



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

Foirgneamh Aibhneacha, Crosbhóthar
Thamhlachta, Tamhlacht,
Baile Átha Cliath D24 XNP2

Office of the Director
National Ambulance Service

Rivers Building, Tallaght Cross
Tallaght, Dublin, D24 XNP2

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21 March 2025

Deputy David Cullinane TD
Dáil Éireann
Leinster House
Dublin 2

PQ25/10045

**198. To ask the Minister for Health the details of National Ambulance Service roster policies as it relates to local rosters and regional rosters; the service's plans as it relates to regional rosters. — David Cullinane. [10045/25]*

Dear Deputy Cullinane,

The Health Service Executive (HSE) National Ambulance Service (NAS) 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.

NAS has operated a roster system that has been in place for over 40 years with different governing arrangements across all areas. This has resulted in the following:

1. Inconsistencies with workforce scheduling
2. Issues with capacity meeting demand
3. Complex industrial relations arrangements
4. Utilisation of relief staff for short term operational requirements
5. Issues planning, monitoring, and reporting on capacity.
6. Lack of flexibility to facilitate part time or bank arrangements
7. Negative impact on staff morale
8. Lack of work life balance for staff
9. Issues retaining and attracting staff

Existing rostering arrangements are also supported by Procedures in relation to the Effective Utilisation and Rostering of Unrostered Staff and the National Framework Agreement on Structured Leave.

NAS and its trade union partners recognised that, in addition to looking at modelling future demand, and projecting resource levels, rostering patterns and scheduling arrangements must be fit for the future needs of the organisation in an evolving and complex health system.

Therefore, working together, and as part of the NAS Roster Model Review, NAS management and trade unions have developed the Core Principles, Guidance & Recommendations for Rostering.

For any roster to be considered for implementation, it must first be approved as such by the Director of Operations to confirm compliance with the Core Principles, Guidance & Recommendations for Rostering, the WTE Control and Financial Expenditure Limits as well as the Agency/Overtime Conversion Target (where applicable).





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The modernisation of rostering arrangements is comprehended within a current pay dispute with SIPTU and Unite which is the subject of continuing engagement under the auspices of the WRC.

I hope you find this information helpful

Yours sincerely

Robert Morton
Director
National Ambulance Service

