



Head of Service for Older Persons  
Cork Kerry Community Healthcare

Health Service Executive  
Caha House, Business & Technology Park  
Model Farm Road  
Cork Eircode: T12 XHT4

Cúram Sláinte Pobail - Corcaigh & Ciarraí  
Feidhmeannacht na Seirbhíse Sláinte  
Teach Caha, Párc Ghnó & Teicneolaíochta  
Bóthar na Modh Feirme, Corcaigh  
Tel: 021 4923854

25<sup>th</sup> May 2023

Deputy Michael Healy Rae. T.D.,  
Dáil Éireann  
Dublin 2

**PQ ref 22556/23**

**“To ask the Minister for Health the reason there have been difficulties experienced by home support workers with the pay and expense system (details supplied); when the matters will be rectified; and if he will make a statement on the matter”.**

**Details Supplied: Minister we have a situation whereby our home support workers in Co Kerry who provide an invaluable service in our communities are very upset with the new pay and expenses system, these workers are not getting their correct payments when they are due to receive them.**

Dear Deputy Healy Rae,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response.

The National Integrated Staff Records & Pay Programme (NiSRP) is implementing national Staff Records and Payroll systems across the HSE and has been operational in HSE South since March 2023. The Programme will modernise the way the HSE connects with staff, improving access for staff to their record and pay details via online employee and manager self-service tools.

As with any new implementation, there have been some initial teething problems. An issue was identified in the first payment to Health Care Support Assistants under the new system, whereby some of our Kerry staff had not been paid on the correct point of the salary scale. These staff were quickly identified and their details have been submitted to the National Pay Administration unit for update on the system. Amended payments will be made in upcoming pay cycles with all corrections scheduled for completion by early July. We apologise for any inconvenience which this may have caused our staff but I am advised that these issues are now resolved and measures have been put in place which will enhance the roll out of future implementations.

I trust this clarifies the position and if you require any further information, please do not hesitate to contact me.

Yours sincerely,

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Jackie Daly  
Head of Service for Older People

