support-documents/
Children First – National Guidance for the Protection and Welfare of Children 2017	https://www.tusla.ie/children-first/children-first-guidance-and-legislation/
Circular 05/2023: Initiatives to assist SMEs in Public Procurement.	https://www.gov.ie/en/publication/02b12-new-circular-to-assist-smes-in-public-procurement/
Compliance with Children First National Guidance for Protection and Welfare of Children 2017 & Children First Act 2015 1) Children’s First Training 2) Implementation and Compliance Checklist for HSE funded Agencies	3) The HSE ‘Children First’ eLearning Module is available through HSELand – http://childrenfirst.hseland.ie 4) https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/hsefundedagencies.html .

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Quality & Standards in Place	
Document	Weblink
Code of Practice for the Governance of State Bodies 2016	http://www.per.gov.ie/en/revised-code-of-practice-for-the-governance-of-state-bodies/
Complaints Policy/Procedure HSE – ‘Your Service Your Say’	https://www.hse.ie/eng/about/who/complaints/
Complaints Guide & Templates for Capturing Statistics	Contact any Consumer Affairs Department or the National Complaints Governance and Learning Team Office.
Confidential Recipient: Process for examining concerns raised with the HSE’s Confidential Recipient 2016	https://www.hse.ie/eng/services/publications/corporate/report-of-the-confidential-recipient-2016.pdf
<p>COVID-19The HSE, HPSC, HIQA, and Government are managing guidance and reporting requirements for providers for Covid through web pages.</p> <p>Service Providers must keep themselves informed and up to date by accessing websites and documents listed in the next column.</p>	<p>HSE : HSE Guidance and Resources for Service Providers for COVID-19 are available on: https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources</p> <p>HPSC: We recommend that services access the National Public Health Guidance for COVID-19 on www.hpsc.ie for the most up to date information on infection prevention and control available at:</p> <p>https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance</p> <p>HIQA: HIQA’s Covid 19 publications are available at: https://www.hiqa.ie/areas-we-work/health-technology-assessment/covid-19-publications</p> <p>Government: https://www.gov.ie/</p>
Data Protection Policy (HSE 2018)	https://www.hse.ie/eng/gdpr/hse-data-protection-policy/
Framework for the Corporate and Financial Governance with Agencies Funded by the DOH– 2006	http://health.gov.ie/blog/publications/framework-for-corporate-and-financial-governance-for-agencies-funded-by-the-department-of-health-and-children/
Future Health: A Strategic Framework for Reform of the Health Service 2012-2015 (DOH Nov 2012)	http://health.gov.ie/blog/publications/future-health-a-strategic-framework-for-reform-of-the-health-service-2012-2015/

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Quality & Standards in Place	
Document	Weblink
General Practice Messaging Standard – Version 4.0 (HIQA 2017)	https://www.hiqa.ie/reports-and-publications/health-information/national-standard-messaging-general-practice-2017
Organisations involved in Fundraising activities should comply with:- Guidelines for Charitable Organisations Fundraising from the Public	https://www.charitiesregulator.ie/en/information-for-the-public/our-news/2018/may/charities-regulator-launches-guidelines-to-assist-organisations-planning-to-register-as-charities
Healthy Ireland: A Framework for Improved Health & Wellbeing 2013 – 2025	https://www.hse.ie/eng/about/who/healthwellbeing/
Health Services Healthy Ireland Implementation Plan 2023 - 2027	https://www.hse.ie/eng/about/who/healthwellbeing/healthy-ireland/hse-health-services-healthy-ireland-implementation-plan-2023-2027.pdf
Healthier Vending Policy (HSE June 2015)	https://www.hse.ie/eng/about/who/healthwellbeing/our-priority-programmes/heal/healthier-vending/
HR Circular 012-2009 Prevention of Transmission of Blood Borne Diseases in the Healthcare Setting	https://www.hse.ie/eng/staff/resources/hr-circulars/hse%20hr%20circulars%202009.html

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Quality & Standards in Place

Document	Weblink
HR Circular 012/2018 re National Vetting Bureau Acts 2012-2016 – Garda Vetting of New Employees and Other Persons engaged in “Relevant Work” With Children or Vulnerable Adults (Section 38 Agencies ONLY)	https://www.hse.ie/eng/staff/resources/hr-circulars/hr-circular-012-2018-re-garda-vetting-requirements.html
HR Circular 022/2017 re National Vetting Bureau Acts 2012-2016 – Garda Vetting of Existing Health Service Employees Engaged in “relevant work” with Children or Vulnerable Persons (Section 38 Agencies ONLY)	https://www.hse.ie/eng/staff/resources/hr-circulars/garda-vetting.html
HSE Framework for the development of PPPGs 2016	https://www.hse.ie/eng/about/who/qid/nationalframeworkdevelopingpolicies/
Information and Guidance on Procurement	www.hsepass.ie
Open Disclosure Policy Communicating with Patients Following Patient Safety Incidents (revised June 2021)	http://www.hse.ie/opendisclosure/
ICT & Data Protection Policies (HSE)	http://www.hse.ie/eng/services/Publications/pp/ict/
LGBT Health: Towards Meeting the Health Care Needs of Lesbian, Gay, Bisexual and Transgender People	https://www.lenus.ie/bitstream/handle/10147/110763/LGBTHealth.pdf?sequence=1&isAllowed=y
LGBT I+ National Youth Strategy 2018 -2020 (Dept. Children and Youth Affairs)	https://www.gov.ie/en/publication/a6f110-lgbti-national-youth-strategy-2018-2020/

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Quality & Standards in Place	
Document	Weblink
Linking Service & Safety: Together Creating Safer Places of Service (HSE 2008)	https://www.hse.ie/eng/staff/resources/hrstrategiesreports/linking-service-safety---strategy-for-managing-work-related-violence-and-aggression---dec-2008.html
Lost in Translation: Good Practice Guidelines for HSE Staff in Planning, Managing and Assuring Quality Translations of btHealth Related Material into Other Languages	https://www.hse.ie/eng/services/publications/socialinclusion/lostintranslationreport.pdf
Making Every Contact Count Framework	https://www.hse.ie/eng/about/who/healthwellbeing/making-every-contact-count/framework/
National Carers Strategy 2012	http://health.gov.ie/blog/publications/national-carers-strategy/
National Consent Policy	https://www.hse.ie/eng/about/who/national-office-human-rights-equality-policy/consent/
National Guidelines on Accessible Health and Social Care Services (HSE National Complaints Governance and Learning Team June 2014)	https://www.hse.ie/eng/services/yourhealthservice/access/
National Physical Activity Plan for Ireland (Reviewed May 2022)	https://www.gov.ie/en/publication/bed30-review-of-the-national-physical-activity-plan/
National Policy and Procedure for Safeguarding Vulnerable Persons at Risk of Abuse December 2014	https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/safeguardingvuladts.html
National Public Procurement Policy Framework	https://www.gov.ie/en/publication/39a1b-the-national-public-procurement-policy-framework/
National Sexual Health Strategy 2015-2020 (Dept. of Health)	https://www.gov.ie/en/policy-information/8feae9-national-sexual-health-strategy/?referrer=/wp-content/uploads/2015/10/national-sexual-health-strategy
National Strategy for Service User Involvement 2008- 2013	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie

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Quality & Standards in Place

Document	Weblink
National Standards for the Prevention & Control of Healthcare Associated Infections in Acute Healthcare Services (HIQA) 2017	https://www.hiqa.ie/reports-and-publications/standard/2017-national-standards-prevention-and-control-healthcare
HSE Antimicrobial Resistance & Infection Control	https://www.hse.ie/eng/about/who/nqpsd/qps-improvement/antimicrobial-resistance-infection-control-amric-.html
National Standards for Infection Prevention and Control in Community Services (HIQA) 2018	https://www.hiqa.ie/hiqa-news-updates/hiqa-launches-new-standards-infection-prevention-and-control-community-services
National Standards for the Protection and Welfare of Children (HIQA) July 2012	https://www.hiqa.ie/reports-and-publications/standard/national-standards-protection-and-welfare-children
National Standards for Safer Better Healthcare (HIQA) June 2012	https://www.hiqa.ie/reports-and-publications/standard/national-standards-safer-better-healthcare
National Hygiene Services Quality Review 2008: Standards & Criteria (HIQA)	https://www.hiqa.ie/hiqa-news-updates/hospital-hygiene-review-2008-published
National Tobacco Free Campus Policy (HSE April 2012)	https://www.hse.ie/eng/about/who/tobaccocontrol/campus/
Nutrition Standards for Food and Beverage Provision for staff and visitors in healthcare settings (2019)	https://www.hse.ie/eng/about/who/healthwellbeing/our-priority-programmes/heal/healthy-eating-guidelines/
On Speaking Terms: Good Practice Guidelines for HSE Staff in the Provision of Interpreting Services (2009)	https://www.hse.ie/eng/services/publications/socialinclusion/emaspeaking.pdf

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Quality & Standards in Place	
Document	Weblink
Patient Safety Strategy 2019-2024 (HSE)	https://www.hse.ie/eng/about/who/nqpsd/patient-safety-programme/
Policy on Protecting HSE Staff from Second Hand Smoke in Domestic Settings (Nov 2014)	https://www.hse.ie/eng/about/who/tobaccocontrol/shspolicy/
HSE Policy on Fraud & Corruption (Version 5)	https://www.hse.ie/eng/staff/resources/hrppg/policy-statement-on-fraud-and-corruption.html
Positive Ageing – Starts Now: National Positive Ageing Strategy	https://www.gov.ie/en/publication/737780-national-positive-ageing-strategy/?referrer=http://www.health.gov.ie/healthy-ireland/national-positive-ageing-strategy/
Procedures on Protected Disclosures of Information in the Workplace	http://www.hse.ie/eng/staff/Resources/hrppg/Protected Disclosures of Information in the Workplace .html
Quality & Patient Safety Guidance Documents	https://www.hse.ie/eng/about/who/nqpsd/
Second National Strategy on Domestic, Sexual and Gender-Based Violence 2016 – 2020	https://www.justice.ie/en/JELR/Pages/Second-National-Strategy-on-Domestic-Sexual-and-Gender-based-Violence-2016-2021
Self-Management Support for Chronic Disease Framework	https://www.hse.ie/eng/health/hl/selfmanagement/hse-self-management-support-final-document1.pdf
Share the Vision – A Mental Health Policy for everyone	https://www.hse.ie/eng/about/who/mentalhealth/sharing-the-vision/
Staff Health and Wellbeing - Healthy Workplace Framework	https://www.gov.ie/en/publication/445a4a-healthy-workplace-framework/
Standard Operating Procedure (SOP) for Dealing with the Provision of Information to Public Representatives (HSE Nov 2007)	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie
Standards for the Assessment of Need (DOH 2007)	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie
Trust in Care 2005	https://www.hse.ie/eng/staff/resources/hrppg/trust-in-care.html

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Quality & Standards in Place	
Document	Weblink
What You Should Know about Information Governance (A Guide for health and social care staff) HIQA 2011.	https://www.hiqa.ie/reports-and-publications/health-information/what-you-should-know-about-information-governance-guide
Working with Lesbian, Gay, Bisexual and Transgender People: Good Practice Guidelines for Health Service Providers	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie
Your Health is Your Wealth – A Policy Framework for a Healthier Ireland 2012-2020 (Briefing Document)	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie
Key Performance Indicators	https://www.hse.ie/eng/services/publications/kpis/

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Codes of Practice	
Human Resources	
Document	Weblink
HR/Employment Codes of Practice including: <ul style="list-style-type: none"> ○ Bullying/Dignity at Work Policy ○ Disciplinary Procedures ○ Equal Opportunity aspect of Recruitment Selection & Promotion ○ Grievance Procedures ○ Management of Attendance / Absence Management 	
Codes of Professional Conduct as pertains to relevant disciplines	
Code of Good Practice in Professional Supervision & Mentoring (Various as appropriate)	
Circular 04/2010 Policy on the Management of Professional Registers and Amendments to such Registers	https://www.hse.ie/eng/staff/resources/hr-circulars/hse-hr-circulars-2010.html
Circular 16/2013 Compliance with Health Sector Pay Policy (HSE HR) (includes copy of DOH Circular 11/2013)	https://www.hse.ie/eng/staff/resources/hr-circulars/circulars2013.html

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Codes of Practice	
Human Resources	
Document	Weblink
Public Service Sick Leave Scheme Communication Pack (Dept of Public Expenditure & Reform – Civil Service HR Policy Unit 03/02/2014)	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie
Supporting a Culture of Safety, Quality and Kindness: A Code of Conduct for Health and Social Service Providers (DOH May 2018)	https://health.gov.ie/national-patient-safety-office/patient-advocacy-policy/36221-2/
Circular 04/2010 Policy on the Management of Professional Registers and Amendments to such Registers	https://www.hse.ie/eng/staff/resources/hr-circulars/hse-hr-circulars-2010.html
Trust in Care 2005	https://www.hse.ie/eng/staff/resources/hrppg/trust-in-care.html
HR Circulars 2025	https://www.hse.ie/eng/staff/resources/hr-circulars/hr-circulars-2025.html

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Document	Weblink
Other Codes	
HSE Code of Governance 2021	https://www.hse.ie/eng/about/who/
Risk Management	
Confidentiality	
Financial / Accountancy Code of Practice	
Guidance for Directors & Senior Managers on their Responsibilities for Workplace Safety & Health (HSA – October 2007)	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie
National Standards for the Prevention & Control of Healthcare Associated Infections in Acute Healthcare Services (HIQA) 2017	https://www.hiqa.ie/reports-and-publications/standard/2017-national-standards-prevention-and-control-healthcare
National Standards for Infection Prevention and Control in Community Services (HIQA) 2018	https://www.hiqa.ie/hiqa-news-updates/hiqa-launches-new-standards-infection-prevention-and-control-community-services
Working with Children & Young People – A Quick Guide for Frontline Staff (HSE)	https://hse.aws.openrepository.com/bitstream/handle/10147/106902/workingwithChildren.pdf?sequence=1&isAllowed=y

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Access, Referrals, Safeguarding, Admissions & Discharge Procedures	
Document	Weblink
Referral Policy	
Admissions Policy	
Discharge Policy	
Policy and Procedures for the Notification to HSE of discharge or change of circumstances of Clients	
Case Conference Policy	
Policy on Anti Discriminatory Practice	
Anti Bullying Policy	
Health & Safety Policy	
Site Specific Emergency Plan	
Non-Accidental Injury Policy	
Policy to Protect Staff	
Procedures on Protected Disclosures of Information in the Workplace	https://www.hse.ie/eng/staff/resources/hrppg/protected-disclosures-of-information-in-the-workplace-.html
Standards for the Assessment of Need (DOH 2007)	Contact National Compliance Unit – Non Statutory Services at bsu.nonstatagencies@hse.ie

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