



National Federation of Voluntary Service Providers

Annual Report 2018

I'm Andrew. I am from Annaghdown in Co Galway. I started doing art with Jennifer Cunningham many years ago. Due to my visual impairment I really enjoy working with my hands and feeling the texture of the paint. I love going for walks and sometimes use what I find on walks in my art sessions.

I love hydrotherapy especially the Jacuzzi. I like to go for a spa day a couple of times a year. My favourite place to be is on my beanbag where the sun shines in on me. I love looking at the sun and could spend all day outside when it's sunny.

I am so happy and proud that my work has been chosen to be on the Annual Report.

Andrew is supported by St. Paul's in the Brothers of Charity Services, Galway.



Chairman's Statement

The National Federation of Voluntary Service Providers faced a number of complex and demanding challenges in 2018, ranging from representing the priority concerns of its members on behalf of the children and adults they support to reflecting on and considering the purpose and role of the Federation in to the future. This Annual Report will describe the progress made on these.

We work in a time of constant change and uncertainty. The work that commenced in 2018 to clarify the role and purpose of the Federation is essential and its conclusion will lead to clarity of purpose, confidence of member organisations and valued representation of member interests.

Consultation with the Sector in the context of the preparation of the Report of the Independent Review Group, along with the learning from the Accountable Autonomy Conference hosted by the Federation, point to an exciting opportunity for the Federation to engage with the major stakeholders to restate the essential contribution of a vibrant voluntary sector but also challenges it to reflect on how it can demonstrate its governance and accountability in a robust and comprehensive manner, to ensure the confidence of the State and the public.

The unmet service and support needs of children and adults with disabilities remains the primary priority for service providers and funders. The work we have done to identify the scale of need, to provide the evidence and advocate is essential, and will continue. It will need to be aligned with a commitment by us to work with others, including the State, to find solutions, to develop new service models and to agree costing models and resource allocation processes. The innovation we have demonstrated to date is ever more necessary in light of the funding challenges facing us.

The work of the Federation is wholly dependent on the effective collaboration of Secretariat staff and member organisations. I want to take this opportunity to thank the staff in the Secretariat for their dedication, skills and commitment to the work on behalf of member organisations. As a small team, they work extremely hard and effectively on a wide range of diverse but important themes, as is evident in this report. I want also to thank the members of the Board for their support and commitment throughout the year. I also want to acknowledge the work of other organisations, including DFI, the Not for Profit Association, The Wheel, the HSE, government departments and other stakeholders for their contributions. Finally, I want to thank the National Federation member organisations for their work in ensuring the collective voice of providers of services to people with intellectual disabilities is represented.

Bernard O'Regan,

Chairman.

About the National Federation of Voluntary Bodies

The National Federation of Voluntary Service Providers Supporting People with Intellectual Disability* is a national umbrella organisation of voluntary/non-statutory agencies who provide direct services to people with intellectual disability in Ireland on the basis of service arrangements with the HSE. Our 59 Member Organisations account for at least two-thirds of this country's direct service provision to people with an intellectual disability.

Our Mission

The work of the National Federation is guided by our Mission:

To provide the leadership and support that will enable voluntary organisations to adapt to a radically changing operating environment, with the ultimate aim of ensuring that people with intellectual disability live a life of their choosing

Our Vision

The vision of the National Federation is that people are supported to live a life on their own terms:

Above all people have a deep rooted desire to belong, to be in relationship, to live within the intimacy and security of their family and friends, to be included in the greater life around them with all its attendant possibilities for hope and fulfilment and to do so, to the greatest extent possible, on their own terms. The implications of this simple truth will determine our actions on behalf of all citizens with Intellectual Disabilities.

*During 2019 the company changed its name to the National Federation of Voluntary Service Providers Supporting People with Intellectual Disability; however in 2018 it was named the National Federation of Voluntary Bodies Providing Services to People with Intellectual Disability

Structure and Governance of the National Federation

Member Organisations: We have 59 member organisations.

General Assembly: Each member organisation can be represented by 2 people from their organisation at the National Federation General Assembly which meets on a quarterly basis.

Areas Federation Committees: There are 5 Area Federation Committees:

- Dublin North-East Area Federation Committee;
- Dublin Mid-Leinster Area Federation Committee;
- Southern Area Federation Committee;
- South-Eastern Area Federation Committee; and
- Western Area Federation Committee.

Each Area Federation Committee is made up of representatives from member organisations in the area/region in which they provide services.

Board of Directors: In accordance with the Memorandum & Articles of Association, the National Federation of Voluntary Bodies arranges for the election of its Board of Directors as follows:

Each Area Federation Committee has the power to elect two directors to the Board and in 2018 these were as follows:

- Dublin Mid Leinster: Joe Mason, WALK (replaced Christy Lynch, KARE) and Brendan Broderick, Muiriosa Foundation
- Dublin North East: Pat Reen, Prosper Group and Natalya Jackson, Daughters of Charity Disability Support Services (replaced Denis Cronin, Daughters of Charity Disability Support Services)
- Southern Area: Sean Abbott, COPE Foundation and Marie Linehan, KPFA
- South East Area: Vincent O'Flynn, Carriglea Cairdre Services and Fiona O'Neill, WIDA
- Western Area: Breda Crehan Roche, Ability West and Johanna Cooney, Brothers of Charity Ireland Services.

The above Directors have the power to nominate up to 5 co-options, however, one must come from each of the following geographical areas: Dublin North East; Dublin Mid Leinster and Western Region. The co-options to the Board in 2018 were as follows:

- Dublin North East: Anna Shakespeare, St. Michael's House
- Dublin Mid Leinster: Clare Dempsey, St. John of God Community Services
- Western Region: Bernard O'Regan, Western Care Association
- Family Member Representative: Ms. Gere Byrne

The Board elects a Chairperson every two years. **During 2018, Bernard O'Regan, Chief Executive of Western Care Association, based in Mayo, chaired the National Federation.** The Board is responsible for the governance of the National Federation in accordance with its Articles of Association and directs the National Federation's work programme. In terms of the financial management of the National Federation the Board has an Audit and Financial Risk Committee to oversee this task.

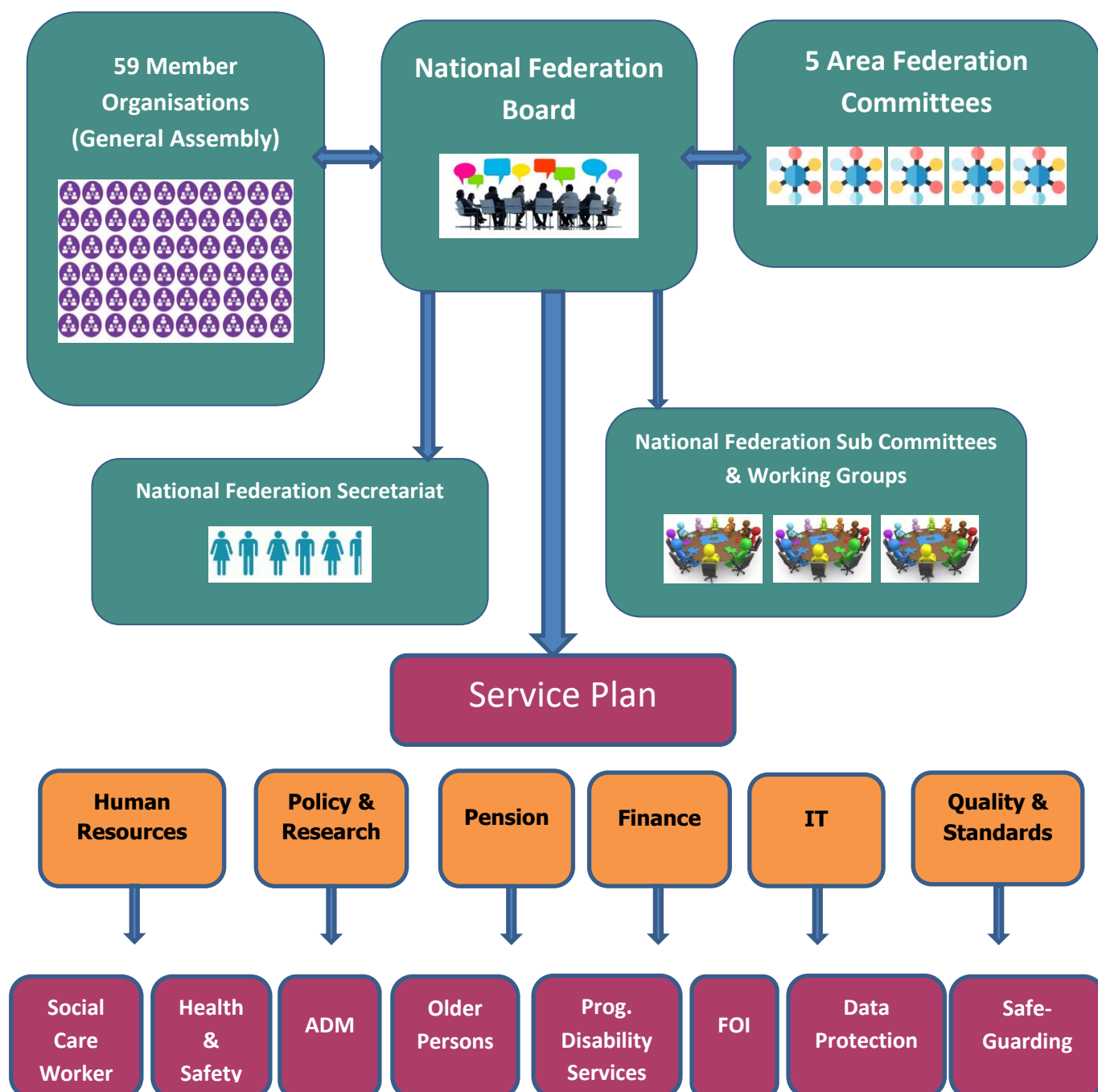
Board Members 2018

- **Chairman** – Bernard O’Regan, Western Care Association
- **Company Secretary** - Ms. Breda Crehan-Roche, Ability West
- Mr. Sean Abbott, Cope Foundation
- Mr. Brendan Broderick, Muiriosa Foundation
- Ms. Johanna Cooney, Brothers of Charity Services
- Mr. Denis Cronin, Daughters of Charity Disability Support Services (Resigned September 2018)
- Ms. Clare Dempsey, St. John of God Services
- Ms. Natalya Jackson, Daughters of Charity Disability Support Services (Appointed December 2018)
- Ms. Marie Linehan, Kerry Parents & Friends Association
- Mr. Christy Lynch, KARE (Resigned March 2018)
- Mr. Joe Mason, WALK (Appointed December 2018)
- Ms. Gere O’Byrne, Family representative
- Ms. Fiona O’Neill, Waterford Intellectual Disability Association
- Mr. Vincent O’Flynn, Carriglea Cairde Services
- Mr. Pat Reen, Prosper Fingal
- Ms. Anna Shakespeare, St. Michael’s House

How we carried out our work in 2018

The work of the National Federation is governed by the Board of the National Federation, which consults with and represents the General Assembly of all members; and its five Area Federation Committees. Our work is carried out in consultation with our member organisations and wider stakeholders. We support this work through our sub-committee and working group structure which includes:

- Sub-Committees: Human Resources; Quality & Standards; IT; Finance.
- Working/Reference Groups: Health & Safety; Safeguarding; Older Persons; Assisted Decision-Making Capacity Act; Freedom of Information; Data Protection; Progressing Disability Services for Children & Young People; Social Care Workers.
- Other: Pension & Life Assurance Scheme; Policy coordination; Next Steps Community of Practice.



Review of Role and Priorities 2018

During 2018 the Board of the National Federation commenced a review of the National Federation Purpose, Mission, Values, Governance and Structure in order to agree our core purpose, mission and vision; consider the best structure going forward; whilst enhancing the governance of the organisation.

It was felt that this was an important time to review our purpose – which was agreed as being a representative body of members’ interests. Through this representation members are stronger together as a sector than as individual organisations. The importance of having shared priorities between Section 38 and Section 39 members was underlined whilst acknowledging differences. Working together to address challenges such as regulatory demands and financial pressures is central to the shared approach of the National Federation. Acknowledging and harnessing the positives across member organisations was identified as being important; recognising the strength in diversity across our membership and the key benefits brought by voluntary intellectual disability service providers - including innovation; community inclusion; quality of life for people supported; community mobilisation and development.

Through the review process undertaken the following 4 work streams were identified as key priorities for the National Federation going forward:



Detailed work will take place in 2019 to operationalise the priorities identified through the 2018 review process.

Representation on Sectoral Working Groups

The National Federation engages with a wide range of external stakeholders in order to represent the views of its members in relation to policy and practice in the intellectual disability sector. A range of Working Groups on which the National Federation was represented in 2018 is outlined below:

- Oireachtas Disability Group – highlighting and advocating the need for multi-annual investment and adequate resourcing of disability services.
- Housing Sub Group - implementation of National Housing Strategy for People with a Disability.
- Nominated Health Agencies Superannuation Scheme (NHASS) Working Group
- National Safeguarding Committee
- National Disability Inclusion Strategy Steering Group
- Department of Environment and Housing Consultation Forum

HSE Working Groups

- Transforming Lives National Steering Group
- Children First
- National Child Disability Management Information System Implementation Group
- National Children’s Oversight Group
- New Directions National Steering Group
- School Leavers National Working Group
- Safeguarding Reference Group
- European Working Time Directive Working Group
- On-Call Allowance Working Group
- HSE HR/Finance Working Group
- Working group developing a guidance document on ‘Managing the Finances of Vulnerable Adults’
- National Joint Council
- Joint Information and Consultation Forum
- Ad Hoc Working Group on Fire Safety (Fire Safety Code of Practice in Community Dwellings)
- Shaping the future of Intellectual Disability Nursing in Ireland Steering Group
- Comprehensive Employment Strategy Implementation Group

Supporting actions for implementation of HSE policies & programmes

The National Federation worked closely with the HSE in implementing key policies and work programmes during 2018 – this included the following:

- Collaboration in the development of Progressing Disability Services for Children & Young People website
- Workforce-related matters - pay restoration, team leader posts, employee/IR issues
- Implementation of New Directions – implementation of standards, hub development, Easi Tool
- Participation in the development of e-learning training module for New Directions
- Liaison with HSE’s HR Directorate regarding implementation of the ‘People Management Strategy 2015-2018’
- Next Steps Community of Practice – peer support, mentorship and capacity building for implementation of Transforming Lives policies and development of innovative models of support
- Support to HSE Disability Services Quality Improvement Team via the Next Steps Community of Practice and the work of the Quality & Standards Sub Committee
- National Federation arranged workshop with European Investment Bank and HSE to explore use of European Fund for Strategic Investment in disability sector.

Research and publications

During 2018, the National Federation worked on a number of projects which led to publications as follows:

- ‘Next Steps Tech Steps’ Assistive Technology Guide
- Accountable Autonomy Conference Report
- Inclusive Research Network publications:
 - "Our Homes: An inclusive study about what moving house is like for people with intellectual disabilities in Ireland" accepted for publication in British Journal of Learning Disabilities
 - “How we work” easy to read report on the Inclusive Research Network way of working published November 2018
- Report on Therapy Services for Adults with an Intellectual Disability in Ireland - research completed in 2018, for editing and publication 2019
- Records Retention Guidelines – development work during 2018 / publication in 2019

Submissions on behalf of National Federation member organisations

The National Federation consults with its members with respect to a wide range of human resources, quality, safeguarding and policy issues; to communicate the position of the members on these topics to Government Departments and Statutory Bodies. During 2018, the following range of submissions was collated on behalf of our members.

Submissions made in 2018

- CORU – Public consultation on the ‘Social Care Workers Draft Code of Professional Conduct and Ethics’ (October 2018).
- Proposal to HSE / Department of Health to include Social Care Manager Salary Scales within the Department of Health Consolidated Salary Scales (November, 2018).
- National Quality Improvement Plan for Disability Services in Ireland 2018-2020 – HSE Disability Services Quality Improvement Team (February, 2018)
- HIQA Draft National Infection Prevention & Control Standards for Community Services (March, 2018)
- HIQA Regulatory Burden, Impact on Service Providers (October, 2018)
- HIQA development of guidance to support a rights-based approach to care in health and social care services (October, 2018)
- HIQA & Mental Health Commission Draft National Standards for Adult Safeguarding (September 2018)
- Review of the HSE Adult Safeguarding Policy (September 2018)
- Department of Health – National Health Sector Adult Safeguarding Policy (October 2018)
- Department of Education and Skills Career Guidance Review
- Oireachtas Disability Group pre-budget submission 2019
- NDA Strategic Plan 2019-2021

Human Resources

Throughout 2018 we sought to ensure that National Federation members were supported to address the key human resource issues / challenges facing them. Highlights of the 2018 human resources programme of work included:

Engagement with the HSE

The National Federation sought to enhance its working relationship with the HSE in relation to human resources matters. In this regard the following work was undertaken:

- The 'restoration of pay' continued to be a major issue of concern for Section 39 National Federation members throughout 2018. The National Federation engaged with the HSE, Departments of Health and Public Expenditure and Reform and the Irish Congress of Trade Unions on this issue and supported its members who were part of Phase 1 of the pay restoration process. This work will continue to maintain a priority focus during 2019.
- Liaised with Corporate Employee Relations Services, HSE, to address key industrial relations issues e.g. compliance with the requirements of the European Working Time Directive, On-call allowances, implementation of the Labour Court Recommendation relating to sleep-overs, etc.
- Ensuring the interests of member organisations are represented at national fora such as the National Joint Council (NJC) and the Joint Information and Consultation Forum (JICF) and addressing issues arising in relation to the implementation of relevant national agreements.
- Liaising with the National HR Directorate in relation to the implementation of the 'Health Services People Strategy 2015-2018' and participating in the development of the new health sector people strategy.
- Participation in the employee engagement survey 'Your Opinion Counts' which was run by the HSE during autumn 2018 and contribution to the development of local and national action plans aimed at enhancing employee engagement levels.



Members of the National Federation Operational HR Sub-Committee

Key Meetings & Presentations

A number of key meetings / presentations took place during 2018 for HR personnel working across National Federation member organisations:

Human Resources Operational Group:

The National Federation HR Group is chaired by Ms. Olive Leonard, Director of Human Resources, Muiriosa Foundation. The group acts as a central point for discussion and co-ordination of human resources related issues of concern to Federation members. The group is open to all human resources personnel from across National Federation member organisations and it met 4 times during 2018.

Social Care Workers Task Group

The Social Care Workers Task Group continued its work throughout 2018 – the main focus of its work was on:

- Identifying the issues arising for National Federation members in relation to CORU and the registration of Social Care Workers.
- Undertaking a survey of National Federation member organisations to get a profile of how many Social Care Workers and Care Assistants are working within the Intellectual Disability Sector and the qualifications held.
- Reviewing current job descriptions / proposing a common role descriptor for a SCW/CA working in the disability sector.
- Examining career progression routes for Social Care Workers / Leaders working in the intellectual disability sector.

CORU: In March 2018 representatives of the National Federation met with Ms. Ginny Hanrahan, Chief Executive, CORU and colleagues to discuss the registration of Social Care Workers and the proposed programme of work in relation to same.



National Director of HR, HSE

A delegation from the National Federation's Human Resources Group met with Ms. Rosarii Mannion in June 2018 to discuss a range of human resources related issues arising for National Federation members and the challenges facing organisations in relation to the recruitment and retention of staff.



Health Sector Staff Survey

Ms. Vera Kelly & Ms. Denise O'Shea, National HR Directorate, HSE presented on the Health Sector Staff Survey which took place during September/October 2018. The survey sought to gather the views of employees working across the health sector, including staff in HSE Funded Section 38 and 39 agencies.

HSE Workplace Relations unit

Dr. Malachy Feely, Lead Investigation Support Manager, National Human Resources Workplace Relations Unit, provided a very comprehensive update on the work of Workplace Relations Unit, undertaking investigations and the Reference Manual which has been developed to support this work at the June, 2018 meeting of the Operational HR Group.

Employee Supports & Well-being

Employee Assistance Programme

Through the VHI Corporate Solutions Group Scheme established for National Federation members a range of benefits and supports were made available to employees. Over half of Federation members are part of the EAP and key features of the scheme include access to: an on-line support website; specialist information (legal / financial); telephone and face-to-face counselling; monthly newsletter.

Pension Schemes – Section 38 Agencies

Over the course of 2018 the National Federation sought to address issues arising for Section 38 members in relation to the Nominated Health Agencies Superannuation Scheme and the Single Public Service Pension Scheme to ensure that the agencies were meeting their requirements under the schemes and that areas of difficulty were addressed with the HSE and the relevant government departments.

Continuous Professional Development

An on-going focus of the work of the National Federation is to ensure that training and development programmes designed for staff working in member organisations are focused on meeting national policy requirements and service developments. In this regard 2 notable programmes run during 2018 included:

- **‘Managing for the Future: Building your skills as a Front Line Manager in a Person Centred Environment’**: A further cycle of this very successful programme was hosted by the University of Limerick with a total of 21 participants taking part.



Participants in the University of Limerick 2018 Programme

- **HR Masterclass:** A 2 day HR Masterclass Programme was developed for HR personnel which focused on the key areas of talent management; the Changing Role of the HR Business Partner; People Analytics and Managing Change Effectively. The Programme was delivered by the Chartered Institute of Personnel & Development, (CIPD) Ireland and 25 HR practitioners from across National Federation member organisations took part.



'...excellent presenter and very interesting to listen to, I picked some great tips from both sessions. The sessions are relevant to our service which is very important.'

The information was well presented and relevant.

Health, Safety and Employee Well-being Working Group:

The Health, Safety and Employee Well-being Working Group continued its work throughout 2018 with a highlight being the workshop that took place in March 2018 which included presentations from the HSE's Health & Safety Division along with a consultation session, facilitated by personnel from the Health & Safety Authority, to contribute to the development of its Strategic Plan 2019-2021.

Accountable Autonomy Conference



The National Federation hosted an important conference to address methods of meeting compliance requirements and being accountable for public funding in a way that allows focus on primary purpose to be maintained. The conference took place in the Mullingar Park Hotel on 30th & 31st May, 2018, attended by some 200 people and featuring a large range of high quality speakers.

Back L-R: Prof Charles Sable, Rory O'Donnell, John Burton, Brendan Broderick, Brian O'Donnell, Ivan Cooper
Front L-R: Tara Wilson, Katherine O'Leary, Bernard O'Regan, Senator John Dolan, Prof Kathleen Lynch

Extract from our conference report

There was reflection on the damage which the period of austerity retrenchment had caused and also on the disappointing level of post – recovery investment, but a recognition also that each organisation needed to be fully accountable to assure the public that their taxes are being used to best effect for their intended purposes.

Service Providers are under increasing pressure to meet ever-growing compliance and reporting requirements, without commensurate appreciation that the accumulation of the compliance and reporting burden brings with it serious bureaucratic and information infrastructure challenges.

Major resource-implicating compliance requirements such as the need for an internal audit function, the management of GDPR, upgrading of an aged transport fleet, etc. introduce stark prioritising choices for voluntary agencies who are struggling to maintain existing levels of service and responding to emergencies and changing needs on a daily basis.

During the conference there was heightened recognition of the distinctive value-adding role that is played by the voluntary agency within the provision of health-funded services in particular and within civil society more broadly. The capacity of the voluntary agency to:

- Accelerate the pace of response to local need;
- Optimise the appropriateness and quality of such response;
- The capacity to innovate;
- Consolidate its investment in a manner which expands and deepens social capital in local communities;

were identified as the distinctive value-adding impact.

A recurring narrative during the Conference was that the voluntary sector is well positioned to deliver these outcomes since voluntary agencies are not driven by the need to generate a profit,

nor are they operating under the alternate pressure of statutory obligation. However, it was noted that the restricted access for voluntary agencies to development funding is interfering with the competitive pitch and is resulting in a growing entrenchment of the for-profit sector within the landscape.

After much rich discussion in the plenary sessions and parallel workshops over the two days the following summary conclusions were reached:

1. Where the rules are reasonable, proportionate and aligned with vision and core purpose, they must be honoured.
2. The provisions in the Service Arrangement provide significant scope for providers, where appropriate, to provide an alternative accountability explanation in their own terms.
3. The Comply or Explain approach to accountability provides significant scope to give an alternative accountability than the compliance conforming option. The scope for such alternative accountability increases in areas where the compliance rules have not been validated as appropriate and proportionate in the particular sector in which they are being applied. Where the voluntary agency decides to step outside the rules and substitutes alternate guidance, there is an obligation on that agency to explicitly articulate the change in guidance and the associated reasons. There is a corresponding obligation on the statutory side to consider what scope there is for recasting and enhancing rules and guidance so that they are better fit for purpose. In essence, the 'comply or explain' approach accommodates scope for the exercise of discretionary judgement.
4. Accountability methodologies should not impede reality-testing and learning opportunities for the accountable agency. They must retain an openness to feedback and willingness to review, recast and fine tune the accountability requirements.

It was generally felt that this alternative approach will enhance dialogue between funder and provider and will stimulate alternative review in a manner that optimally aligns accountability and core purpose within the sector. It was agreed that there is no tension between being both responsive to individuals and accountable to the tax payer.

Perhaps the single most important contribution of the conference was the resetting of focus, a reinvigorated recognition of the primacy of core purpose and founding vision and values. The conference recognised that accountability methodologies need to align with and reinforce the primacy of core purpose rather than displace attention from what should be the paramount focus.



Delegates at the National Federation's Accountable Autonomy conference



Bernard O'Regan, Brian O'Donnell, Prof. Charles Sable, Minister Finian McGrath

Policy Work in 2018

A range of activities was undertaken in 2018 to support member organisations in their implementation of national policy and in representing their views in the development of policy. Some examples of this work are outlined below.

National Federation Reference Group on the Assisted Decision-Making Act



Teresa Mallon, Chair of the National Federation's ADM Reference Group

The National Federation's Reference Group on the Assisted Decision-Making Capacity Act (ADM) was established in 2018 to proactively prepare for the implementation of the Act and to provide information to key stakeholders about the specific implications of the Act for individuals with intellectual disabilities and the organisations that support them.

Chaired by Ms. Teresa Mallon, Director Programme - Quality and Safety, St. John of God Services, the group met on three occasions during the year and worked on a paper to highlight areas of the legislation requiring clarification; issues of concern that require consultation with the Decision Support Service and others; and matters that will be important for member organisations to take account of when the Act is commenced. The Reference Group met with Caoimhe Gleeson, Marie Tighe and Suzanne Maloney (HSE) to discuss planning for implementation.

On Wednesday 7th March 2018, the ADM Reference Group arranged a seminar for members to explore the implications of the Assisted Decision-Making Capacity Act for service provider organisations. The focus of this seminar was on exploring ways in which the funds belonging to users of services can, and should be accessed, and managed for the benefit of the person; and how this relates to the will and preference of the person as understood in the Act. The seminar took place in Moore Abbey, Monasterevin and was facilitated by Ms. Mary Condell, Legal Advisor with Sage. Mary is a practicing solicitor and mediator with a particular interest in legal and other issues concerning older adults and adults with disabilities. She is also a member of the Law Society's Task Force on Mental Capacity which was established to review and make submissions on new capacity legislation and of the National Financial Abuse of Older People Working Group.



Anna Shakespeare, CEO, St. Michael's House / Chair of the National Federation Quality & Standards Sub Committee & Ms. Mary Condell, Legal Advisor, Sage

Next Steps-Tech Steps' Assistive Technology Event

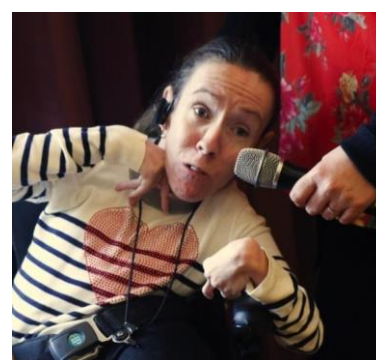


Patrick Herterich and Sarah Gavra Boland, St John of God Community Services

Globally, technology is developing at an exponential pace, including in the area of Assistive Technology (AT). Researchers and AT experts are discovering new and innovative benefits that technology can offer to people with disabilities and the ageing population in a range of aspects of life. Without being immersed in this world of technology, it can be challenging to keep up with developments and their potential in supporting people with disabilities. In response to these challenges and to explore how our member organisations can harness the potential of assistive technology to enhance the independence and quality of life of people we support, the National Federations' **Next Steps Tech Steps** Assistive Technology event was convened on 18 May 2018.

The event planning took place as part of the work of the Next Steps Community of Practice and Learning. Members had requested an interactive, hands-on event to showcase the available technologies that have the potential to support individuals to maximise their independence - whilst also providing an insight into the ways that AT can demonstrate value for money. Two key areas of focus of the event were:

- **How can AT support our member organisations and the people that they support to live lives of their choosing and maximise independence?**
- **How can AT support service providers in achieving value for money whilst supporting individuals?**



Shelly Gaynor

The conference presented up to date knowledge on how AT can assist in everyday tasks that include communication; finding your way around; independence and safety within the home, learning new skills, supporting advocacy and medical support. It also shared a glimpse of the future of AT in the rapidly changing digital environment, with the potential of technologies such as Virtual Reality being showcased in ways that can support individuals in a range of innovative ways. **A report was published in September 2018 bringing together the learning from the day to share widely and can be found on the National Federation website <http://www.fedvol.ie/>**

Incredible day because people with lived experience facilitated- with and without disabilities.

I am more informed- I can take this information back to my organisation and apply it to individuals and specific circumstances

Working Group on Health Outcomes for Older Adults with ID



Members of the Older Persons Working Group: Dr. Eimear McGlinchey, Michael Foley, Prof. Mary McCarron, Alison Harnett, Gere O'Byrne and Pauline Smyth

The National Federation's *Working Group on Health Outcomes for Older Adults with Intellectual Disabilities* took place on 19 June 2018. The remit of the group is to support good health outcomes for older persons with intellectual disabilities in Ireland, in line with the Healthy Ireland Framework. In this endeavour the group is working in partnership with the Trinity Centre for Ageing and Intellectual Disability, and is informed by the findings of the

IDS-TILDA research. In 2018 the work of the group primarily focused on brain health in older adults with ID, as the establishment of the National Memory Clinic for people with ID (now confirmed) began to be explored. The group also linked with relevant initiatives taking place locally and nationally that are important for the health and well-being of older adults, in order to share learning across the National Federation networks and with the wider disability sector.

Training for Early Services teams in Informing Families best practice guidelines

As part of the national roll-out of the Best Practice Guidelines for Informing Families of their Child's Disability, the National Federation provided training to Early Services teams across 7 Community Healthcare Organisation's in 2018. Over 900 professionals from across multi-disciplinary areas participated in the training, including over 300 who joined a 3 hour webinar on 3rd December, 2018 to bring the Informing Families training to a wider audience. The online audience included



Participants in the Informing Families Training in Limerick, 3 December 2018

50 cross-sectoral groups that came together across the country from hospital, community and disability organisations. The training was delivered in partnership with Dr Ciaran Browne (HSE National Lead Acute Hospital Division); Ms. Ann Bourke (HSE - National Disability Specialist) and Mary Immaculate College in Limerick, in order to maximise the reach and dissemination of the training.

National Federation IT Sub Committee

The National Federation IT Sub Committee members held their first meeting of 2018 on February 7th in the National Federation offices in Oranmore. The committee members welcomed the newly nominated Chairperson, Kevin Dunne, ICT Operations Manager, Brothers of Charity Services Galway. The IT Sub Committee met 8 times in 2018 and discussed a wide range of areas including; Office 365, TitanHQ, Cloud Wifi Control, Languardian/Darktrace, NRB NASS system (formally NIDD), IT Security Landscape, IT Team Business Communication and GDPR updates and queries. The group made a report to the Board of the National Federation with its key insights from 2017-2018, making recommendations of areas of practice in relation to IT in which the shared learning from the sub-committee meetings can be particularly valuable.



Art competition 2018



Minister Finian McGrath, Shane Molloy & Anne Marie Carew

Each year, the National Federation organises an art competition to select images for the covers of the annual reports of the Health Research Board's National Intellectual Disability Database (NIDD) and National Physical and Sensory Disability Database (NPSDD). As ever, 2018's competition produced an outstanding set of artworks and the worthy winners were **Shane Molloy** (NIDD annual report) and **Hillary Murray** (NPSDD annual report) both from Brothers of Charity Services, Galway.

Inclusive Research Network

The Inclusive Research Network had a busy year in 2018. The IRN members, supported by academics from University of Limerick and Trinity College and by the National Federation of Voluntary Service Providers, continued the work on their latest research project called **'Doctors and Us'**. The study is about finding out what it is like for a person with an intellectual disability to visit their doctor and what can be done to improve their experience.

- The IRN members were trained on how to co-lead and participate in Focus Groups. During 2018 IRN members were given the opportunity to co-lead 7 Focus Groups consisting of 24 men and 19 women with an intellectual disability. Initial findings presented at a conference in Canada.
- IRN produced a paper on the UNCRPD lobbying for the full ratification of the convention. This was circulated to relevant Ministers and TDs.
- During the year some IRN members presented the findings of its previous research project 'Our Homes' at various events including a presentation in Brussels.
- The produced a paper on the 'Our Homes' which was submitted to the British Journal of Learning Disabilities for publication.



IRN members Fionn, Brian and Martin leading one of the Focus Groups for the 'Doctors and Us' Study



Members of the Inclusive Research Network

Quality and Standards

Throughout 2018, the National Federation continued to consolidate its commitment to continuous quality improvement and innovation across its member organisations. A key driver in supporting this work was the National Federation's Quality and Standards Sub-Committee, chaired in 2018 by Ms. Anna Shakespeare, CEO, St. Michael's House.



Members of the Quality & Standards Sub Committee:

L-R Bernard O'Regan, Western Care, Sheila Buckley-Byrne, St. Hilda's; Maura Crowley, KPFA; Anna Shakespeare, St. Michael's House and Chairperson; Bernie O'Sullivan, COPE; Elaine Teague, St. Michael's House; Eileen Costello-Conneely, Ability West; Grainne Sexton, Gheel; Margaret Larkin, SOS; Jillian Sexton, NFVB; Roger Greengrass, WIDA.

Key work streams focused on during 2018 included:

Implementation of the Regulations for Residential Services for Adults and Children with Disabilities

The National Federation continued to work closely with HIQA throughout 2018, in particular through the work of the HIQA Providers Forum, which was established to facilitate communication between the Authority and representative organisations of service providers. In particular the work of the Forum focused on:

- The provision of updates on the implementation of the regulatory processes, policy direction and registration programme for residential services for children and adults with disabilities.
- Presentation by Service Providers of wider queries and issues raised by Federation members falling under the Regulations.

In October 2018 the National Federation was invited to contribute to a discussion on the burden placed on Service Providers arising from Regulation. Such regulatory burden can be described as the costs incurred by services as a result of complying with statutory regulations and while some of these costs may be warranted i.e. those that have a direct impact on the

quality and safety of care experienced by those using services there may be other costs which, while necessary from a compliance point of view, have little or no impact on the quality of supports provided. Discussions at the focus group sought to inform HIQA's ongoing discussions with the relevant Government departments on the reform of the regulatory system.

Fire Safety in Community Dwelling Houses – Code of Practice for Fire Safety in New and Existing Community Dwelling Houses

During 2018 the National Federation raised members concerns with the Dept. of Housing, Planning, Community and Local Government in relation to the implementation of the provisions of the Fire Safety Code of Practice. The National Federation sought to work with key stakeholders, including the HSE, to address these issues.



Implementation of New Directions Personal Support Services for Adults with Disabilities

The National Federation continued to be ably represented on the New Directions National Working Group by Mr. TJ Duggan, Cheeverstown House and Mr. Trevor Jacob, CWCW, Enniscorthy.

Mr. Michael Farrell, St. Michael's House, represented member's interests in relation to the role-out of the 'New Directions Interim Standards'. The standards, which have a continuous quality improvement focus, aim to support organisations to identify the areas in which they are meeting the interim standards while also detailing plans to address identified gaps in systems/processes and identify additional opportunities for improvement. Roll out of the standards will continue into 2019.

Work also commenced during 2018 on the development of an online New Directions eLearning module through HSEland. The module aims to support front line staff and managers to implement the provisions of the New Directions policy and support consistent application across day services for people living with a disability. The module will incorporate a number of scenarios, animations, and video clips that will illustrate how people receive the supports outlined in New Directions and how the core values of person centredness, community inclusion and active citizenship are lived within services. Work on completion of the module will continue into 2019.

Transforming Lives - Working Group 4: 'Draft Quality Framework: Supporting Persons with disabilities to achieve personal outcomes'

At the April 2018 meeting of the National Federation's Quality & Standards Sub Committee Ms. Ruth O'Reilly, NDA, and Ms. Teresa Mallon, St. John of God Services, provided a comprehensive overview of the work undertaken by 'Transforming Lives - Working Group 4' in relation to the 'Draft Quality Framework: Supporting Persons with disabilities to achieve personal outcomes'. The outcomes framework sets out 9 outcomes measures for disability services aimed at supporting people with a disability to live a life of their own choosing in the community and to make services genuinely person centred. The approach is to move from organisation led services to community and individualised supports, which focus on the achievement of meaningful personal outcomes. A consultation / workshop event took place on May 2nd 2018 for Federation members and work in relation to the quality framework will continue into 2019.

Information sharing

A key focus of the work of the Quality & Standards Sub-Committee during 2019 related to the sharing of information and in particular the expertise and policy documents as required by HIQA related statutory regulations. The National Federation's website acts as a focal point for the sharing of such information.

Information and Communications

In 2018 the National Federation undertook a range of information and communication activities on behalf of its members:

- Development and maintenance of information on www.fedvol.ie in a wide range of areas relevant to the ID sector. Visited 15,000 times in 2018.
- Evidence-based information materials for families of children with disabilities at the time of diagnosis at www.informingfamilies.ie visited more than 19,000 times in 2018.
- Three comprehensive newsletters during 2018 sharing the work of the National Federation members and the wider sector.
- Coordination of the National Federation's social media communication e.g. the @NatFedVolBodies Twitter account.
- Weekly news digests circulated to all members.
- Presentation in panel discussion at the European Fundamental Rights Agency conference and workshop on de-congregation in February 2018.
- Briefings organised for member organisations on key topics e.g. 'National Guidance for the Assessment for Social Housing Provision for People with a Disability' at General Assembly meetings.
- Support to the National Federation's Working Group on Data Protection
- Coordination of the National Federation's Freedom of Information network and collation of FOI returns from across the member organisations.
- Opportunities extended for HSE, Department officials, State Agencies to communicate to the voluntary ID sector via presentations at General Assembly and via National Federation communication channels.

Administration of the National Federation's Pension Scheme

The National Federation of Voluntary Service Providers' Pension & Life Assurance Scheme is a Defined Contribution Scheme which was established in 1996 to provide pension and life assurance benefits for employees of participating employers. The Scheme is established under trust and has been approved by the Revenue Commissioners and is registered with the Pensions Authority (PB 67866). The Scheme currently comprises of 25 participating employers; 4880 members (3,693 Active members and 1,187 deferred members) and has a fund value under management of over €194m as at 31st December, 2018.

Trustees

The interests of scheme members are looked after by the Scheme Trustees who have been appointed by the Board of the National Federation.

During 2018, Ms. Deirdre Herlihy and General Investment Trust (GIT) were appointed as Trustees to the National Federation's Pension Scheme.

Mr. Tony Darmody, Trustee, and former Chairman, to the National Federation's Pension Scheme resigned at the end of 2018. Tony was very influential and one of the key players to the establishment of the Pension Scheme in 1996. Tony made an enormous contribution to the Scheme over the years and brought a wealth of experience, knowledge and expertise. We will always be indebted for Tony's key role in the establishment of the Pension Scheme and for that we are truly grateful.



Tony Darmody

The current Pension Scheme Trustees are as follows:

- John McHugo, (Appointed Chairman August 2019);
- Pauline Brennan (Appointed August 2019);
- Francis Coughlan;
- Deirdre Herlihy;
- John O'Dea;
- General Investment Trust (James Skehan);
- Mr. Tony Darmody (Resigned December 2018);
- Mr. Bernard O'Regan (Resigned August 2019);
- Mr. Brian O'Donnell (Resigned August 2019).

Five meetings and four conference calls of the Trustees took place during 2018.

Secretariat

The National Federation Secretariat continued to provide administrative support to the Pension Scheme Trustees in 2018 and acted as point of contact for all key stakeholders to ensure the smooth and efficient running of the Pension Scheme i.e. Pension Trustees; Participating Employers; New Ireland; Cornmarket; Auditor; Pension Authority.

The Secretariat ensured:

- All employers were compliant with pension scheme regulations e.g. timely remittance of monthly pension contributions.
- Participating employers' co-operated with the trustees concerning disclosure of information e.g. circulation of members' annual benefit statements and notification to members of the pension scheme of the availability of the Trustee Annual Report and audited Accounts.
- Participating employers made the necessary returns required by the Zurich Life - the insurers of the life cover that is an integral part of the Pension Scheme. The Group Life Scheme is due for review in 2019 which will be a priority issue for the Trustees to address next year.
- All general queries from members of the Pension & Life Assurance Scheme were responded to appropriately and efficiently or alternatively were signposted to the relevant personnel for specific personal / investment queries.
- Regular meetings with New Ireland and Cornmarket were facilitated, including an annual meeting to review the Pension Scheme's investment performance.
- All pension documentation / material was kept up to date and reflected any changes to scheme.
- All pension booklets and material was made easily accessible for employers i.e. available on the National Federation's website.
- All relevant documents and information from employers / Next of Kin / Solicitors, was made available for consideration by the Trustees to assist in their decision making process regarding payment of death benefits accruing following the death of a member. Anti-Money Laundering (AML) requirements from next of kin, prior to payment of benefits in line with Trustees decision and revenue limits, was obtained.
- All members Expression of Wishes forms were filed and kept up to date and are easily retrievable in the event of the death of a member.
- A Consultant Medical declaration was obtained in respect of any member who sought to retire on grounds of ill health and was forwarded to the Trustees for approval and sign off and relevant parties were informed of the Trustees' decision i.e. Member; New Ireland and Participating Employer.
- All Pension Adjustment Orders (PAOs) were forwarded to New Ireland's Legal Department and were responded to promptly in advance of any court hearings etc.
- All annuity forms / transfer applications were signed by Trustees and returned to relevant broker / party in a timely fashion.

Member Engagement

The trustees consider member engagement as a key element of the Pension Scheme to ensure that members are fully aware of the benefits provided under the Scheme. During 2018 a number of group presentations and one to one meetings were arranged for members via the different participating employers.

Workshops

GDPR:

A General Data Protection Regulation (GDPR) workshop took place on 16th April, 2018, in the Midland Park Hotel, to outline to employers the implications of GDPR specifically as it relates to the Pension & Life Assurance Scheme. The workshop provided an overview of the new regulations, what employers need to do to comply with GDPR and the practicalities of administering the pension scheme while ensuring that employee / member data is protected.

In light of GDPR the Trustees adopted revised procedures regarding (a) Requests from members who wish to retire due to ill health; (b) Death in service claims and (c) completion of Expression of Wishes forms.

Pension Administrators Workshop:

This workshop was held on 10th October 2018 and was attended by CEOs and personnel involved in the administration of the pension scheme from each participating employer. Presentations were delivered by General Investment Trust, New Ireland and Cornmarket.

Retirement Planning Seminars:

To ensure members approaching retirement are prepared for retirement, workshops are arranged each year to which members approaching retirement, and their partners, are invited to attend. Three Retirement Workshops took place in 2018 as follows:

- 7th June, 2018, Springfort Hall Country House Hotel, Mallow
- 12th June, 2018, McWilliam Park Hotel, Claremorris
- 17th Sept, 2018, Red Cow Hotel, Dublin



Pension Authority meeting



The Pension Authority invited the Pension Trustees to a meeting on 23rd April, 2018, as part of the Authority's supervisory activity on pension schemes established by Trust. The purpose of the meeting was to discuss issues of importance e.g. governance practices; investment options and fund performance and

member engagement. A comprehensive file was prepared with documents requested by the Authority in advance of the meeting. The meeting with the Authority was very positive and following a small number of recommendations the Trustees commenced work on implementing same. In particular the trustees engaged with Trident Consultants to:

- Evaluate the current investment default strategy i.e. Passive IRIS, versus alternatives available in the market place;
- Review of the benchmarks used for measuring performance;
- Review of the current range of funds and their suitability for the scheme membership.

The review concluded that:

- Passive IRIS is fit for purpose as the scheme default investment strategy, subject to periodic review and engagement with members close to retirement to ensure they have selected the correct landing point;
- The benchmarks currently being used are appropriate;
- The list of investment funds available to members needs to be reviewed with the view to identifying overlaps and gaps – this matter will be progressed by the Trustees and necessary amendments made to fund options in early 2019.

Work commenced on drafting Service Level Agreements (SLAs) with Cornmarket regarding the Group Life Scheme and New Ireland in relation to the Pension Scheme. The SLAs will ensure that there is a clear demarcation between any service providers agreed responsibilities and the responsibilities of the Trustees. Details in relation to commission / fees associated with all aspects of the Pension Scheme will also be outlined in the SLAs. This work is near completion and will be concluded in early 2019.

Audited Accounts

Audited accounts for Year Ended 31 December 2018 were prepared, independently audited and signed off by the Board of Directors at their meeting held on 5 June 2019. The full set of accounts is published on the National Federation website at www.fedvol.ie. Below are some key extracts from the financial statements.

Statement of Financial Activities

(Incorporating an Income and Expenditure Account)
for the year ended 31 December 2018

	Notes	Unrestricted Funds 2018 €	Restricted Funds 2018 €	Total 2018 €	Total 2017 €
Incoming Resources					
Generated funds:					
Voluntary Income					
Seminars		38,844		38,844	13,297
Activities for generating funds					
Administration			100,000	100,000	75,000
Subscriptions		169,233		169,233	167,868
Investment Income	5				17
Charitable activities:					
Grants from Funders			340,977	340,977	400,930
Total incoming resources	7	208,077	440,977	649,054	657,112
Resources Expended					
Net Incoming Resources available for charitable application		208,077	440,977	649,054	657,112
Resources Expended on Charitable Activities					
Costs of Charitable Activities		54,988	582,154	637,142	700,694
Total Resources Expended	8	54,988	582,154	637,142	700,694
Surplus/(deficit) for the year		153,089	(141,177)	11,912	(43,582)
Net movement in funds for the year		153,089	(141,177)	11,912	(43,582)
Transfer between funds		(141,177)	141,177		
Reconciliation of funds					
Balances brought forward at 1 January 2018		493,259		493,259	536,841
Balances carried forward at 31 December 2018		505,171		505,171	493,259

Balance Sheet

As at 31 December 2018

as at 31 December 2018

	Notes	2018 €	2017 €
Fixed Assets			
Tangible assets	11	307,518	320,331
Current Assets			
Debtors	12	14,875	17,756
Cash and cash equivalents		347,796	360,352
		362,671	378,108
Creditors: Amounts falling due within one year	13	(165,018)	(192,733)
Net Current Assets		197,653	185,375
Total Assets less Current Liabilities		505,171	505,706
Creditors			
Amounts falling due after more than one year	14		(12,447)
Net Assets		505,171	493,259
Funds			
Unrestricted designated funds		16,111	16,111
General fund (unrestricted)		489,060	477,148
Total funds	18	505,171	493,259

Independent Auditor's Report

INDEPENDENT AUDITOR'S REPORT

to the Members of National Federation of Voluntary Service Providers Supporting People with Intellectual Disability CLG

(A company limited by guarantee, not having a share capital)

Opinion

We have audited the financial statements of National Federation of Voluntary Service Providers Supporting People with Intellectual Disability CLG (the 'company') for the year ended 31 December 2018 which comprise Statement of financial Activities, the Balance Sheet, and notes to the financial statements, including a summary of significant accounting policies set out in note 1. The financial reporting framework that has been applied in their preparation is applicable Irish law and Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* as modified by the Statement of Recommended Practice "Accounting and Reporting by Charities" effective 1 January 2015.

In our opinion, the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2018 and of its deficit for the year then ended;
- have been properly prepared in accordance with Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland*; and
- have been prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in Ireland, including the Ethical Standard as issued by the Irish Auditing and Accounting Service Authority ("IAASA") Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 3 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by Companies Act 2014

In our opinion, based on the work undertaken in the course of the audit:

- we have obtained all the information and explanations which we consider necessary for the purposes of our audit;
- the accounting records of the Company were sufficient to permit the financial statements to be readably and properly audited;
- the financial statements are in agreement with the accounting records;
- the information given in the Director's Report is consistent with the financial statements; and
- the Director's Report has been prepared in accordance with the Companies Act 2014.

INDEPENDENT AUDITOR'S REPORT
to the Members of National Federation of Voluntary Service Providers
Supporting People with Intellectual Disability CLG
(A company limited by guarantee, not having a share capital)

Matters on which we are required to report by exception

Based on the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified any material misstatements in the directors' report.

The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions required by sections 305 to 312 of the Act are not made. We have nothing to report in this regard.

Responsibilities of directors/trustees for the financial statements

As explained more fully in the Directors' Responsibilities Statement set out on page 9, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

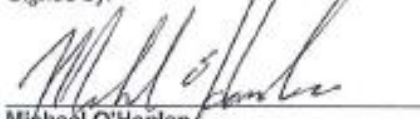
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA website at: http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc2c3a/Description_of_auditors_responsibilities_for_audit.pdf. This description forms part of our audit report.

The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the company's members as a body in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters that we are required to state to them in the audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company or the company's members as a body for our audit work, for this report, or for the opinions we have formed.

Signed by:



Michael O'Hanlon
For and on behalf of:
Michael O'Hanlon & Company Ltd
T/A Michael O'Hanlon & Co
Certified Public Accountants and Statutory Auditors
41 Abbey Street,
Loughrea,
Co. Galway,
Ireland.

Date:

25-7-19

Our Member Organisations

- Ability West, Blackrock House, Salthill, Galway
- Ard Aoibhinn Centre, Belvedere Road, Wexford
- Autism Spectrum Disorder Initiatives, Unit 3 & 4, Quayside Business Park, Dundalk, Co. Louth
- Beam Services, Barrow Haven, Regent Street, Bagnalstown, Co. Carlow
- Brothers of Charity Services Clare, Banner House, Clare Road, Ennis, Co. Clare
- Brothers of Charity Services Galway, Woodlands, Renmore, Galway
- Brothers of Charity Services Limerick, Blackberry Park, Ballykeeffe, Dock Road, Limerick
- Brothers of Charity Services Roscommon, Lanesbro Street, Roscommon
- Brothers of Charity Services South East, Belmont Park, Waterford
- Brothers of Charity Southern Services, Lota, Glenmore, Co. Cork
- Cairdeas Centre, Tullow, Co. Carlow
- Camphill Communities of Ireland, Ballytobin, Callan, Co. Kilkenny
- Carriglea Cairde Services, Carriglea, Dungarvan, Co. Waterford
- Cheeverstown House, Templeogue, Dublin 6W
- Children's Sunshine Home / Laura Lynn, Leopardstown Road, Foxrock, Dublin 18
- Clann Mór Ltd., Clann Mór House, Commons Road, Navan, Co. Meath
- CoAction West Cork, Slip, Bantry, County Cork
- Cope Foundation, Bonnington, Montenotte, Cork
- Cork Association for Autism, Greenville House, Carrigtwohill, Co. Cork
- County Wexford Community Workshop, Beelefield, Enniscorthy, Co. Wexford
- Cumas New Ross, Butlersland Industrial Estate, New Ross, Co. Wexford
- DARA Residential Services, 36 Maynooth Road, Celbridge, Co. Kildare
- Daughters of Charity Disability Support Services, St. Vincent's Centre, Navan Road, Dublin 7
- Delta Centre, Strawhall, Carlow
- Drumlin House, Cootehill, County Cavan
- Gheel Autism Service, Ballycurraghan, Maynooth, Co. Kildare
- Holy Angels Day Care Centre, Strawhall Industrial Estate, Carlow
- KARE, Newbridge Industrial Estate, Newbridge, County Kildare
- Kerry Parents & Friends Association, Old Monastery, Port Road, Killarney, Co. Kerry
- L'Arche Ireland Secretariat, "An Siol", 42 West Street, Callan, Co. Kilkenny
- Malta Services Drogheda, Malta House, Fair Street, Drogheda, Co. Louth
- Moorehaven Centre, O'Brien Street, Tipperary

- Muiriosa Foundation, Moore Abbey, Monasterevin, Co. Kildare
- North West Parents & Friends Association, Holy Family Day Centre, Ballytivnan, Sligo
- Peacehaven, 1-2 Hillside, Greystones, Co. Wicklow
- Peamount, Newcastle, County Dublin
- Prosper Fingal, Strand Street, Skerries, Co. Dublin
- Prosper Meath, Beechmount Industrial Estate, Navan, Co. Meath
- Praxis Care, Unit 18, Ardee Business Park, Hale Street, Ardee, Co. Louth A92 C7RW
- RehabCare, Roslyn Park, Beach Road, Sandymount, Dublin 4
- SOS Kilkenny Ltd., Seville Lodge, Callan Road, Kilkenny
- St. Aidan's Service, Millands, Gorey, Co. Wexford
- St. Catherine's Association, Newcastle, Co. Wicklow
- St. Christopher's Service, Leamore Park, Battery Road, Longford
- St. Cronan's Association, Grange, Roscrea, Co. Tipperary
- St. Hilda's Services, Grace Park Road, Athlone, Co. Westmeath
- St. John of God Community Services, Provincial Administration, Stillorgan, Co. Dublin
- St. Joseph's Foundation, Baker's Road, Charleville, Co. Cork
- St. Margaret's Centre, Moorehampton Road, Donnybrook, Dublin 4
- St. Michael's House, Ballymun Road, Ballymun, Dublin 9
- St. Patrick's Centre (Kilkenny), Kells Road, Kilkenny
- St. Vincent's Centre, St. Mary's Road, Cork
- Steadfast House Ltd, Steadfast Industrial Estate, Drummond Otra, Carrickmacross, Co. Monaghan
- Stewarts Care, Palmerstown, Dublin 20
- Sunbeam House Services, Cedar Estate, Killarney Road, Bray, Co. Wicklow
- WALK, 1 Longmile Road, Dublin 12
- Waterford Intellectual Disability Association, 2 Belmont Road, Ferrybank, Waterford
- Western Care Association, John Moore Road, Castlebar, Co. Mayo
- Windmill Therapeutic Training Unit, Larkins Lane, South Main Street, Wexford