

WEST LIMERICK INDEPENDENT LIVING CLG

Resource Management and Rostering Policy

Policy Reference	WLILP35
Category	Operational Policies — HR & Health and Safety
Version	2.2 (sleepover shift compliance and a general leave provision added)
Status	APPROVED — by the Board of Directors on 9 October 2026
Supersedes	WLILP35 - Resource Management and Rostering Policy (approved by the Manager); WLILP35 - Resource Management and Rostering Policy - DRAFT v2.0
Policy Owner	Board of Directors, West Limerick Independent Living CLG
Applies To	All employees involved in the scheduling and delivery of Personal Assistant and Home Support services
Related Policies	WLILP7D - Data Retention, Rectification and Erasure Policy; WLILP19 - Lone Working Policy; WLILP32 - Recruitment and Selection Policy
Review Cycle	Annually

1. Purpose

This policy outlines the principles and procedures for the effective allocation and rostering of staff to ensure person-centred, consistent, and efficient service delivery. It supports the wellbeing of staff, ensures the sustainability of services, and maintains compliance with HIQA standards and employment regulations.

2. Scope

This policy applies to all employees involved in the scheduling and delivery of Personal Assistant and Home Support services under West Limerick Independent Living CLG ("WLIL").

3. Legislative and Regulatory Framework

- Organisation of Working Time Act 1997 — sets minimum daily and weekly rest periods, breaks, and the maximum average working week; rostering decisions must comply with these limits, not only WLIL's own scheduling preferences
- Employment (Miscellaneous Provisions) Act 2018 — relevant to banded hours and predictability of working patterns, including for relief staff
- Safety, Health and Welfare at Work Act 2005 — an employer's duty of care includes managing fatigue risk arising from rostering practice
- HIQA Draft National Standards for Home Support Services (2024)
- Sick Leave Act 2022

4. Principles of Resource Management

Client-Centred Planning

Rosters will be developed in accordance with individual service user care plans, taking into account preferences, identified needs, and risk assessments.

Staff Suitability

Allocation of staff will consider training, experience, location, availability, and compatibility with the client.

Continuity of Care

Efforts will be made to maintain consistency in staffing to support trust and service quality.

Fairness and Transparency

Rostering decisions will be made transparently and communicated clearly with all stakeholders.

5. Rostering Procedures

- Rosters will be created and maintained using the current care planning system, updated regularly by Service Coordinators
- Staff will be informed of their schedules in advance, with the expectation to confirm availability
- Clients will be notified of their roster and advised of any changes as early as possible

6. Working Time Compliance

Rosters must be built to comply with the Organisation of Working Time Act 1997, not just to meet service demand. In particular:

- Staff must receive a minimum daily rest period of 11 consecutive hours in each 24-hour period
- Staff must receive a minimum weekly rest period of 24 consecutive hours, normally following a daily rest period, in each 7-day period
- The average working week, calculated over the reference period set out in the Act, must not exceed 48 hours, including any relief shifts or cover taken on by an employee across multiple assignments
- Where a Service Coordinator is arranging relief cover or approving additional shifts, they must check the staff member's existing rostered hours for the week before confirming the assignment, so that combined hours do not breach these limits
- Staff who work alone in a service user's home should also refer to WLILP19 - Lone Working Policy; rostering decisions should take lone working risk into account, not only availability

Sleepover Shifts

A sleepover shift is where a staff member is required to remain at a service user's home overnight, typically for a continuous period of at least 8 hours, and be available to respond if needed. Sleepover shifts must be managed carefully, because they are legally and financially distinct from an ordinary rest period.

WLIL's current sleepover rate is €15 per hour. As of 1 January 2026, the National Minimum Wage is €14.15 per hour for workers aged 20 and over, so WLIL's rate is currently compliant, with a margin of €0.85 per hour above the legal minimum.

A sleepover shift counts as working time under Irish law, not rest, even for the hours a staff member is asleep. This has been confirmed by the Labour Court (LCR20837) and by Workplace Relations Commission decisions against other providers in the disability sector. The National Minimum Wage rises most years, most recently on 1 January 2026, so WLIL's €15 rate should be re-checked against the current minimum wage at every review of this policy, rather than assumed to remain compliant indefinitely — media reporting in 2025 identified voluntary disability sector providers who had failed to keep sleepover pay in line with minimum wage increases, exposing them to legal claims. The current margin above minimum wage gives WLIL some headroom before the next increase, but that margin should be monitored, not relied on permanently.

- Where a shift pattern around a sleepover prevents a staff member taking their normal daily or weekly rest period, compensatory rest of equivalent length must be provided as soon as possible afterwards, in line with the Workplace Relations Commission's Code of Practice on Compensatory Rest Periods
- Any active support provided during a sleepover shift (for example, responding to a call for assistance) should be recorded, as this may have implications for the staff member's rest period and next scheduled shift

7. Managing Leave and Absences

WLIL has deliberately chosen not to maintain a separate Leave Policy, to avoid adding another document for staff to read. Instead, leave entitlements are set out here, in one place. WLIL applies the statutory minimum entitlements directly, as set out below, rather than more generous contractual terms.

Annual Leave

- Statutory annual leave entitlement, under the Organisation of Working Time Act 1997, is the greater of: 4 working weeks in a leave year; one third of a working week per calendar month worked; or 8% of hours worked in the leave year, subject to a maximum of 4 working weeks
- Staff must request annual leave with reasonable notice, and leave must be approved by the relevant Coordinator or Manager before it is taken

Public Holidays

- Staff are entitled to the statutory public holiday entitlement under the Organisation of Working Time Act 1997, currently 10 public holidays per year, taken as a paid day off, an additional day's pay, an additional day of annual leave, or a paid day off within a month of the holiday

Sick Leave

- Statutory sick pay, under the Sick Leave Act 2022, currently entitles an eligible employee to 5 days of employer-paid sick leave per calendar year, at 70% of normal wages, subject to a daily cap of €110. This figure should be checked at each policy review, since it is set by Ministerial Order and has changed before: a planned increase to 10 days from 2026 was not implemented, and the entitlement was instead held at 5 days
- Eligibility requires at least 13 weeks' continuous service and a medical certificate covering the absence
- Sick leave or emergency absences must be reported as soon as possible to allow cover to be arranged
- Coordinators will maintain a bank of relief staff or use flexible scheduling options to ensure continuity

Other Statutory Leave

WLIL also recognises the following statutory leave entitlements. Durations and conditions for these are set and periodically revised by the Oireachtas, so staff and Coordinators should confirm the current entitlement via

citizensinformation.ie or the WRC before approving leave of these kinds, rather than rely on a figure recorded here becoming out of date:

- Maternity Leave (Maternity Protection Acts 1994–2004)
- Paternity Leave (Paternity Leave and Benefit Act 2016)
- Parent's Leave (Parent's Leave and Benefit Act 2019, as amended)
- Parental Leave (Parental Leave Act 1998, as amended) — unpaid, distinct from Parent's Leave above
- Adoptive Leave (Adoptive Leave Acts 1995–2005)
- Carer's Leave (Carer's Leave Act 2001) — unpaid
- Force Majeure Leave (Parental Leave Act 1998) — paid, for a family emergency
- Domestic Violence Leave (Work Life Balance and Miscellaneous Provisions Act 2023) — paid
- Jury Service (Juries Act 1976)

8. Changes and Cover

- Changes to the roster due to staff absence, client request, or emergencies must be documented in the current care planning system
- All changes must be communicated to the relevant staff and clients promptly
- No staff member is permitted to self-assign or switch shifts without Coordinator approval

9. Records Retention

Rosters, schedule change records, and related documentation generated under this policy are retained in accordance with WLILP7D - Data Retention, Rectification and Erasure Policy, which is the single authoritative source for WLIL's retention periods.

10. Monitoring and Review

- Service Coordinators will regularly review rostering efficiency and address emerging issues, including working time compliance
- Feedback from clients and staff will inform adjustments
- Rosters will be reviewed during Quality, Health, Safety and Ethics Sub-Committee meetings to ensure alignment with client outcomes

11. Compliance

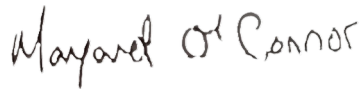
- This policy aligns with HIQA's Draft National Standards for Home Support Services, the Organisation of Working Time Act 1997, and WLIL's internal policies
- Non-compliance may result in review and corrective action, in line with WLIL's HR procedures

This policy reflects the Organisation of Working Time Act 1997 and HIQA's Draft National Standards for Home Support Services (2024), checked as accurate as of drafting. It is not a substitute for legal or HR advice.

Approval

Approved by the Board of West Limerick Independent Living CLG on 9 October 2026.

Signed on behalf of the Board, on its instruction, by the General Manager:



Margaret O'Brien O'Connor, General Manager

Date signed: 09-10-2026