



**Oifig an Stiúirthóra Náisiúnta, Acmhainní Daonna**

Feidhmeannacht na Seirbhísí Sláinte  
Ospidéal Dr. Steevens'  
Baile Átha Cliath 8

**Office of the National Director of Human Resources**

Health Service Executive  
Dr. Steevens' Hospital  
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**To: Each Member of the Directorate and Leadership Team  
Each Assistant National Director HR  
Each Hospital Group CEO  
Each Hospital Group Director of HR  
Each Chief Officer CHO  
Each CHO HR Manager  
Each CEO Section 38 Agencies  
Each HR Manager Section 38 Agencies  
Each Group Director of Nursing & Midwifery  
Each Group Director of Midwifery**

**From: Rosarii Mannion, National Director Human Resources**

15<sup>th</sup> February, 2018

**Re: HR Circular 008/2018 re HSE ICT Out of Hours emergency on-call**

Dear Colleagues,

I wish to advise that the HSE and Department of Health have approved a new out of hour's ICT emergency on-call service managed through the Office of the Chief Information Officer (OoCIO).

This new national emergency on call service will supersede all previous agreements /arrangements for on-call emergency out of hours for ICT staff across the HSE that may have applied heretofore.

These new arrangement will apply retrospectively from the **1<sup>st</sup> August 2017**.

The implementation of the ICT National out of hour's emergency service is being introduced to standardise existing practises. The arrangements set out below are strictly for provision of out of hour's services only.

As part of this new service, plans have been drawn up by the OoCIO for the implementation of the FORSA/HSE agreement to provide emergency out of hours cover on a full seven day basis, set out as below. Further communications, as required, will issue in due course from the office of the OoCIO.

#### **Remuneration Arrangements**

(a) The new approved on-call standby allowance payable is €450 for the provision of availability for a continuous seven day period and is independent to the call taking requirement. To receive the full €450 standby availability must be provided Monday -Thursday 5pm-9am and from 5pm Friday to 9am Monday (total 128 hour period). Where staff provide on call for less than the seven day period, a pro rata payment shall apply e.g. 1 nights call (5pm-9am) attracts a payment of €49.22

While on-call, individuals shall be immediately available to respond as required.

(b) Standard superannuation arrangements with regard to 'on call' payments will apply in this instance.



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"To view the Health Services People Strategy 2015-2018, please click [here](#)."

- (c) Staff will provide the emergency out of hours' service in addition to their normal working hours that they are contracted to complete. All individuals are required to comply with the provisions of the Organisation of Working Time Act. All rest periods related to call outs, including compensatory rest are unpaid.

#### **Call Out's**

- (a) Where a call out is required in line with the approved business case, it will automatically attract a 4 hour overtime allowance, paid as per National Agreements on such matters and separate to the standby rate.  
The 4 hours overtime payment will cover any additional calls within those 4 hours. If a call takes 5 hours then the overtime received is 5 hours at the appropriate O/T rate.
- (b) Where an individual is required to physically attend at work, travel expenses shall be approved in line with national circulars and NFR's.

#### **Conclusion**

The provisions of this circular now stand to be implemented for all relevant staff. This new service will be reviewed on an on-going basis including audit by OoCIO.

This arrangement is available to implement in Non HSE sites and health funded agencies, if required, but will need to be staffed/funded directly by those agencies should additional out of hours services be necessary for those sites.

#### **Queries**

Any queries regarding the implementation of the circular or matters contained in the guidelines to issue by OoICO should be addressed to: Graham Finlay, Corporate Employee Relations Services, HSE HR Directorate, 63-64 Adelaide Road, Dublin 2. Tel: 01 6626966; Email: [graham.finlay@hse.ie](mailto:graham.finlay@hse.ie)

Please also note that the HR Help Desk is available to take queries on 1850 444 925 or [ask.hr@hse.ie](mailto:ask.hr@hse.ie).

Yours sincerely,



**Rosarii Mannion,  
National Director of Human Resources.**