



**Stiúrthóra Náisiúnta,
Acmhainní Daonna**

Feidhmeannacht na Seirbhíse
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To:

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- Each National Director**
- Each Assistant National Director HR**
- Each Assistant Chief Finance Officer**
- Each Hospital Group CEO**
- Each Hospital Group Director of HR**
- Each Chief Officer CHOs**
- Each Head of HR CHOs**
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- Each CEO Section 38 Agencies**
- Each HR Manager Section 38 Agencies**
- Each Employee Relations Manager**
- Each Group Director of Nursing & Midwifery**
- Each Group Director of Midwifery**
- Each Clinical Director**
- Director National Ambulance Service**

From: **Anne Marie Hoey, National Director of Human Resources**

Date: **25th September 2023**

Subject: **HR Circular 022/2023 - Revisions to HSE Managing Attendance Policy**

Dear Colleagues

Please find attached a copy of the revised HSE Managing Attendance Policy which takes effect from the **25 September 2023**. The Policy sets out a standardised approach to the management of attendance in the HSE and aims to provide practical guidance for line managers in promoting a positive culture of attendance in the work place. The granting of sick pay to HSE employees under the Public Service Sick Leave Scheme is subject to their compliance with the Policy. Section 38 employers should have their own HR policies and procedures in place for managing attendance.

The revisions to the Policy were driven by various factors including legislation and policy updates. Key changes include:

Section 4: Incorporation of two additional responsibilities for line managers reflecting Department of Social Protection Illness/Injury Benefit payments (e.g. [HSE HR Circular 005/2018](#)), and to emphasise the general responsibility of line managers to communicate sick pay entitlements to their employees and monitor paid sick leave to avoid over or under

payments. These responsibilities are particularly important in the context of the amendments to the Public Service Sick Leave Scheme which were introduced on 4 September 2023.

Section 4: Highlighting responsibility of Human Resources to provide information and guidance on the Public Service Sick Leave Scheme and other sickness absence schemes and to enhance line managers' knowledge of these schemes through training and other relevant supports.

Section 5.1: Acceptability of medical certificates from registered dentists as well as registered medical practitioners to certify the employee's unfitness for work due to illness or injury. In addition, there have been some amendments to the Definitions in Section 3 to clarify requirements relating to the providers of medical certificates, and their Registers.

Section 5.1: A requirement for medical certificates to state the nature of the illness or injury has been removed to ensure compliance with the General Data Protection Regulation (GDPR). Related provisions of the Occupational Health referral form in Appendix 1, Section 5 have also been removed.

Training programmes for line managers to raise awareness of the Managing Attendance Policy and related matters are facilitated by the Leadership, Learning and Talent Management (LLTM) team within the Capability and Culture division of National HR. As well as the half day live virtual training programme *Managing Attendance*, the People Management Legal Framework training programme contains a module on Managing Attendance. Further programme information and details on how to enrol on these live programmes can be accessed in Leadership, Learning and Talent Management's National Prospectus at: <https://healthservice.hse.ie/staff/training-and-development/training-programmes-for-all-staff/>.

Please ensure that this Circular is brought to the attention of all relevant managers and staff in your area of responsibility.

Queries

Queries from individual employees or managers in relation to these arrangements should be referred to local HR/Employee Relations Departments. Please note that the National HR Help Desk is also available for **staff queries** on 1800 444 925 or ask.hr@hse.ie

Queries from HR Departments and Employee Relations Departments on the contents of this Circular may be referred to National Employee Relations (NER), 63/64 Adelaide Road, Dublin 2. Tel: 01- 6626966, Email: info.t@hse.ie

Yours sincerely



Anne Marie Hoey
National Director of Human Resources