

**National Federation  
of Voluntary Bodies Secretariat  
Service Plan 2018**



**Front Cover designd by: Martina Nolan**

Martina is a very sociable lady who likes nothing more than sharing a cup of tea or two and a chat. Martina enjoys going to her day service in Kilkenny city, where she participates in art, communication and sensory programmes.

In very recent times, Martina has moved (along with three other people) from St. Patrick's Centre on the Kells Road in Kilkenny, to a beautiful new home within a rural country setting, close to the town of Castlecomer.

Martina enjoys her new home environment and is actively exploring her new community. Since moving out, Martina has enjoyed many social opportunities, not readily available previously. She loves visiting the library, attending a ladies friendship group, having her hair styled, going to local pantomime and enjoying a beverage or two in the local pub.

Martina loves to look well and takes pride in her appearance – she is never without one of her many handbags and scarfs.

Martina has a great sense of humour and loves having a laugh and joke with others.

Martina is very close to her family and enjoys going home every weekend.

# **National Federation of Voluntary Bodies**

## **– Secretariat Service Plan 2018**

**Addressing Service  
Delivery Crisis**

**Implementation of  
National Policy &  
Legislation**

**Quality, Innovation &  
Standards**

**Human Resources /  
Employee Well-Being &  
Development**

**Governance & Finance**

**Information Sharing &  
Engagement with  
External Stakeholders**

# Introduction

I am pleased to present our Service Plan 2018.

Our Service Plan for 2018 has been developed following consultation with all member organisations of the National Federation of Voluntary Bodies. It outlines the priority issues identified during the consultation process, together with key actions to address them to best effect. The key issues identified by our member organisations which myself and my team will seek to address during 2018 are as follows:

- Service Delivery Crisis;
- Pay Restoration;
- Code of Practice for the Governance of Voluntary Organisations providing services to people with disabilities;
- General Data Protection Regulation;
- HIQA Compliance;
- Safeguarding/Children First;
- Disability Policy Implementation;
- Review of the role of the Community and Voluntary Sector.

We have secured agreement with the HSE that there will be monthly meetings during 2018 between the National Federation and HSE Disability Social Care Operations. In preparation for these meetings we will be developing work-plans which will be reflective of the work streams of our Board and our various sub committees. There will also be more focussed engagement with our members to ensure that issues of particular concern to them are understood and addressed.

Shared learning has always been a key feature of the National Federation's working. During 2018, we will organise a series of seminars and a conference to support shared learning across agencies on key topics such as Assisted Decision Making; Governance / Compliance; and Assistive Technology.

As we proceed into another very challenging year it is of upmost importance that our National Federation remains strong, cohesive and united.

Our Service Plan 2018 is, as in previous years, challenging and demanding of my small team 5 WTE Staff. We are committed to deploying our relatively small resources to best effect to execute the actions contained in this Service Plan on behalf of all our members. I wish to place on record my thanks to each member of my Team for their ongoing dedication and professionalism.

Our various Sub Committees, Task Groups and Reference Groups play an indispensable role in the delivery of our Service Plan, their contributions and advice are much appreciated.

**Brian O'Donnell,**  
**Chief Executive.**



# Addressing the Service Delivery Crisis

Important factors causing a crisis in our sector include the following:

- Residential Supports;
- Emergencies and Changing Needs;
- Respite Care;
- Inadequate Day Support Facilities;
- Unsafe Transport fleets;
- Pay Restoration;
- Recruitment and Retention Difficulties;
- Financial Solvency of Organisations.

We will re-double our efforts to ensure that the severity of the crisis affecting the sector and the reasons for it are fully understood by Government and State Authorities.

We will do this through our participation on the Oireachtas Committee on Disability, by our participation at meetings of the Joint Committee on Health on issues affecting Disability services, through our participation on the HIQA Providers Forum, meetings with relevant Government Ministers and Departments as required and monthly meetings with the HSE.

# Implementation of National Policy & Legislation

The National Federation of Voluntary Bodies Secretariat will support its members in the implementation of key national policies and legislation relevant to people with disabilities, their families and those that support them in the following areas:

## Transforming Lives

- Participate on the Transforming Lives National Steering Group & Working Groups, and continue to represent the views and concerns of National Federation members. Provide ongoing feedback through the National Federation Secretariat to members on the workings of the groups;
- Collaborate with the HSE in the progression and achievement of the priorities of the Transforming Lives Programme in 2018.



## National Disability Strategy INCLUSION PLAN 2016-2020

- Participate on the National Implementation Group convened by the Department of Justice;
- Contribute to the implementation of the National Disability Strategy Inclusion Plan 2016-2020.



## Progressing Disability Services for Children & Young People (PDSCYP)

- Support the National Federation's PDSCYP Reference Group to ensure that members' views are brought to the attention of the Transforming Lives Steering Group / relevant Sub Groups;
- Provide support to the PDSCYP programme in its ongoing development of the Progressing Disability Services for Children and Young People website: (<http://www.hse.ie/eng/services/list/4/disability/progressing-disability/>), including through the sharing of research findings from the evaluation of the Informing Families website.

## Adult Therapy Services

- Arrange for publication of the report of the National Federation's Adult Therapies Working Group which will form the basis of meetings with the Department of Health, HSE and National Disability Authority on the matter.

## New Directions

- Through our National Federation representatives on the New Directions National Implementation Group and communication with the wider Federation membership, we will support implementation of New Directions actions in 2018;
- Work with the New Directions sub group on the Comprehensive Employment Strategy to develop positive messages around employment options for young people with disabilities, including through the post-production of the Voice Box Video Booth film 'What I want to say about ....Work';
- Continue to advocate for, and participate in, consultation regarding appropriate resourcing for Supported Employment for people with intellectual disabilities.

## **Residential Supports, Housing and Respite**

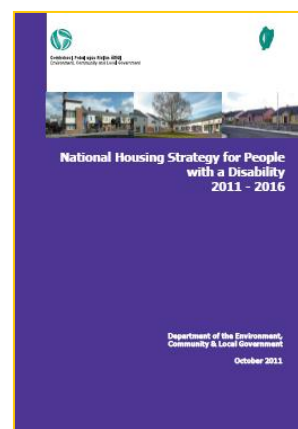
- Continue to engage with all key stakeholders to highlight and address urgent funding requirements for residential and respite supports;
- Support the development of a multi-annual investment plan through the preparation of a pre-budget submission and a national campaign;
- Arrange for a meeting between the European Association of Service Providers for People with Disabilities; the European Investment Bank; the HSE and the National Federation of Voluntary Bodies on the European Fund for Strategic Investment (EFSI).

### Congregated Settings

- Continue to advocate for the full implementation of the *Time to Move On from Congregated Settings* report;
- Participate on the HSE's Congregated Settings Communications Working Group.

### National Housing Strategy for People with a Disability

- Continue to participate on the Housing Sub Group tasked with implementation of the Strategy, and communicate with members on key issues and opportunities arising through this process;
- Arrange a briefing by Ms. Claire Feeney, Housing Agency, for National Federation members on the revised "*National Guidance for the Assessment and Allocation Process for Social Housing Provision for People with a Disability*" on 7<sup>th</sup> March, 2018;
- Co-ordinate participation by National Federation members on the Community Living Working Group of the Housing Sub Group to consider and progress housing matters relevant to people living in community settings (i.e. other than Congregated Settings) in relation to accessing mainstream housing options in line with the *National Housing Strategy for People with a Disability*.



### Home Sharing

- Support the HSE in its implementation of the findings of its "*Home Sharing in Intellectual Disability Services in Ireland*" report.

## **National roll-out of Informing Families Guidelines**

- Continue to collaborate with the HSE in the implementation of the national roll-out strategy of the *National Best Practice Guidelines for Informing Families of their Child's Disability*;
- Provide training in a range of maternity, paediatric and early service settings to underpin the implementation process;
- Liaise with HSE Communications Department to disseminate information to key stakeholders. This will include training for early intervention and school age teams in 8 CHO's during 2018;
- Finalise and publish report on a structured usability and evaluation study on the Informing Families website [www.informingfamilies.ie](http://www.informingfamilies.ie) for which data collection was completed in 2017. Inform processes for providing early information to families and ensuring all materials are up to date based on the findings of the evaluation study.





*Ms. Katherine O'Leary, parent, providing training input as part of the National Federation's implementation programme for the Informing Families of their Child's Disability Best Practice Guidelines*

### **Individualised Supports**

- Progress the next phase of work of the community of learning established through the Next Steps Project; *'Growing the Change'*, to further the development of individualised supports and continue to facilitate the work of the community;
- Reflect on the outcomes of the Immersion Project, Enabling Excellence, the Next Steps *Journey So Far* report and other relevant Irish and international research on individualised supports to inform the wider implementation of the national policy direction in the development of innovative models of support within our membership;
- Ensure that the investment in supports for individualised models is used to best effect and that the sharing of learning and practice innovation is fostered through work undertaken by member organisations;
- Identify barriers and challenges in the implementation of individualised supports and bring these issues to key stakeholders.



*Members of the Next Steps community of learning together with Minister for Disabilities Finian McGrath*

### **Task force on Personalised Budgets**



- Continue to participate on the taskforce, representing the views of member organisations.

### Assisted Decision-Making (Capacity) Act 2015

- Organise a seminar to explore the issues arising from the Assisted Decision Making (Capacity) Act, in relation to how an individual's personal funds can be accessed and managed for the benefit of the person;
- Host a national conference on the Assisted Decision Making (Capacity) Act when the Act is fully commenced / significant progress towards implementation achieved, through engagement with the Decision Support Service and with involvement by self-advocates and members of the Inclusive Research Network;
- Participate on the HSE Social Inclusion's *National Disability Team for the Assisted Decision-Making (Capacity) Act* when established.

### Sexual Offences Legislation

- Prepare a briefing paper in collaboration with legal experts for service providers in relation to the provisions of the Sexual Offences Act 2017, and its implications for supporting people with intellectual disabilities.

### Education

- Continue to engage with the Department of Education & Skills and the Department of Health in relation to the Working Group on Nursing Supports established in 2017, and brief National Federation members on actions and developments arising to support children with nursing needs in attending school;
- Communicate developments and outcomes to member organisations on the implementation of the National Council for Special Education's *Model for Allocation of Special Education Teaching Resources in Mainstream Schools*, as they arise in 2018, and any other education-related policy developments;
- Enquire with the Department of Education & Skills about the possibility of the State Claims Agency providing general indemnity for special schools managed by member organisations.

### Vocational Training & Employment

- Monitor the implementation of the Comprehensive Employment Strategy and communicate with member organisations on key issues and innovations with respect to vocational training and employment;
- Collaborate with the Irish Association for Supported Employment and HSE in identifying the appropriate government department in the provision of future supported employment.

### Working Group on Addressing Health Needs of Older Adults with ID



In 2017 the National Federation examined the Healthy Ireland Framework and ways its health outcomes can be considered for people with disabilities in the implementation of the framework. Following on from this reflection, one key area of urgency for action identified was the outcomes for older persons with intellectual disability. During 2017 a Working Group was established and the following actions will be progressed in 2018:



- Establish Terms of Reference for the Working Group on Addressing Health Inequalities for Older Adults with ID;

- In collaboration with Trinity Centre for Aging and Intellectual Disability, examine evidence of areas of need from the third wave report of the IDS-Tilda research;
- Identify initiatives to improve outcomes for older adults with intellectual disabilities that are achievable in the short and medium term.
- Identify funding opportunities to support work with older adults with intellectual disabilities.

### Inclusive Research Network

- Provide support to the members of the Inclusive Research Network to ensure that they can actively engage in the work of the network;
- Progress the work of the Inclusive Research Network on their latest project *'Doctors and us'* by supporting its members to carry out the research by means of focus groups;
- Support the continued dissemination of the findings of *'Our Homes'* report through journal articles and presentations to all key stakeholders;
- Partner with the Centre for Disability Law and Policy, NUI Galway in a funding bid with Horizon 2020 European Training Network on a project entitled DARE (Disability Advocacy Research in Europe).

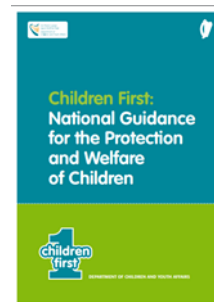


IRN Focus Group Training Day

### Safeguarding

#### • Children:

- Support member organisations in implementing the provisions of the Children First Act, 2015.
- Continue to liaise with the Social Care Division, HSE, in relation to the implementation of Children First and participate on the HSE Children First Social Care Steering Group to represent the interests of National Federation member organisations.
- Facilitate the work of the National Federation's Safeguarding (Children & Adults) Group which aims to provide a forum for those involved in promoting safety and protection and welfare issues to meet and discuss issues of common concern.
- Engage with Tusla – Child & Family Agency in relation to the child protection and welfare concerns arising for disability service providers and to ensure that these issues are effectively addressed.
- Establish a relationship with EPIC (Empowering People In Care), a national organisation working with children and young people, currently living in care or who have experience of living in care (including residential care, fostering care, relative care, etc.).
- Address transition pathways and the issues arising for children having packages of care until they reach 18 years but on reaching adulthood do not have similar supports / care packages in place.



An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency

#### • Adults:

- Support member organisations in the implementation of provisions of the National Safeguarding Policy and contribute to the review of the Policy to be completed in 2018;
- Participate in the Reference Group established by the HSE National Safeguarding Office to support the implementation of the National Safeguarding Policy within HSE Funded Agencies;

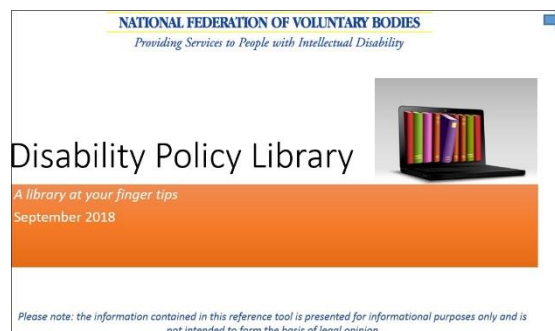
- Facilitate the roll-out of the online 'Safeguarding' module to staff / volunteers across National Federation member organisations, in particular to front-line staff, those appointed as 'Persons-in-Charge' (PIC's) and Designated Officers;
- Participate on the National Safeguarding Committee, chaired by Ms. Patricia Rickard Clarke, which was established to support the implementation of safeguarding provisions on a cross departmental basis;
- Support the work of the National Implementation Taskforce which was established to oversee the HSE's '6-point plan' which is aimed at promoting safety and quality service provision within the disability sector.



Members of the National Federation Safeguarding Group

### Policy Library Reference Tool

- Publish the updated National Federation's on-line Disability Policy Library Reference Tool (2018), to provide a repository of information on current legislation and policies in Ireland that are particularly relevant to people with disabilities, their families and the staff and organisations that support them.



### Support the policy implementation function of the National Federation

- Support the policy implementation function through the convening of meetings with members to consider relevant policies; consulting with members on issues arising; and providing submissions and feedback to Government Departments and state bodies in line with the National Federation's role in contributing to policy formation.

### Liaise with 3<sup>rd</sup> level institutions to share learning and practice developments

- Provide training regarding the needs of families of children with disabilities to the post-graduate medical students at the Graduate Entry Medical School at the University of Limerick;
- Respond to other relevant opportunities to share learning with 3<sup>rd</sup> level institutions as they emerge throughout the year.



# Quality, Innovation & Standards

During 2018 the National Federation Secretariat will support member organisations in the delivery of quality, person-centred services which seek to empower individuals to live a life of their choosing.

## **Regulatory Bodies - Supporting National Federation members in implementation of Regulations & Standards with**

- Advocate for the implementation of the NDA Review of the Regulations for Residential Services for Children and Adults with Disabilities;
- Seek to ensure that the HIQA registration / inspection process results in improved quality of life outcomes for adults and children in residential services;
- Participate in the HIQA Service Providers Forum - raise issues arising for members as necessary and seek solutions to address concerns;
- Liaise with HIQA and other Regulatory Bodies on key topics / themes and provide feedback on Guidance Documents developed;
- Discuss the funding requirements of member organisations with the HSE arising from the implementation of compliance actions arising from HIQA inspections and advocate on behalf of Federation members for the resources required to implement key quality related policies / regulations.
- Provide feedback to key stakeholders from the Voice Box Video Booth which gathered the lived experience of HIQA inspections from people with intellectual disabilities;
- Liaise with other stakeholders such as Nursing Homes Ireland (NHI) to discuss issues of mutual concern in relation to the implementation of the Regulations.
- Proactively work with the States Claims Agency on the roll out of the Clinical Indemnity Scheme in the social care sector.

## **National Guidance on Restrictive Practices**

- Contribute to the work of the HSE Restrictive Practices Group to be established in 2018 with the aim of developing a national policy and guidance document on this topic;
- Work with HIQA in relation to the development of themed inspections / the proposed inspection process which will focus on restrictive practices in 2018. Support Federation member organisations in preparing for such themed inspections.

## **HSE Quality Improvement Division**

- Continue to liaise and build a productive relationship with HSE partners that recognises the expertise and experience of HSE Funded Agencies / Voluntary Service Providers;
- Work closely with the HSE Lead for Quality & Safety in relation to work underway to improve the quality of residential services with the following key themes: Leading for Improvement / Being person-centred services / delivery of safe, effective best practice care / Measuring and Learning for Improvement / Governing for quality and safety;
- Liaise with the HSE in relation to the work being undertaken by the Policy, Procedure, Protocols and Guidance Working Group;
- Liaising with HSE in relation to the HSE Quality Forum for Disability Services in 2018;
- Consult with member organisations in relation to National Quality Improvement Strategy for Disability Services in Ireland 2018-2020 and provide feedback to the HSE Disability Services Quality Improvement Team.



## **Quality & Innovation**

- Through continued work on initiatives such as the Next Steps Project and the National Federation's Shared Innovative Learning events promote an outcomes-based approach to the promotion of quality within services;
- Promote internal policy development within agencies through the sharing of organisational policies and the enhancement of good governance;
- Ensure the person we support is at the centre of the National Federation's Member Organisation's Service Plan and promote the growth of new models to support people.



## **Support the Quality & Standards Sub Committee**

- Through the work of the Quality & Standards Sub Committee, support member organisations in sharing information in relation to quality systems and the implementation of HIQA related Regulations / Standards;
- Organise 4 meetings of the Quality & Standards Sub Committee during 2018;
- Support the implementation of the work plan of the Sub Committee;
- Communicate outcomes with the wider Federation membership and relevant stakeholders.

# Human Resources / Employee Well-Being & Development

During 2018 the National Federation will continue to have a key focus on human resources / employee well-being and development matters. This work will include a focus on the following:

## Employee Relations / Industrial Relations Matters

- Brief members on key human resources / industrial relations issues affecting the sector e.g. sleepovers, European Working Time Directive (EWTD), etc.;
- Facilitate regular engagement with Corporate Employee Relations Services, HSE;
- Ensure the interests of member organisations are represented at national fora such as the National Joint Council (NJC) and the Joint Information & Consultation Forum (JICF);
- Support the work of the Task Group established to consider 'on-call allowances' in place within Federation member organisations;
- Address issues arising in relation to the implementation of relevant national agreements.

**workplace  
relations**

## Pay Restoration:

- Continue our engagement with the Irish Congress of Trade Unions (ICTU) and with relevant Government Departments in seeking a solution to the pay restoration issue for staff employed in Section 39 member organisations;
- Seek the additional funding required to enable our Section 38 member organisations to pay in full the terms of the nationally agreed pay restoration deal;
- Present to the Joint Committee on Health to discuss the extent to which the Public Health Service is dependant on Section 39 organisations and difficulties being experienced in the disability sector in retaining staff.

## Health Services Executive

- Liaise with the HSE Human Resources Directorate in relation to the implementation of the People Management Strategy 2015-2018 and ensure that the concerns of all Federation member organisations are addressed by the HSE;
- Participate in the Health Sector Employee Engagement Survey to be undertaken in May 2018 and in the development of local and national action plans aimed at improving employee satisfaction levels;
- Participate in the HSE / Umbrella Groups Working Group which was established to address human resources and finance issues arising for member organisations;
- Address the issues arising for members in relation to the implementation of the Lansdowne Road Agreement and the restoration of pay.



## Social Care Workers Task Group

- Support the work of the 'Social Care Workers Task Group' established to consider the following during 2018:
  - Address the issues arising for organisations in relation to CORU / Registration of Social Care Workers;
  - Review / contribute to the syllabus of Social Care College Programmes;
  - Consider the overall role of Social Care Workers (particularly in relation to highlighting the differences between their role and that of Care Assistants);

- Examine career progression routes for Social Care Workers / Leaders.

### Strategic Human Resource Issues

- Implement the key actions identified in the Strategic Human Resources Plan (2016).

### Workforce Planning / Skill Mix

- Liaise with the HSE in relation to the workforce planning project currently being implemented and contribute to the HSE competencies / skill mix report being developed through the work of the Transforming Lives Project.
- Contribute to the IMPACT conference event entitled 'The Future for Health and Social Care Professionals in a Changing Health Service'.



### Garda Vetting

- Address concerns arising for organisations in relation to Garda vetting.

### Employee Well-Being

- Promote the wellbeing of employees working within Federation member organisations through the following:
  - Employee Assistance Programme – support the operation of the group Employee Assistance Programme which is in place for Federation members with Vhi Corporate Solutions. Undertake an annual review of the Scheme and address any concerns arising with Vhi Corporate Solutions;
  - Identify work which is underway within organisations in relation to the promotion of employee health and wellbeing and share relevant learning.



### Pension & Death in Service

- Administer the National Federation of Voluntary Bodies Pension & Life Assurance Scheme;
- Provide administrative support to the National Federation of Voluntary Bodies Pension Scheme Trustees;
- Ensure Pension Scheme Trustees Training is up to date and in line with Pension Board's requirements;
- Convene a workshop for all pension administrators updating them on all elements of the pension scheme and income protection scheme.
- Convene a workshop for all pension administrators updating them on the General Data Protection Regulation (GDPR) and impact of same on the National Federation's Pension & Life Assurance Scheme;
- Retirement Planning Seminars – Support members of the National Federation of Voluntary Bodies Pension & Life Assurance Scheme as they approach retirement by organising a one day Retirement Planning Seminar(s) for them and their partners to attend and to be briefed on:
  - Developing a healthy lifestyle in retirement;
  - Guidance on changing relationships in retirement and planning a new routine and using new found time with purpose;
  - Up to date information on Social Welfare / Taxation / Pension options.
- National Federation Secretariat to act as liaison, in respect of all matters relating to the Pension Scheme, between
  - Employer
  - Trustees



- New Ireland
- Respond to general queries on pension schemes and co-ordinate all replies;
- Process employee death benefit payments and ensure all required documentation is submitted to all relevant parties in a timely fashion i.e. New Ireland and Cornmarket, to ensure prompt benefit payment to next of kin.

- **Income Protection**

- The National Federation will work with Cornmarket to devise a strategy to promote the awareness and benefits of the Income Protection Scheme to ensure its future viability;
- Respond to general queries from members on the Income Protection Scheme and Retired Members Life Cover;
- Process income protection payments received from Cornmarket on behalf of members who are no longer in employment within our member organisation but who continue to claim under the scheme.

### **Section 38 Pension Schemes:**

#### Nominated Health Agencies Superannuation Scheme

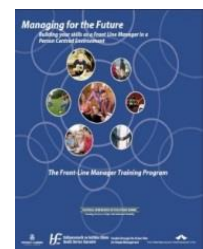
- Liaise with the HSE in relation to the overall operation of the NHASS and funding issues arising;
- Support the work of the National Federation NHASS Working Group as required.

#### Single Public Service Pension Scheme

- Organise meeting of Section 38 agencies to identify areas of concern;
- Liaise with the Department of Public Expenditure and Reform in relation the overall operation of the single public service pension scheme.

### **Front Line Manager's Training Programme**

- Liaise with UL in relation to the delivery of current cycle of the '*Managing for the Future: Building your skills as a front line manager in a person centred environment*' Programme' (Sept 2017 – May 2018);
- Promote the next cycle of the Front Line Manager's Development Programme which will commence in UL in September 2018.



### **Health & Safety / Employee Well-being Working Group**

- Liaise with members of the Health & Safety / Employee Well-being Working Group;
- Address issues / concerns arising from the group in relation to HIQA inspections.

### **Servicing of Operational Human Resources Group**

- Organise 4 meetings of the Operational Human Resources Group during 2018;
- Support the implementation of the work plan of the Group;
- Arrange a series of 'Continuous Professional Development' (CPD) Sessions for human resources personnel working within Federation member organisations;
- Communicate outcomes with the wider Federation and all key stakeholders;
- Organise briefing sessions, on relevant topics, for members as required during 2018.



# Governance & Finance



## **Governance**

### **Service Arrangements**

- The National Federation will continue its representation on the HSE's Service Arrangement Oversight Development Forum.

### **Defining the Relationship between the State and the Voluntary Disability Sector**

- Engage with the Not for Profit Business Association; the Disability Federation of Ireland and the HSE to finalise a document on the relationship between the State and the voluntary disability sector.

### **Strategic Plan (2016-2019)**

- Progress implementation of the National Federation's Strategic Plan;
- Review the Federation's Sub Committee structures and their terms of reference.

### **Area Federation Committees**

- Chairperson and / or CEO of the National Federation to attend meeting of each of the Area Federation Committees during 2018;
- Implement the recommendations of the National Federation's Governance Group as they relate to the Area Federation structure / membership.

### **Freedom of Information (FOI)**

- Collect annual FOI statistics from member organisations;
- Collate and forward the statistical data to the Department of Finance and Office of the Information Commissioner;
- Collate end of year statistics for inclusion in the Annual Report of the Information Commissioner;
- Continue to support the National Federation FOI Network to facilitate the discussion on current developments in relation to Freedom of Information;
- Organise FOI training as required for member organisations.



### **Data Protection**

- Establish a Data Protection Network to support member organisations in preparing for the introduction of the General Data Protection Regulation (GDPR) on 25th May 2018;
- Continue raising awareness of the General Data Protection regulation for members organisations;
- Organise Data Protection Officer Training for member organisations;
- Organise relevant GDPR training as requested by member organisations.



### **Internal Governance**

As an incorporated company limited by guarantee it is important that the National Federation is operated in accordance with best corporate governance practice. It falls to the National Federation

Secretariat to meet these obligations and also to ensure that its own affairs are managed efficiently and transparently.

- During 2018, the National Federation will arrange for:
  - 6 meetings of Board of Directors;
  - 4 meetings of General Assembly;
  - An Annual General Meeting;
  - Ongoing support to the Sub Committee structure;
  - The development of an annual Service Plan to give effect to objectives outlined in the Strategic Plan 2016-2019;
  - Preparation of an Annual Report in respect of activities carried out in 2017;
  - Efficient and effective operation of the Secretariat office, including office management, leave management, payment of creditors, wages, etc.
- Implement the recommendations of the National Federation's Governance Group Review;
- The Secretariat will arrange for the preparation and audit of financial accounts;
- Ensure that the National Federation Secretariat is fully compliant with the requirements of the Charities Act and Lobbying Act 2015;
- Explore funding and other opportunities to maintain Secretariat's current service provision;
- Respond to issues arising from, and execute the actions agreed, of the National Federation Board and General Assembly.

# Information Sharing & Engagement with Key Stakeholders

## Information Provision

Ensure member organisations and all other interested parties are kept up to date with information relevant to them by:

- Ensuring that our websites ([www.fedvol.ie](http://www.fedvol.ie) and [www.informingfamilies.ie](http://www.informingfamilies.ie)) are accessible and kept up to date;
- Developing in 2018, a social media presence for the National Federation;
- Issuing weekly updates;
- Publication of regular newsletters;
- Making submissions on key policy issues;
- Preparing position papers and creating policy summaries;
- Arranging briefing sessions;
- Circulation of regular e-mail bulletins;
- Organising conferences and seminars on key topics of relevance to members. In 2018 this will include seminars on the following:
  - In the context of the Assisted Decision Making (Capacity) Act, appropriate ways in which funds belonging to users of our services can, and should be accessed, and managed for the benefit of the person;
  - The use of Assistive Technology in supporting independent living for people with intellectual disabilities (18 April 2018);
  - A briefing for member organisations on Procurement.



## Communications

- Gather updated information on National Federation members who are representatives on various external Steering Committees and Working Groups at a national level to guide communication and identify the priority issues being considered by each group and methods of working to progress same;
- Discuss how the two-way communication process with Federation representatives can best work to ensure that (a) the representatives are best equipped to represent the Federation views on the issues under consideration and (b) that the National Federation membership is kept informed of progress and outcomes;
- Arrange for the dissemination of information from Sub Committees to all members through Federation Governance structures – General Assembly, National Federation Board, Area Federation Committees and Sub Committees;
- Identify areas of opportunities to promote the sector in a positive light including through continued engagement with the Department of Health's Review of the Voluntary Sector;
- We will arrange for final sign-off by the HSE of our document which sets out a Framework for the Relationship between the HSE and the Voluntary Disability Sector;
- In 2018 we will host a National Conference on the value add which the Voluntary Sector brings and the challenges it faces in the provision of supports to people with intellectual disability.

### **Information gathering on key data related to the National Federation membership**

- Complete the gathering of key data related to member organisations of the National Federation;
- Finalise the analysis of the data census;
- Develop a comprehensive database of information on the Federation's membership which includes number of people supported; services and supports provided by members etc.;
- Disseminate the findings of data census to key stakeholders and utilise the data in submissions and consultations on behalf of the membership.

### **Engagement with key stakeholders**

A key element of the work of the National Federation is engaging with relevant external stakeholders. Key activities for 2018 in this regard include:

- Arrange meetings as required with parent representatives, advocacy groups and disability umbrella organisations;
- Organise monthly meetings with the Social Care Division, HSE to discuss key issues of concern to our member organisations;
- Facilitate briefings / relevant presentations to National Federation member organisations re policy and operational developments as they arise throughout the year;
- Arrange meetings with Ministers, Government Departments, other State agencies and bodies as required to represent member organisations on key issues of importance;
- Participate on the Oireachtas Committee on Disability ensuring that the issues affecting member organisations are fully understood by Government;
- Participate on the Joint State Claims Agency / HSE Working Group to examine the extension of the Clinical Indemnity Scheme to Section 39 agencies;
- Arrange for participation on the Health Service Finance Leaders Forum;
- Arrange for participation on the Department of Social Protection's Make Work Pay Stakeholders Group.