



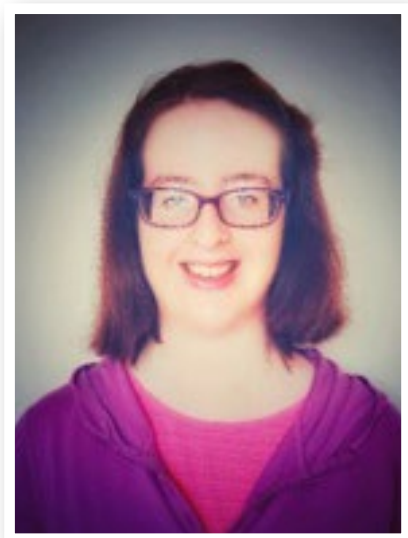
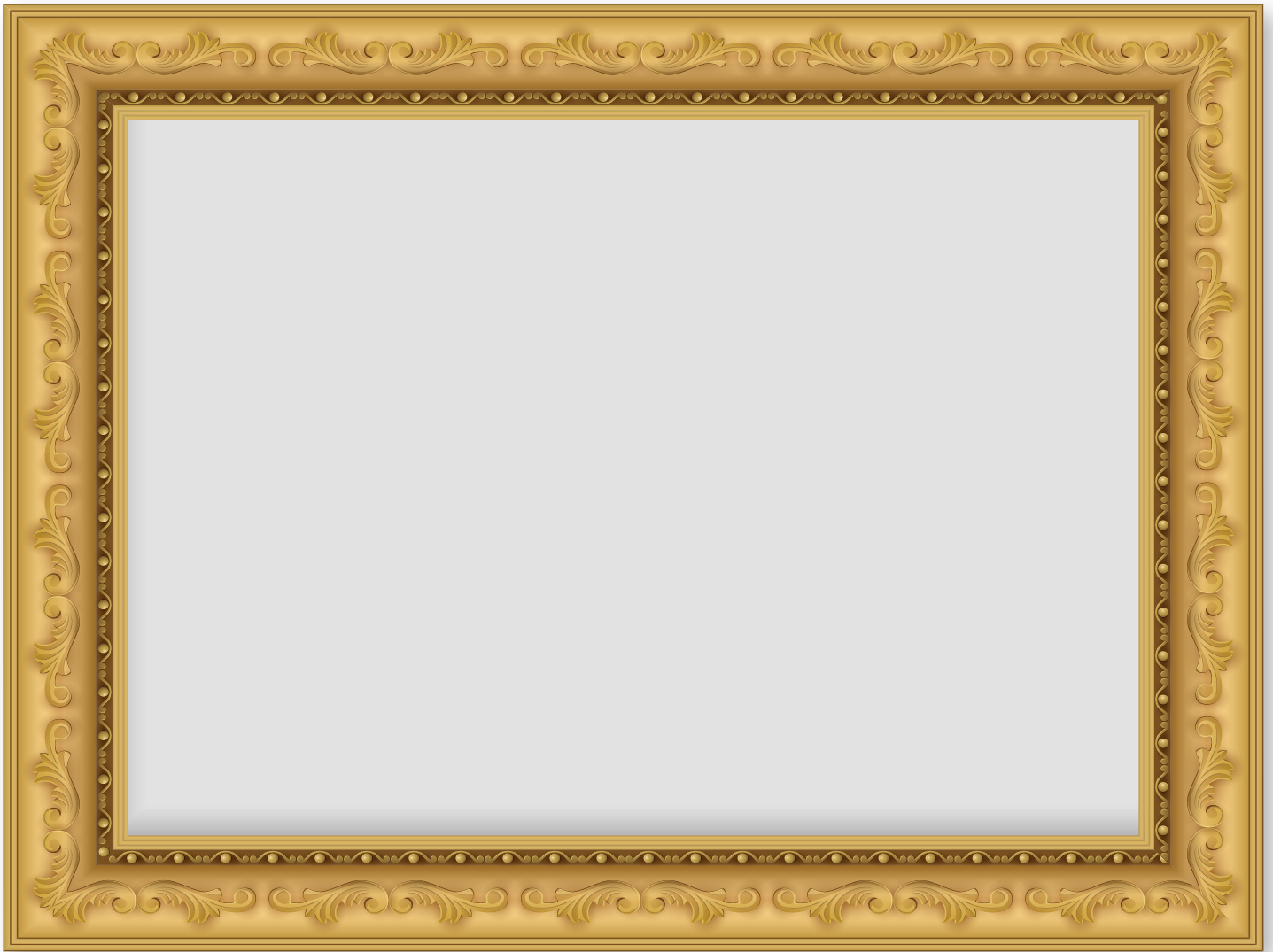
National Federation of Voluntary Service Providers

Supporting people with intellectual disability (CLG)



Annual Report 2019

fedvol.ie



Front Cover:

About the Artist

My name is Elaine. I am 27 years old. I live in Co. Cork. My hobbies and interests are; going for walks, visiting beaches and cafes, baking, gardening and art.

I love colour and I like to take inspiration for my art work from nature and other artists. I take part in local art classes and I created this piece over a number of weeks using watercolour paints.

I called this piece "Saraya". I chose this as it is a name I really like and it is also a name shared by a strong woman I admire.

Elaine Rice

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Chairman's Statement

I am delighted to write this message as Chair of the Board of the National Federation of Voluntary Service Providers. This annual report highlights the considerable work that has been undertaken to represent the membership during the year.



As Service Providers we continue to work in a very uncertain world that is constantly changing and challenging us as we try to support and meet the needs of the many thousands of children and adults with Intellectual Disability and Autism across the country. All of us, large and small, are struggling to support people and their families as we would wish to.

Many of the challenges we face also pose a real and certain threat to the very survival of many of our organisations. The strength of the Federation to support and represent the membership as we face these challenges has never been so important and needed. The work that has been done and continues to be done on developing the role, function and purpose of the Federation can only further strengthen its position and influence in the sector. The more recent engagement by the membership with the Federation and its work tells me that our ability to collaborate and support each other no matter how large or small we are, is an asset that should not be underestimated. To every member organisation and their representatives, I want to thank you for your engagement, generosity and expertise in your continued support of the work of the National Federation and its members.

My thanks and best wishes also goes out to previous Board members some who retired and others who went on to pastures new during 2019; your input and commitment to the Federation, your organisations and the sector is acknowledged and valued.

To the current Board thank you for your patience, understanding and diligence during 2019.

Lastly, I would like to thank the Secretariat for their diligence, commitment and effort and for everything that they do to support the membership.

Sean Abbott,
Chairman

About

The National Federation of Voluntary Service Providers

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 more than 26,000 people with intellectual disability and their families 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.

Structure and Governance

of the National Federation

Member Organisations: We have 59 member organisations, all of whom are Section 38 or Section 39 non-profit service providers to people with intellectual disabilities.

General Assembly: Each member organisation nominates two people who may act as their representatives at the National Federation General Assembly, which meets on a quarterly basis, and at its Annual General Meeting.

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-East 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 our Constitution, the National Federation of Voluntary Service Providers 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. In 2019 these were as follows:

- **Dublin Mid Leinster:** Joe Mason, WALK and Breda O'Neill, IRL-IASD (replaced Brendan Broderick, Muiros Foundation who retired in March 2019)
- **Dublin North East:** Pat Reen, Prosper Group and Natalya Jackson, Daughters of Charity Disability Support Services
- **Southern Area:** Sean Abbott (Chair), Cope Foundation and Marie Linehan, Kerry Parents and Friends Association
- **South-East Area:** Vincent O'Flynn, Carriglea Cairde Services and Fiona O'Neill, WIDA
- **Western Area:** Breda Crehan-Roche (resigned November 2019), Ability West and Michael Hennessy, Brothers of Charity Ireland Services (replaced Johanna Cooney, Brothers of Charity Ireland Services who retired in March 2019)

The above Directors have the power to nominate up to 5 co-options, however, our Constitution indicates that 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 2019 were as follows:

- **Dublin North East:** David Dunne, St. Michael's House (replaced Anna Shakespeare, St. Michael's House who resigned in July 2019)
- **Dublin Mid Leinster:** Clare Dempsey, St. John of God Community Services
- **Western Region: Vacancy** (Bernard O'Regan, Western Care Association resigned July 2019)
- **Family Member Representative:** Ms. Gere Byrne

National Federation Board

2019

The Board elects a Chairperson every two years. During 2019, Bernard O'Regan, Chief Executive of Western Care Association, chaired the National Federation until July 2019 when he then resigned. Sean Abbott, Chief Executive, Cope Foundation was then elected Chairman.

Board Members 2019

CHAIRMAN – Mr. Sean Abbott, Cope Foundation (replaced Mr. Bernard O'Regan, Western Care Association who resigned July 2019)

COMPANY SECRETARY – Mr. Michael Hennessy, Brothers of Charity Services Ireland (replaced Ms Johanna Cooney as Board member in March 2019, and replaced Ms. Breda Crehan-Roche, Ability West as Company Secretary in November 2019)

Mr. David Dunne, St. Michael's House (replaced Ms. Anna Shakespeare, St. Michael's House who resigned July 2019)

Ms. Clare Dempsey, St. John of God Community Services

Ms. Natalya Jackson, Daughters of Charity Disability Support Services

Ms. Marie Linehan, Kerry Parents & Friends Association

Mr. Joe Mason, WALK

Ms. Gere O'Byrne, Family representative

Ms. Breda O'Neill, IRL-IASD (replaced Mr. Brendan Broderick, Muiriosa Foundation who retired in March 2019)

Ms. Fiona O'Neill, Waterford Intellectual Disability Association

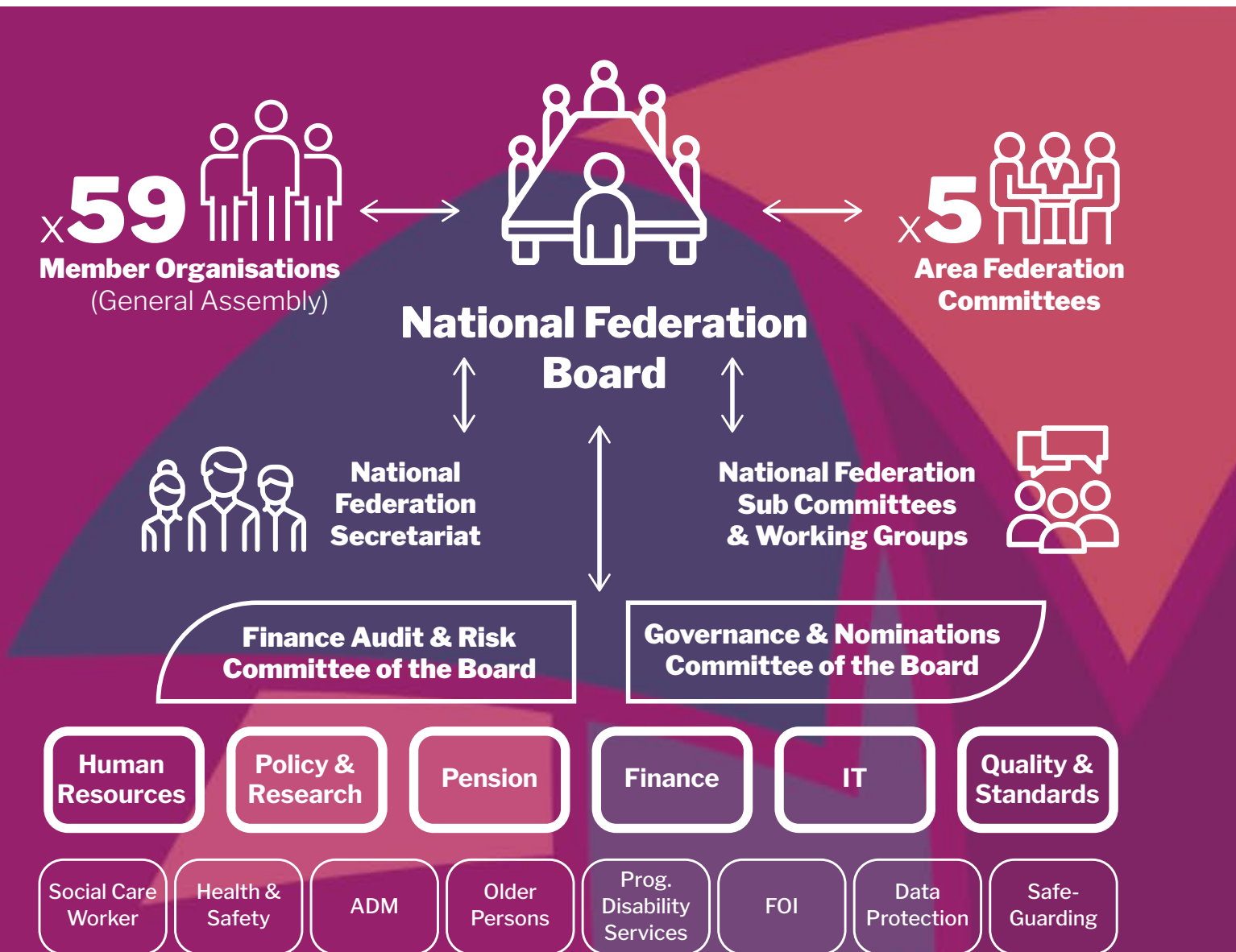
Mr. Vincent O'Flynn, Carriglea Cairde Services

Mr. Pat Reen, Prosper Fingal

How we carried out our work in 2019

The work of the National Federation is governed by its Board, which consults with and represents the General Assembly; and its five Area Federation Committees. We support this work through our committee, sub-committee and working group structures which include:

- **Standing Committees of the Board:** Finance, Audit & Risk; Governance & Nominations
- **Operational 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; Next Steps Community of Practice.
- **Administration of the National Federation's Pension & Life Assurance Scheme.**



Standing Committees of the Board

In support of the Board's governance of the organisation, and in accordance with its Constitution, the National Federation has two standing committees - **Finance Audit and Risk Committee**; and **Governance and Nominations**.

The Finance Audit and Risk Committee is chaired by Mr. Vincent O'Flynn, Chief Executive of Carriglea Cairde Services. Its responsibilities include overseeing the development of policies relating to the financial management of the company and monitoring their implementation; reviewing and recommending approval of the annual overall operating budget for the company; reviewing management accounts including the cash flow position of the Company and financial reports; and monitoring the integrity of the annual Financial Statements and recommending these to the Board.

Key funding sources for the National Federation include membership fees, grant funding from the HSE and funding from project work and training events. In 2019 the National Federation liaised with Mr Gerry Tully, Disability Specialist HSE to prepare the Service Arrangement which sets out the funding from the HSE and two meetings were held to review progress.

The National Federation's Governance and Nominations Committee is chaired by Ms. Clare Dempsey, Chief Executive of St. John of God Community Services. The work of this committee includes maintaining the Constitution of the company under regular review; planning for the succession of Directors taking into account the challenges and opportunities facing the Company and the skills and expertise required; acting as a support to the Chairperson in making decisions; and ensuring that the Company is provided with adequate governance supports.



Ms. Clare Dempsey,
**Chair of Governance and
Nominations Committee**

Operational Sub Committees, Working Groups and Pension Administration

The operational work of the National Federation is carried out through Federation-wide initiatives such as its annual budget campaign and political engagement; through the work of its Board and Committees and by Working and Reference Groups as set out in the diagram above, supported by the National Federation's Secretariat team. The National Federation Secretariat also administers a Pension and Life Assurance scheme on behalf of its members. In addition, from within its membership and Secretariat, the National Federation provides nominees to represent the views of its members on various external sectoral working groups and committees relevant to its mission.

We gratefully acknowledge the work of the many people from within our membership who take up these representative roles.

The following sections of this Annual Report provide an account of the key areas of work in which all of these groups were active during 2019.

Representation on Sectoral Working Groups

The National Federation engages with a wide range of external stakeholders to represent the views of its members in relation to policy and practice in the intellectual disability sector. A range of Working Groups and Forums on which the National Federation was represented in 2019 is outlined below:

- **IRG Dialogue Forum** established on foot of the Independent Review on the role of voluntary organisations in the health and social care sector (Catherine Day Report)
- **Oireachtas Disability Group** – TDs and Senators working on disability related issues and highlighting and advocating the need for multi-annual investment and adequate resourcing of disability services. This group is supported and informed by the national umbrella bodies for disability.
- **Housing Sub Group** - implementation of National Housing Strategy for People with a Disability.
- **Nominated Health Agencies Superannuation Scheme (NHASS) Working Group**
- **National Safeguarding Committee**
- Department of Health **Disability Consultative Committee**

HSE Working Groups

- Children First
- National Children’s Oversight Group
- National Child Disability Management Information System Implementation Group
- HSE Disability Quality Improvement Forum
- New Directions National Steering Group
- School Leavers National Working Group
- Safeguarding Reference Group
- European Working Time Directive Working Group
- On-Call Allowance 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)
- Comprehensive Employment Strategy Implementation Group

Submissions, Research and Publications

The National Federation consults with its members with respect to a wide range of human resources, quality, safeguarding and policy issues; and communicates the position of the members on these topics to Government Departments and Statutory Bodies.

During 2019, consultation took place to develop the following submissions, made on behalf of our members.

Submissions made in 2019

- Submission in response to the Call for Input (CFI) on Key Aspects to be included in a National Volunteering Strategy (Feb 2019)
- Funding Crisis in Disability Services - Drivers and deficits in Intellectual Disability Services – Submission to the Oireachtas Committee on Health (June 2019)
- Submission to the HSE on the National Framework for Medicines Management for Disability Services (July 2019)
- Draft Guidance on a Human Rights-Based Approach to Care and Support in Health and Social Care Settings
- Submission to the Department of Education & Skills regarding the Independent Review of Career Guidance

Research and Publications

The National Federation also progressed a number of projects which led to publications as follows:

- **Listen to our Voices** - Report on the Therapy Services for Adults with an Intellectual Disability in Ireland, published in July 2019.
- **Records Retention Guidelines**, published in July 2019.
- Inclusive Research Network publications: **“Doctors and Us”** Report and easy to read report on the findings of the Inclusive Research Network study, published in November 2019.



In addition, on behalf of the Board of the National Federation, we undertook a detailed **Review of the Statements of Strategy of each Government Department**, outlining the challenges and opportunities as viewed through the perspective of disability service providers. This supported the work of the National Federation in its representation at the Joint Oireachtas Committee on Health in June 2019 and at the meeting of the Department Secretary Generals which was organised via the Oireachtas Disability Group in September 2019.

Key Priorities 2019

Working together to address challenges is central to the shared approach of the National Federation. Acknowledging and harnessing the positives across member organisations was an important driver of the actions taken in 2019, recognising the strength in diversity across our membership and the key benefits brought by voluntary intellectual disability service providers. These include innovation; community inclusion; quality of life for people supported; community mobilisation and development. There were also many challenges experienced – in particular, financial pressures and regulatory demands, and these also influenced the focus of work taken together by the members.

Through a review process that began in 2018 and continued in 2019, the Board and the members of the National Federation had identified four key areas of cross-cutting priorities to guide the work of the Federation:



A strong focus of the work of the National Federation in 2019 was on progressing these four priorities.

Mission of the National Federation

2019 was a time of change in the National Federation, with one important change being the number of member organisations who had a change-over in CEO. As such, the year offered an opportunity for renewal and refocus, with time taken to listen to and work closely together with our members. This included everyone having an opportunity to get to know one another better - achieved through working together on shared goals, for instance through the budget campaign and political engagement, which will be described below. Actions were progressed through collaborative work and partnership between members, including through workshops organised at General Assembly meetings and at local constituency level. The development of the mission of the Federation is an ongoing and organic process that continues in 2020 as the challenges presented by Covid 19 call for new ways of working and collaborating, as do the ever changing and evolving needs and requirements of the disability sector.



Promote Investment in Services

The National Federation informed the Oireachtas Joint Committee on Health in June 2019 that *“the Disability sector is facing a critical challenge owing to financial constraints which if not addressed in a comprehensive way, will have serious repercussions for service provision which will impact on people with disabilities and their families. There is a need for urgent financial investment on the part of the State to resolve the unsustainable deficit situation.”*



This urgent need for a multi-annual investment programme - to address unmet needs, significant deficits and regulatory pressures, and respond to the crisis facing Section 39 organisations in relation to pay parity - led the National Federation to bring together all of its members to coordinate a budget campaign beginning in August 2019 and following through from that time with political engagement into the General Election campaign which began in January 2020, to Election day and on into the subsequent Programme for Government talks.

Members worked together to identify the key messages that they wished to make clear to the political system, through a General Assembly workshop and subsequent follow up on ideas and drafts. Through the Secretariat team a survey was circulated to all members to gather key data for inclusion in an evidence-based submission – with powerful data emerging such as, for instance, the number of older parents who are supporting adults with intellectual disabilities at home as primary carers (without a pathway to supported living that would align with the UNCRPD and at the same time provide peace of mind to family members around the future of their loved one). These messages were synthesised into a single page of agreed priorities as can be seen on the following page.

Members then progressed a national campaign that included members contacting all TDs locally, arranging for regional 'town hall' style meetings, and working with TDs in raising Parliamentary Questions in relation to funding for disability. A new focus was placed on the value of social media communication in getting the messages to the public and political system, such as the use of Twitter and Facebook.

The coordinated work undertaken locally, and across the national disability umbrella bodies, to communicate with TDs, using agreed and shared messages, bore fruit as individual politicians and political parties began drawing attention to the crisis facing disability services and new connections were made that proved vital in ensuring the importance of the needs of people with disabilities were understood in the programme for Government negotiations that took place in 2020.

Using the nationally agreed messages, each organisation or group or organisations then contextualised these with the local TD's to demonstrate how the issues raised affected services on the ground in their local service and constituency. All then had a shared approach to the 'key asks' that were called for through the public representatives and the political parties.



Fianna Fáil @fiannafailparty · Sep 15
Warning of funding crisis in Disability Services must be heeded –
@MurphyOMahonyTD

Read more: bit.ly/2lOq1Aq



Charlie Flanagan @CharlieFlanagan · Sep 3
Pleased to engage with @NatFedVolBodies & @MuiriosaF in Mooreabbey
and see firsthand vital work being done for our vulnerable 24/7.

Muiriosa Foundation @MuiriosaF · Sep 3
Delighted to meet @CharlieFlanagan with @NatFedVolBodies in Moore
Abbey this morning to discuss #disabilityfundingcrisis The Minister
listened very attentively to a family who explained how the funding crisis
is impacting their lives. (1/2)



Funding Crisis in Disability Services

An unprecedented crisis is occurring for people with intellectual disabilities and their families, many of whom are experiencing significant unmet need.

Unmet need:

1. Long waiting lists for children's disability supports means early intervention milestones are being irrevocably missed.
2. Significant shortages of residential support and no pathway to access residential funding except via emergency means adults with ID are not living lives of their choosing in line with UNCRPD, which Ireland has ratified.
3. Many parents are providing support into their 70's 80's and beyond with no visibility or security of planning into the future for their loved one. (E.g. in a sample of just 18 of our organisations, 183 people are living with a carer over the age of 80 years of age; 473 with a carer aged between 70-79)
4. Lack of respite is leaving carers in distressing, unsustainable situations and leading to emergency admissions to full time residential care, including for some children.
5. No new capital or multidisciplinary support funding has been provided for day services since 2008, in spite of the needs of school leavers and those with changing needs. Insufficient, inequitable multi- disciplinary support
6. Services are relying on an aging transport fleet - lack of
7. investment means over 550 vehicles used to support people in ID services are over 10 years old and require replacement.
8. Mobility Allowance scheme closed to new entrants 2013.

Services in deficit: Due to sustained cuts and increased costs of regulation and insurance, many ID service providers are now operating in deficit positions, with the future continuation of their services at significant risk.

Pay Restoration: Section 39 agencies have not had full pay restoration in line with Section 38 organisations, leading to severe difficulties in recruitment & retention.

What Is Needed in Budget 2020

- €211 million investment in disability services for each year 2020-2024 *
- 300 additional posts in children's services
- Significant additional funding for planned residential and respite supports to meet pent up and new demand as people with ID and carers age. Residential support for additional 500-800 people required immediately.
- Funding of compliance and regulatory costs (e.g. HIQA, Fire Safety)
- Investment in safe transport
- Establishment of Transport Support Scheme.

*In line with Transforming Lives Working Group 1 Report

€40million required in **Budget 2020** to address existing deficits

Full pay restoration required for **Section 39 agencies** to ensure retention of vital services & ongoing recruitment

Urgent action in Budget 2020 is required to meet the needs of people with intellectual disabilities and their families to address the crisis in disability services.

Asserting the Value of the Voluntary Sector

Independent Review Group

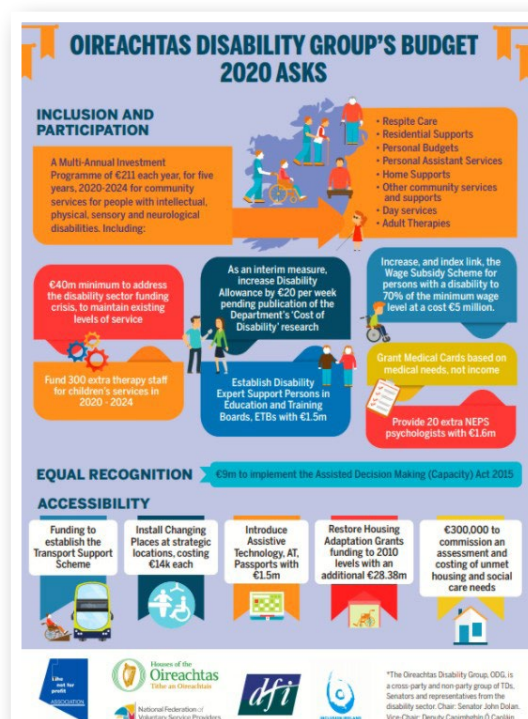
2019 saw a very important development for the Voluntary Sector providing health-funded services and supports, in the publication of the **Independent Review Group Report on the role of Voluntary Organisations in Publicly Funded Health and Personal Social Services** (Catherine Day Report). The report made 24 recommendations in areas such as governance, dialogue, engagement and contractual processes between the State and the voluntary sector; ethos, asset ownership and public capital investment, and broader issues for the development of health services. Central to the findings of the report is that **“Ireland benefits from having a voluntary sector and that it should continue to play an integral role in the delivery of health and social care services”**, (Department of Health, February 2019). The report also noted a high level of mutual interdependence between the State and voluntary organisations, with a complex intertwined and evolving relationship. The report acknowledged the difficulties in this relationship and called for a renewal based on trust and partnership.

In order to progress the renewal and trust building called for in the report, a dialogue forum was established, with an independent Chair, Mr. Peter Cassells appointed. The National Federation engaged in detailed planning in collaboration with a coalition of partner organisations across the voluntary sector, including The Wheel, Disability Federation of Ireland, the Voluntary Hospitals Forum, and the Not for Profit Business Association, acknowledging that the recommendations of the IRG Report provide a potential framework for addressing key challenges facing voluntary disability service providers. The first meeting of the Forum took place in December 2019 (attended by Minister Simon Harris; Mr. Paul Reid, CEO of the HSE; and Ms Laura Magahy, Chief Executive of Slaintecare). The coalition of voluntary providers met regularly in the months ahead of this time to agree a joint strategy for representing the key issues at the Forum. The work of the Forum will continue to progress in 2020. Meeting the compliance challenges facing the sector form a part of this ongoing work.

Oireachtas Disability Group

To be effective in progressing the agenda set out by the Board and members, it was recognised as being essential that we work together – not only within our membership but also with umbrella groups across the sector, to develop, agree and implement our strategies and highlight the value of the voluntary sector.

For this reason, significant energy was invested in 2019 in working in partnership and collaboration with umbrella groups across the disability sector. One of the key areas in which this took place was through the support of the voluntary umbrella groups to the Oireachtas Disability Group. This group brings together TDs and Senators from all parties and none, to focus on disability needs and requirements and progressing these in the Oireachtas.



Through this forum an agreed set of ‘asks’ for Budget 2020 was produced and launched. The messages were fully aligned with those set out in the National Federation’s campaign. Together, the voluntary disability umbrella bodies brought attention to these messages through the use of traditional and social media, and in direct contacts with parties and public representatives.

The umbrella groups worked together on a wide range of strategic and operational areas of mutual interest throughout the year, an example of which was supporting issues relating to Section 39 providers. This came to sharp focus with a Dail debate on 17 December 2019 in which the private members motion acknowledged the significant contribution of voluntary disability service providers to the State and people with disabilities and called for ***‘the Government to agree that the unequal pay terms that exist between Section 38 and Section 39 organisations must end without delay, and that full pay restoration for these workers must be delivered as a priority’***. **The motion was carried and speakers from all opposition parties expressed their support for voluntary service providers and the need for their difficulties to be addressed without delay.**

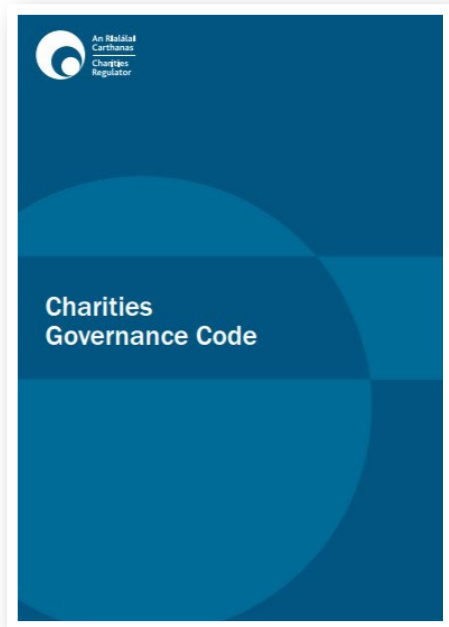


Mr. Robert Murtagh, Inclusion Ireland; Ms. Joanne McCarthy, DFI, Deputy Caoimhghín Ó Caoláin (SF), Vice Chair of the ODG and Ms Alison Harnett, NRVSP speaking together about challenges facing disability services at the ODG pre-budget launch.

Compliance with Governance Requirements

In line with the National Federation's priority to agree the mission of the Federation in the modern context, a key cornerstone is to ensure good governance. To this end, detailed work took place in 2019 to prepare for the full implementation of the Charities Governance Code, for which compliance is expected by all charitable bodies in Ireland in 2020. Work focused on the six key principles:

- Advancing its charitable purpose
- Behaving with integrity
- Leading people
- Exercising control
- Working effectively
- Being accountable and transparent.



Actions undertaken in 2019 to underpin these principles included the development of the National Federation's Governance Manual, the establishment of the Governance and Nominations Committee, continued work of the Finance, Audit and Risk Committee, a detailed review of the Constitution of the National Federation, and the preparation of detailed compliance documentation towards the 2020 implementation of the Code.

Human Resources



Member organisations of the National Federation employ over 22,000 staff, across Section 38 and 39 agencies. Key amongst our priorities are ensuring that staff are supported and equipped with the skills and competencies necessary to implement national policy and provide quality services to individuals supported. Our Human Resources Operational Group is the main forum for the consideration of human resources related issues of concern to Federation members. The Group meets on a quarterly basis and membership is open to HR personnel from across all National Federation member organisations. Ms. Olive Leonard, Director of Human Resources, Muirosa Foundation, is Chair of the Group which met on 4 occasions during 2019. The following is a summary of the main human resources related activities undertaken during 2019:

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:

- A delegation from the National Federation’s Human Resources Group met with Ms. Rosarii Mannion, National HR Director, HSE, in June 2019 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.
- The interests of member organisations were represented at national fora such as the National Joint Council (NJC) and the Joint Information and Consultation Forum (JICF).
- National Federation representatives were part of the HR / Finance Working Group established in within the HSE Social Care Division to address funding and staffing related issues arising for members.
- Development of business case for Social Care Workers / Managers - proposal to Dept. of Health regarding approved career path/scale
- During 2019 the National Federation worked closely with Corporate Employee Relations Services (CERS) on the following issues of concern to members:
 - implementation of RNID related Labour Court Recommendations
 - development of a standardised on-call allowance for the Social Care Sector
 - progressing compliance with the Organisation of working Time Act / European Working Time Directive (EWTD) requirements

Section 39 Restoration of Pay

A key focus of the work of the National Federation during 2019 was the restoration of pay in Section 39 agencies. The S39 Pay Restoration Task Group, chaired by Mr. Pat Reen, CEO, Prosper Group, continued to meet to advance this process and liaise with the HSE on this significant issue for agencies in terms of maintaining quality service provision and recruiting / retaining staff. While progress was made for those agencies involved in Phase 1 of the pay restoration efforts are continuing in relation to those agencies not encompassed as part of this initial phase. Work on this significant issue will continue as a priority into 2020.

Social Care Workers Task Group

The Social Care Workers Task Group continued its work throughout 2019 – the main focus of its work related to identifying the issues arising for National Federation members in relation to CORU and the registration of Social Care Workers and examining career progression routes for Social Care Workers / Leaders working in the intellectual disability sector.



Ag Rialáil Gairmithe Sláint
agus Cúraim Shóisialaigh
Regulating Health +
Social Care Professionals

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 Employee Assistance Programme (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; and a monthly newsletter. Throughout 2019 we continued to liaise with VHI Corporate Solutions in relation to the EAP Group Scheme established for National Federation members and undertook an annual review of the Scheme to address any concerns arising.

Pension Schemes – Section 38 Agencies

Our Section 38 member organisations operate both the Nominated Health Agencies Superannuation Scheme (NHASS) and the Single Public Service Pension Scheme (SPSPS). The National Federation Section 38 Pensions Working Group met on 3 occasions during 2019 and the work of this group is focused on ensuring that members are meeting their legal obligations under both pension schemes and addressing the challenges facing members in operating the Schemes.

Ms. Bernie Neary, National Pensions Management, HSE, attended the June meeting of the Working Group and provided a comprehensive input in relation to the NHASS and addressed a range of queries raised by Federation members. There are continuing challenges arising for Federation members in relation to the administration of the Single Pension Scheme and these will remain a focus of the Federations work into 2020.

Continuous Professional Development

An on-going focus of the HR 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 2019 included the following:

‘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 Kemmy Business School, University of Limerick, with a total of 15 participants graduating in May, 2019. A new Programme commenced in September 2019 with a further 19 participants.

HR Personnel & GDPR Training Session

GDPR training for HR personnel took place in January 2019 and there was very positive feedback from the ½ day session. Adare HRM delivered the training on behalf of ‘The Wheel’.

‘Very beneficial
- food for thought!’

‘Excellent session,
very informative’

CPD Masterclasses for HR professionals

A very successful CPD training programme for HR personnel was delivered by CIPD Ireland in January 2019 and focused on: Talent Management / Changing Role of the HR Business Partner / Business Partnering/ People Analytics - Driving Performance with People Data and Managing Change Effectively.

Excellent, very interactive
and excellent presenter

I found the managing change module
most relevant and in my current role
will have most impact.

I believe once the presenter and
the quality of the information is
good then everything else follows
and this was the case.

Presentations

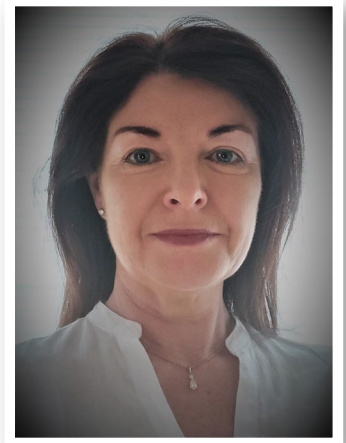
During 2019 presentations were made to members of the National Federation's HR Group on key topics:

- **IBEC:** Briefing sessions took place with IBEC with a focus on employment legislation / related issues of concern to Federation members.
- **HRIS System:** At the November 2019 meeting of the HR Group a presentation was made by Workday to members on their HR Information System offering.



Quality and Standards

Throughout 2019, 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 2019 by Margaret Glackin, Brothers of Charity Services Ireland. The Sub-Committee meets on a quarterly basis and seeks to identify innovative and best practice quality developments for dissemination throughout the Federation. A summary of the main workstreams undertaken in 2019 is provided below.



Ms Margaret Glackin
Chair of Quality & Standards
Sub Committee

HIQA Providers Forum

The National Federation continued to work closely with HIQA throughout the year, 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. The Forum aims to discuss issues pertaining to the regulatory framework for services for people with disabilities, with meetings held on a quarterly basis. Membership includes representatives from the National Federation, Disability Federation of Ireland, Not-for-profit Association and the HSE. During 2019 the National Federation was represented on the Forum by Ms. Margaret Glackin and Ms. Jillian Sexton, National Federation Secretariat. In addition to raising issues of concern to Federation members the National Federation also made submissions to HIQA on behalf of its members:

- Guidance on a Human Rights based approach to Care and Support in Health and Social Care Settings (July, 2019);
- Disability Pillar - Quality Programme of Work, 2020.



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

The National Federation worked closely with the HSE in relation to the implementation of the Department of Housing, Planning and Local Government's Code of Practice with the aim of ensuring member organisations are meeting their responsibilities in relation to Fire Safety compliance. This work will continue into 2020.

Implementation of New Directions Personal Support Services for Adults with Disabilities

The implementation of the New Directions Policy for day service supports for adults continued apace during 2019. The National Federation was represented on the New Directions National Oversight Implementation Group by Mr. Trevor Jacob, CWCW and Mr. TJ Duggan, Cheeverstown House who was replaced mid-year by Mr. Michael Farrell, St. Michael's House. The National Federation also represented member's interests in relation to the role-out of the 'New Directions Interim Standards' with the following significant work being undertaken:



- **EASI Process:** Implementation of the New Directions standards across all CHO areas commenced in 2019 with local groups, including Service Provider representatives, established to oversee the process. Briefing sessions were held by the HSE on the EASI Process / Tool in May/June 2019 and a comprehensive day service location listing was compiled by the HSE. Full implementation of the EASI tool will take place by quarter 1 2020.
- **eLearning Module:** An eLearning tool – 'Putting New Directions into Practice' was launched by the HSE in September, 2019 and is available on HSELand. The module is targeted at all staff working in HSE funded day services and aims to provide information on the core / values / 12 supports as outlined in the New Directions Policy. Work also commenced in 2019 on the development of a module for Day Service Managers which will be completed in early 2020: <https://www.hse.ie/eng/services/list/4/disability/newdirections/elearning-module-for-new-directions.html>.
- Further details in relation to the HSE New Directions Policy and implementation can be accessed via: <https://www.hse.ie/eng/services/list/4/disability/newdirections/>

HSE – Quality Improvement Division:

Throughout the year the Quality & Standards Sub-Committee maintained close links with the Quality Improvement Division of the HSE. Key elements of the work included:

- Regular updates provided by Ms. Marie Keogh O'Sullivan, National Disability Specialist, Quality Improvement, HSE on the work streams of the Quality Improvement Division.
- The HSE conducted a targeted consultation on the document *National Framework for Medicines Management in Disability Services* in June 2019. The framework sought to provide guidance on medicines management for staff working in disability services. A submission was forwarded to the HSE on behalf of Federation members in relation to the framework document.
- Representatives of the Quality & Standards Sub-Committee participated in the quarterly meetings of the National Quality Forum for Disability Services (the Quality Forum). The aim of the Forum is to develop a network of people working in Disability Services across Ireland to identify and share learning, best practice, and challenges & barriers in implementing good practice initiatives, with each other. The Forum meets quarterly and is chaired by Marie Kehoe-O'Sullivan.

Open Disclosure Policy:

An interim revision of the HSE Open Disclosure Policy was completed and launched in June, 2019. The ethos of the Open Disclosure Policy and National Open Disclosure Programme is to ensure that the rights of all individuals involved in and/or affected by safety incidents are met and respected, that they are communicated with in an honest, open, timely, compassionate and empathic manner and that they are treated with dignity and respect. The policy also provides for the immediate and on-going support of staff involved in and/or affected by safety incidents. Members of the Open Disclosure Team presented to members of the National Federation's Safeguarding Group at their meeting on 24th September, 2019.



Mr David Tuomey, Western Care, Ms Feabhra Mullaly, and Ms Elaine Teague, SMH, and Ms Mary Friel and Ms Catherine Hand, HSE.

National Disability Authority – Roundtable on Supporting the Monitoring of the UNCRPD

In June 2019 the NDA held a workshop to hear stakeholder's experiences regarding implementation of the UNCRPD. The Authority was keen to hear from participants about the areas requiring attention, how these could be addressed going forward and also details of the work being undertaken by those bodies in progressing the Convention.

Information sharing:

An important aspect of work of the Quality & Standards Sub-Committee during 2019 related to the sharing of information, and in this regard the National Federation's website acts as a repository for policy and document sharing. Key information sharing events that took place in 2019 include the following:

- **ASPIRE:** At the March 2019 meeting of the Quality & Standards Sub-Committee Mr. Ronan Coy, Head of IT, Brothers of Charity Services Ireland, made a presentation on the IT System ASPIRE which was developed in-house to assist the organisation in managing data arising from HIQA related inspections / processes.
- **Quality Improvement Division:** Ms. Marie Keogh O'Sullivan, National Disability Specialist, Quality Improvement, HSE provided an update at the May meeting in relation to the work of the Quality Improvement Division.



Presentation to Quality & Standards Sub Committee on the IT System ASPIRE

- **New Directions:** Ms. Anne Melly, New Directions, HSE, provided a comprehensive update on the work streams underway in relation to the New Directions Policy and day services supports in May, 2019.
- **Personal Outcome Measures and Accreditation, Building the Ireland Outcome Network:** Ms. Cathy Yadamac, Director of Personal Outcomes Measures, The Council on Quality and Leadership (CQL), presented to National Federation member organisations in September, 2019. The presentation provided an overview of the work of the Council, the personal outcomes measures, the Basic Assurances training activities and CQL Accreditation.



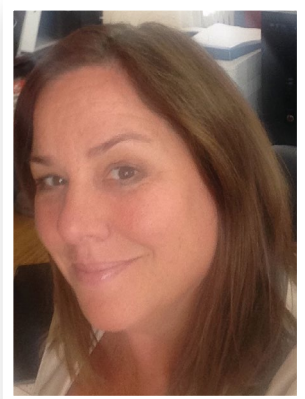
Data Protection and Freedom of Information Networks

Data Protection

The Data Protection Network is made up of representatives from member organisations who work in the area of Data Protection. The purpose of this network is to support organisations in understanding and implementing the requirements of the Data protection Act 2018 and the General Data Protection Regulations (GDPR). The network acts as a source of information exchange and support in relation to Data Protection for its Members. The network meets bi-annually and more frequently if required, and organises presentations from vendors or experts on various topics of interest. The network also convenes smaller Working Groups to manage specific, time bound projects as required.

The Data Protection Network undertook the following during 2019:

- Reviewed terms of reference.
- Data Protection Officers – supported in their role under legislation
- Data Protection Notices, Data Access Requests Procedures, Data Breach Procedures, Data Security Procedures.
- The replacement of the National Intellectual Disability Database with the National Ability Supports System in relation to the requirements of the General Data Protection Regulations.
- Data Processing Agreements



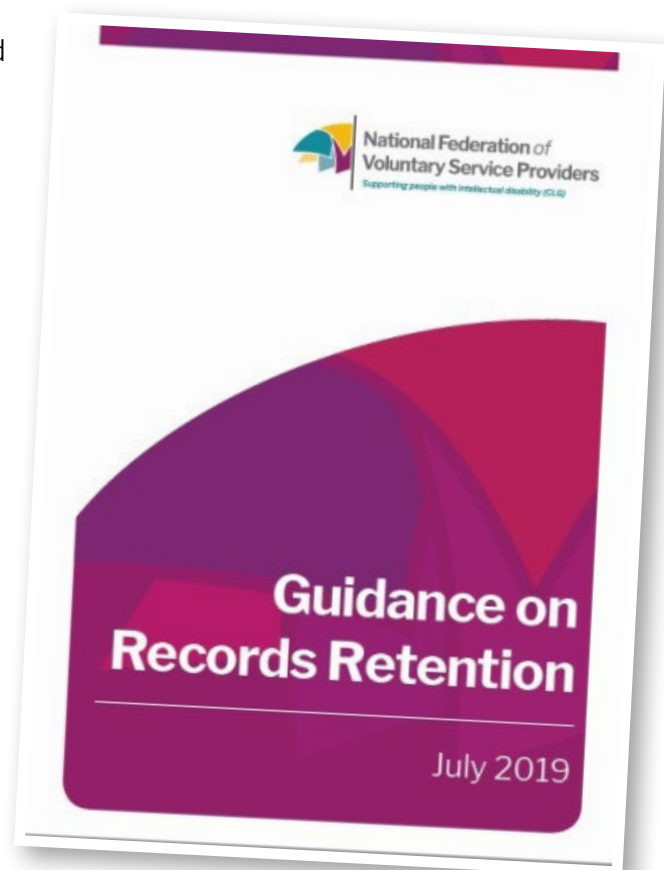
**Ms Gina Magliocco,
Chair of the Data
Protection Network**

- Data Protection Impact Assessments
- Data Protection Audits
- Training for Data Protection Officers
- Renewal of Parking Permits – in some cases made more difficult by the application of GDPR
- Joint Controller Agreements
- SLA and Data Sharing Agreement with the HSE
- Mapping processing (IT Systems to support this process)
- Issues arising from the implementation of GDPR
- E-Privacy – future impact

Record Retention Guidelines Report

One of the key achievements of the Freedom of Information and Data Protection Networks in 2019 was the publication of its Guidance on Records Retention. The National Federation of Voluntary Service Providers acknowledges and thanks the members of these two networks for developing this guideline document to assist members in drafting their own policy and procedures in relation to data retention. These Guidelines apply to all records created or received by staff in the course of their duties on behalf of the service and retained as evidence of the activities of the service. Records can be held in a variety of physical forms including: paper documents including both written and printed matter, electronic records (i.e. word processing files, database, spreadsheet files, emails, electronic data on any media, etc.) drawings, photographs or anything on which information is recorded. These guidelines can be downloaded from our website at:

[Records Retention Guidance](#)



Freedom of Information Act (FOI) Network

The FOI Network is made up of representatives from member organisations who work in the area of Freedom of Information. It is chaired by Ms Marie Grimes McGrath, and the purpose of this network is to support organisations in understanding and implementing the requirements of the FOI Act. The network acts as a source of information exchange and support in relation to FOI for its Members. The network meets bi-annually but meets more frequently if required and organises presentations from vendors or experts on various topics of interest. It also convenes smaller Working Groups to manage specific, time bound projects as required. A member of this network represents the NFVSP on the Public Sector User Network (PSUN). The FOI Network undertook the following during 2019:

- Review of PSUN minutes
- FOI Training for Decision Makers, Internal Reviewers, HR Managers and new FOI Officers.
- FOI Statistical Returns and review of template documents
- Working Group – produced and published the Guide to Records Management & Retention
- Reviewed the Terms of Reference
- Relationship between FOI And Data Protection Act 2018
- Issues surrounding various FOI Requests and rulings by the Information Commissioner

Policy Work in 2019

A key priority for the National Federation in 2019, identified by the Board and discussed earlier in this report, was to gather evidence to support the requirement for funding to address the significant crisis in the sector. Much of the focus of work under the policy brief in 2019 was on gathering and analysing data to support this priority. The information gathered through the analysis continues to inform the work undertaken in lobbying for appropriate funding and policy implementation into 2020.

A detailed analysis of the Statements of Strategy of each Government Department was undertaken in March 2019. A paper with a summary of this analysis and a more detailed description of how these strategies impact on disability services was circulated to members. From the analysis it is clear that as the Government works through the implementation of the United Nations Convention on the Rights of Persons with Disabilities, it will be the work of all Government Departments to make certain that the policies and strategies they put in place ensure equal citizenship for people in Ireland with disabilities. This will require cross-Departmental co-operation and collaboration if the person is to be truly placed at the centre of policy implementation. The provision of appropriate funding to adequately implement policies relating to disability has been a key deficit over recent years, which has been a significant contributing factor to current funding difficulties.

Assisted Decision-Making (Capacity) Act 2015

The National Federation's ADM Reference Group continued their plan of work throughout 2019 and spent time at the start of the year closely studying the text of the ADM Act in detail. The group considered the potential implications of its implementation, specifically for people with ID and ID services. A paper setting out these considerations was provided to the Director of the Decision Support Service, Ms. Aine Flynn, who then met with the Reference Group in February 2019. A series of queries and requests for clarification were included in the document, some of which could be clarified by Ms. Flynn and others required the input of a range of stakeholders including the HSE and Department of Justice, Equality and Law Reform. The clarifications that Ms. Flynn was already able to provide were summarised into a briefing paper and circulated to Federation members, whilst other elements await the passing of further legislation in 2020.

Following on from this engagement a survey was circulated to members to assess the number of people who would be likely to require the supports of the Decision Support Service when established, at the different levels of assistance set out in the Act. The final results of this survey will be collated in 2020 and provided to key stakeholders. During the year, members of the Reference Group Ms. Teresa Mallon (St John of God Community Services) and Mr. Paul Smyth (Muiriosa Foundation) also liaised with a cross-sectoral group chaired by Ms. Mary Condell (Sage) to support the development of Guidelines for Best Practice for Management of Resident's Finances. The ADM Reference Group also met with the representatives from the HSE ADM National Office to ensure we work in partnership and outline the needs of the Disability Sector in terms of the full implementation of ADM throughout services.



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



Education

2019 was a busy time in terms of consultation and engagement with the Department of Education and Skills and the National Council for Special Education on behalf of members:

- Member organisations participated in the NCSE Review of educational provision and lifelong learning for adults with disabilities accessing day services.
- The National Federation responded to the Department of Education & Skills regarding the Independent Review of Career Guidance, registering our concern that provision had not been recommended for career guidance counsellors in special schools, highlighting the inequity of this aspect of the report and requesting a review of provision in this regard to ensure equality for all students.
- Ms. Alison Harnett, Federation Secretariat attended the Department of Education & Skills consultation on the development of the new School Inclusion Model on behalf of members. We were advised that the provision of nursing supports for children with complex needs – which is an issue that has been raised previously by Federation members - will be provided for under this model.
- Mr. Paddy Greally, (Brothers of Charity Services) took up the nomination to the NCSE Forum following the end of term of the previous Forum, and represented members at meetings.

Working Group on Health Outcomes for Older Adults with ID

The National Federation's Older Persons Working Group brings together member organisations focusing on the changing needs of older adults with Intellectual Disability and has built strong links with the IDS-TILDA group and the Centre for Ageing and Intellectual Disability in Trinity College. The group is chaired by Ms Evelyn O'Reilly, Daughters of Charity Disability Support Services. Some of the findings from TILDA wave 3 study have shown areas such as cognitive health and dementia, bone health, and constipation as being some key areas of focus.

Federation members participated in an important conference in March 2019 in St. James Hospital at which key experts shared evidence on the science and markers for Alzheimer's and dementia, in particular in people with Down syndrome. One of the problems with diagnosis of dementia in people with Down syndrome and/or ID can be over-diagnosis for younger people who may have other conditions such as depression, which if treated would improve, whilst some others are not diagnosed until very late in the progression of dementia. A very positive development is that funding has been allocated to set up a national memory service for people with intellectual disabilities in 2020, with both central and outreach supports.

The changing needs of older adults was also a key issue identified in the National Federation's paper on drivers of deficits in funding provided to the Oireachtas Joint Committee on Health on 19 June 2019 and will form part of the National Federations Budget campaign 2020. Members of the Older Person's Working Group provided case studies to support this work.

Housing Sub Group

The Housing Sub Group, on which the National Federation is represented, is tasked with implementation of the National Housing Strategy for People with Disabilities. Ms Alison Harnett represented the National Federation on this group and attended meetings throughout the year. A key action for the Housing Sub Group in 2019 was the revision of the Terms of Reference of the Housing and Disability Steering Groups (HDSG). The HDSG in each Local Authority is the conduit through which mainstream housing is now allocated to people with disabilities. During December 2019 we liaised with the Irish Council for Social Housing and participated in a seminar bringing together representatives from disability service providers and Approved Housing Bodies who provide housing to people with a disability. It was very useful to share concerns across these two associated areas and it is planned to further communicate in 2020.

Adult Therapies Report

The National Federation is committed to supporting the rights of people with intellectual disabilities to access therapy services. We recognise that the level of therapy service provision in Ireland currently does not meet the needs of this population and conducted research, published in 2019, to provide an evidence base of the needs presenting for multi-disciplinary supports. The research confirmed that therapy services for adults are not adequately resourced across the country and access to Primary, Community and Continuing Care for people supported by services is inequitable. The research was conducted with adults with intellectual disabilities, their therapists and service providers in the area of therapeutic supports. The National Federation studied these findings and made recommendations on how to address these deficits in therapeutic supports. These recommendations were informed by recent government policies in the areas of general health and future service provision for adults with disabilities. This report was published in July 2019 and the link is below. Special thanks are due to Mr. Brian Muldoon and Ms Marina Carr (Brothers of Charity Services Ireland); and Mr Renjith Joseph (Ability West) for their considerable work in bringing this report to fruition.



[Listen to our Voices
Adult Therapies Report](#)

Next Steps Community of Practice

The 'Next Steps' community of practice, which is chaired by Mr. John O'Dea (former Chair of the Federation and CEO of Western Care Association) continued its work in developing individualised supports to facilitate people with disabilities to live lives of their choosing, with a wide range of shared learning taking place. At its April meeting, a presentation was shared by the National Adult Literacy Agency about online resources to help people to achieve their potential in literacy and numeracy skills, and at our June meeting, there was a transatlantic sharing of information, as one of the [Immersion event](#) experts, Ms. Patti Scott, joined us via Skype to discuss how the community of practice that she supports in the US has been working in supporting people in complex decision-making circumstances. The Next Steps community also engaged with the Bank of Ireland and the National Gallery of Ireland to support these organisations to make their services more accessible to people with intellectual disabilities.



Ms. Katherine O'Leary providing Informing Families training to over 100 participants in Mullingar, November 2019



Other Projects

In addition to the above policy initiatives, the National Federation also continued its work to provide training in the *National Best Practice Guidelines for Informing Families of their Child's Disability* - across disability early services teams, in hospitals and community settings.

We also supported the introduction of the pilot Personalised Budgets programme, facilitating two presentations by Ms Aisling Hunt, HSE to National Federation members, and worked with Mr. Gerry Tully, HSE to begin planning on a joint procurement process for insurance brokerage amongst Section 39 disability organisations.

Safeguarding – Children & Adults:

In February 2019 a new Chair was appointed to steer the work of the National Federation's Safeguarding Implementation Group; Mr. David Tuomey, Principle Social Worker, Western Care Association. The overarching role of the Safeguarding Group is to provide a forum for those involved in adult safeguarding and Children First related work to meet and discuss issues of concern. Highlights of the 2019 work programme included the following:



Mr David Tuomey, Chair of the Safeguarding Group

Safeguarding Policy - Support National Federation members in meeting their safeguarding obligations and developing robust procedures:

- Supported the work of the National Federation's Safeguarding Implementation Group; focused on ensuring that individuals being supported are protected from abuse and where concerns arise that these are dealt with in a proactive /timely manner. Membership of the group is drawn from across the National Federation and four meetings of the group took place during 2019.
- Participated in the Reference Group established by the HSE National Safeguarding Office to support the implementation of the HSE National Safeguarding Policy within HSE Funded Agencies. A key role of the group is to identify any impediments to the ongoing implementation and application of the adult safeguarding policy. During 2019 the National Federation was represented on the following Working Groups established to address key elements of the policies implementation:
 - Practice Development Group
 - National Safeguarding IT Project
 - Training & Education Sub-Group
- Contributed to the review of the HSE Adult Safeguarding Policy and supported National Federation members in implementing associated requirements.
- Participated on the National Safeguarding Committee, established to support the implementation of safeguarding provisions on a cross government / departmental basis. This work included supporting the roll out of a national safeguarding public media campaign during 2019.
- Continued to advocate for the introduction of safeguarding legislation and other key areas for development e.g. Deprivation of Liberty, Implementation of the Assisted Decision Making Act, 2015.
- Contributed to the development of the Department of Health Safeguarding Policy - assisted with the organisation of focus group sessions with self-advocates and facilitated input from Service Providers in relation to the policy development. The Federation member organisations facilitated the people they support to take part in the focus groups: KARE, Daughters of Charity Services, Western Care Association

- Organised a presentation for National Federation members in relation to the work of the National Independent Review Panel (NIRP). The NIRP was established by the HSE to examine circumstances related to people with a disability where there are major concerns about how the services involved managed the care of an individual or group of individuals.
www.hse.ie/nirp

Children First Legislation/Policy

- The National Federation is represented on the HSE Children First Social Care Steering Group with the aim of ensuring that the interests of National Federation member organisations in relation to 'Children First' are represented. Key areas of work that the group engaged in during 2019 included: development of governance structures at national / local CHO levels, updating the Child Protection and Welfare Policy to meet the requirements of the 2015 Children First Act; development of guidance for undertaking child safeguarding risk assessments; and the development of training programmes for mandated persons and others involved in children's services.
- Facilitated meetings of the National Federation's Safeguarding (Children & Adults) Group during with the aim of ensuring members are compliant with the requirements of the Children First Act, 2015.
- The National Federation sought representation on the nine CHO Children First Implementation Groups for its members to ensure they were connected into these groups at local CHO level.
- Addressed the issue of advocacy for children in residential settings via liaising with EPIC - Empowering People in Care.



Key Meetings & Information Sharing:

EPIC: In February 2019 Ms. Fiona Murray, Advocacy Manager with Empower People in Care (EPIC), presented to members of the National Federations Safeguarding Implementation Group on EPIC's work in February 2019. EPIC is an independent organisation working with young people in care or who have had experience of being in care.

National HSE Children First: Ms. Marian Martin, National HSE Children First Lead, HSE and Ms. Ann Bourke, National Disability Specialist HSE Community Operations – National Disabilities, provided a comprehensive update on all Children First related matters to the Safeguarding Implementation Group in May 2019.

National Independent Review Panel: Ms. Bernie McNally, Chair National Independent Review Panel, provided an overview of the work of the Panel to Federation members at the June 2019 General Assembly meeting.



HSE Adult Safeguarding Policy: Mr. Tim Hanly, General Manager, National Safeguarding Office, presented to National Federation members at the June 2019 General Assembly meeting. The presentation outlined the main changes to the Adult Safeguarding Policy arising from the Policy review undertaken in 2018/9.

Open Disclosure Briefing Session: An 'Open Disclosure' Workshop, which had a particular focus on disclosure as it relates to safeguarding, took place in autumn 2019. The aim of the National Open Disclosure Programme is to ensure that the rights of all individuals involved in and/or affected by safety incidents are met and respected, and that they are communicated with in an honest, open, timely, compassionate and empathic manner. Members of the Open Disclosure Team presented to members of the National Federation's Safeguarding Group at their meeting on 24th September, 2019

Meeting with Ms. Anne Rabbitte, TD, Fianna Fáil Spokesperson on Children and Youth Affairs: A meeting took place with Deputy Rabbitte, now Minister for Disabilities, in December 2019 to discuss members concerns regarding child welfare issues.





Inclusive Research Network

The Inclusive Research Network had a busy year in 2019. The year began with the election of a new Steering Group for 2019-2022 at the February meeting.

- Chair Michael Sullivan; Vice Chair Derek Murphy; Secretary Brian Donohoe (not Elected Role)
- Vice Secretary James Delaney; IRN Spokesperson Carol-Ann O'Toole; Vice IRN spokesperson Christina Burke
- Treasurer Martin Doohar; Vice Treasurer Kathleen McMeal.

In March 2019 Brian Donohoe & Christina Burke presented the findings of the **Our Homes Study** to the Association of Occupational Therapists In Dublin with Dr. Nancy Salmon (University of Limerick) and it was very well received.

IRN produced a document asking for the ratification of the Optional Protocol part of the UNCRPD. It was sent to the relevant Ministers and TD's to lobby the Government to fully ratify the convention.

There were presentations in Copenhagen by Fionn Angus and at the IASSID Conference in Glasgow by Ger Minogue and Claire Nagle on the early findings of the **Doctors and Us** study. Brian Donohoe, Nancy Leddin and Joan Body presented **Our Homes** at the Centre for Disability Law and Policy, NUIG in September.

The biggest event of the year for IRN was the launch of the findings of its most recent research project **Doctors & Us** in the Castletroy Park Hotel Limerick on the 12th of November 2019. The project looked at what it is like for people with Intellectual disabilities when they go to see the doctor.

We have 3 key messages from the Doctors and Us report:

- 1.** We want to talk easily to our doctors. We want them to talk to us not our supporter or family.
- 2.** We want to have easy read handouts about our health to take away after a doctor's visit.
- 3.** People with learning disabilities have the right to know what is happening to our bodies and to feel looked after.

We think the findings from this study will be of great interest to both Service Providers and Health Professionals. You can learn more about the [Inclusive Research Network](#) here.

IT Sub Committee

The National Federation's IT Sub Committee was chaired in 2019 by Mr Tomas Mac Ardle, Daughters of Charity Disability Support Service. During the year, five Committee meetings were held along with one system inspection. These included four quarterly meetings and a special meeting hosted by the HSE on the Development of the New National Children's MIS system. The quarterly meetings were held in Kildare, Galway, Dublin and Cork and represented a good geographical spread from amongst our members. Some of the key areas of discussion and work during the year for the Sub Committee were as follows;

- **Presentation by Pamela Dunne, Daughters of Charity Disability Support Service on the 'Digital Life Story' project.** Pamela shared the project aims, which were to improve lives of those supported by the re-kindling of their memories through vision, sound and text and thereby slow the progression of Dementia in all its stages. The project required new technologies, the assistance of families, those using the services, staff and volunteers to build their history. The project has achieved the original aims and had some unexpected benefits – for instance when care staff change the life story gives a better picture of the person's likes and dislikes.
- **Presentation by Philip Devosce of Calmoni Design Ltd of Calmonicre** on a Client Information system built around the person, to cover all aspects of their life while still being able to give the required management reporting. The system is in use by KARE and the committee felt that the presentation showed how comprehensive it was and it was of interest to several groups at the meeting.
- **Meeting to show 'Flex' system in use.** On 15th October, Mr David O'Halloran (Brothers of Charity) hosted a meeting to demonstrate the cloud-based system developed in Galway to make standard routines easy on smartphone, tablet or PC. There was great interest in this system as it had potential to support paperless work for Health and Safety Officers and maintenance groups. Following on from the meeting several groups decided to proceed further with this product.
- **The Health Research Board's National Ability Supports System (NASS)** - discussions on the resourcing and time in terms of staff completing questions, updates on roll-out and the need for training.
- **HSE MIS** - A meeting was held on the 21st June 2019, with representatives of the HSE's Children's MIS system. Ahead of the meeting members had completed a survey and returned this to the National Disability Children & Families Team to review all current Client Information Systems in use by Section 38 members, with a view to updating the current HSE MIS system, which will be developed into the National Children's system. Members noted many positive features in the new system, including a strong focus on service user goals and progress, good use of diaries, calendaring with text and e-mails for appointment notifications and reminders. They also made observations on key challenges present in the system in the hope that these will be incorporated in the new system. Further engagement with HSE MIS took place via the committee on 7th November.
- A range of operational issues were discussed during the year such as Win 7 end of life in mid-January 2020; Office 365 licensing; file management; storage of large volume files such as photos and videos; likely sources for subsidised licences such as 'Enclude', and use of the Office of Government Procurement Framework.

Information and Communications

In 2019 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.
- Evidence-based information materials for families of children with disabilities at the time of diagnosis at www.informingfamilies.ie
- Two comprehensive newsletters during 2019 sharing the work of the National Federation members and the wider sector.
- Weekly news digests prepared by Mr. Brian Donohoe from the Secretariat and circulated to all members.
- 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 (SF 7346) and is registered with the Pensions Authority (PB 67866).



- The Scheme currently comprises of 25 participating employers; and 5,422 members (4,069 Active members and 1,353 deferred members).
- The Scheme's fund value under management was over €232m as at 31st December, 2019, most of which is invested in the Default Strategy for the Scheme i.e. Passive IRIS fund. A one-off allocation of €747,926.04 was forwarded to New Ireland during 2019 for distribution to member's individual pension fund, which reflected a surplus in the Trustees bank account.

Pension Website:

The Trustees set up a dedicated pension page on the National Federation's website www.fedvol.ie. The website page contains links to a range of information booklets outlining the main benefits and features of the Scheme, as well as copies of important documents such as the Trustee Annual Report & Audited Accounts which are produced every year.

Investment Review:

The Trustees engaged the services of independent investment consultants - Trident Consultants to:

- Evaluate the current investment default strategy i.e. Passive IRIS, versus alternatives available in the market place;
- Review the benchmarks used for measuring performance;
- Review 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's default investment strategy, subject to periodic review and engagement with members close to retirement to ensure they have selected the correct landing point i.e. landing point is the investment fund a member will be in at age 65 years and matches the way a member wishes to draw down their pension at retirement (outlined in more detail below);
- The benchmarks currently being used are appropriate;
- The list of investment funds available to members needs to be reviewed to identify overlaps and gaps.

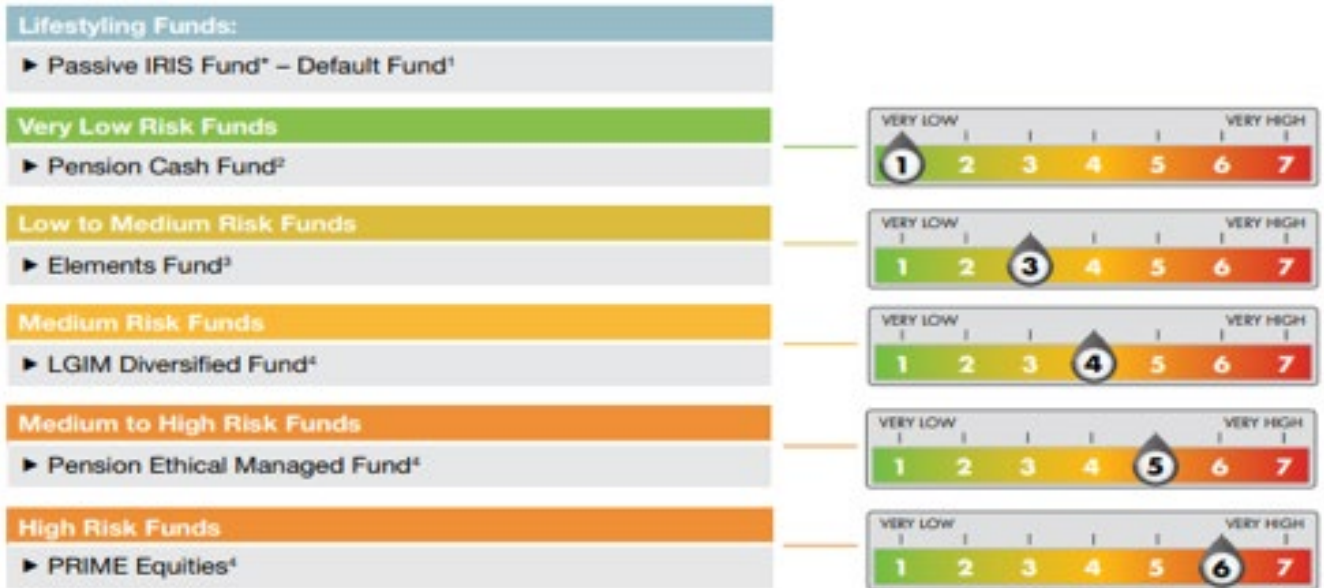
In this regard, the Trustees agreed to Trident Consulting's recommendation to drop the following 3 investment funds:

- Indexed Eurozone Long Bond Fund;
- BNY Mellon Global Real Return Fund;
- Pension Managed.

Inclusion of the following 2 additional investment funds:

- PRIME Equities;
- LGIM Diversified Euro Fund.

Members who are invested in one of the above three funds that are being dropped will be written to and offered the opportunity to switch their pension to one of the other funds available – or if they do not want to make a decision their pension will be switched to the default strategy i.e. Passive IRIS. Therefore, the new investment choice available to all members will comprise of the following funds:



¹ A Fund related charge of 0.525% per annum applies to this fund.

³ A fund related charge of 0.725% per annum applies to this fund.

² A fund related charge of 0.15% per annum applies to this fund.

⁴ A fund related charge of 0.625% per annum applies to this fund.

New Landing Points:

New Ireland introduced two new “landing points” as part of the Passive IRIS investment fund. Details of the new landing points were communicated to all members over 60 years (396 letters) on 5th August, 2019. A member can now choose from three landing points as follows:

- 1 Default Passive IRIS Fund** – If a member is invested in the Default Passive IRIS fund at age 65 years, this default path will end up with 25% of a member’s pension fund invested in Cash and 75% invested in PRIME 3, suitable if a member intends to take a tax-free lump sum (25% of the accumulated fund) and invest the remainder in an Approved Retirement Fund (ARF).
- 2 Lump Sum Landing Point** – If a member is in this Landing Point at age 65 years their pension fund is fully invested in cash to suit members who are looking to take their full fund as a lump sum at retirement.
- 3 Annuity Landing Point** – Members who wish to purchase a pension / annuity at retirement are best suited in this landing point as their pension fund will be invested in long dated bonds at age 65 years.

These enhancements to Passive IRIS mean that there are now more fund choices available to better suit the benefits a member intends to take at retirement.



Group Life Review:

A key benefit of the National Federation's Pension & Life Assurance Scheme is the provision of a lump sum death benefit of three times salary in the event of a member's death in service. The cost of this benefit is met from the employers' pension contribution to the Scheme and was last reviewed in 2014. During 2019, the Trustees engaged with Cornmarket to carry out a review of the Life Assurance Scheme and their results were presented to the Trustees on 9th September, 2019, where the Trustees agreed to:



- Maintain the Group Life Scheme with the current underwriter i.e. Zurich Life;
- Proceed with cover for a four-year rate guarantee period at a rate of 0.43% of salary, which represents a reduction over the current rate of 0.47%.

Trustees Meetings:

The Trustees met 5 times during 2019 and also participated in two conference calls. Regular meetings with New Ireland and Cornmarket were facilitated, including an annual meeting with the Scheme's Investment Managers to review the Scheme's investment performance.

Trustee Annual Report & Financial Statements:

As required by Pension Legislation the Trustees prepared a Trustees Annual Report (TAR) and Financial Statements for year ended 31/12/18 and circulated same to each participating employer and recognised Trade Union in line with the 30th September, 2019, deadline for completion. A copy of the TAR and Financial Statements are available on the National Federation's website www.fedvol.ie Members can also request a copy of the Report from their employer. The Financial Statements for year ended 31/12/18, was the first year to reflect New Ireland's management fees and provide transparency in respect of this matter. The Trustees secured a reduction in New Ireland's management charges effective from 1/4/19 by 0.025% pa.

Deeds Executed:

The following Deeds were prepared and executed during 2019:

- Deed to reflect new Pension Scheme Name i.e. National Federation of Voluntary Service Providers' Pension & Life Assurance Scheme;
- Deed of removal for resignations of Mr. Tony Darmody; Mr. Brian O'Donnell and Mr. Bernard O'Regan and appointment of Ms. Pauline Brennan.

Trustees Training:

The Trustees participated in Pension Trustees training on 14th February, 2019, in line with requirements that Trustees must undergo training within 6 months of their appointment and every 2 years thereafter.

Member and Employer Engagement:

The Trustees see regular engagement with both members and participating employers as an important function of their role. In this regard, a number of workshops / meetings took place as set out below.

Retirement & Life Planning Seminar:

The trustees hosted three separate Retirement & Life Planning Seminars during 2019 in Portlaoise, Charleville and Claremorris. These seminars are aimed at members who will be retiring in the coming years and have proved extremely popular with those who have attended to date. There is no charge for attending and members can bring their partners if they wish. Any member wishing to attend a Retirement & Life Planning Seminar should express their interest to their employer.

New Ireland / Cornmarket Engagement:

Both New Ireland and Cornmarket arranged group presentations and one-to-one meetings throughout 2019 for members of the Scheme. The purpose of these presentations is to outline the valuable benefits that the Pension Scheme provides and to deal with member queries.

The Trustees encourage members to avail of these presentations / meetings to ensure they are informed re:

- The structure and benefits of the Pension Scheme;
- The progression of their pension fund and whether they are on track to meet their retirement goals;
- The option to increase the level of their pension contributions and how this can be achieved;
- The costs and charges applied to their pension fund – particularly the difference in the management charges that apply to the different investment fund choices;
- The awareness of the benefit options available to them at retirement.

CEO / Administrators Workshop:

The Trustees also host an annual workshop for employers. The workshop for 2019 was held in the Midland Park Hotel, Portlaoise on the 5th December. Presentations were delivered by the Trustees, General Investment Trust, New Ireland and Cornmarket. The purpose of these Workshops is to ensure employers are kept up to date on their requirements as a participating employer to the Scheme.

Death in Service Benefit:

Sadly, 7 members of our Pension Scheme died during 2019 and one of the key responsibilities of the Trustees is to decide to whom the death benefit is paid. This is a requirement under pension legislation and the Trustees make every effort to ensure that the benefit is paid to the most appropriate beneficiary. In all of the 2019 cases, the Trustees job was greatly assisted by members having an Expression of Wishes form completed. Although not legally binding on the Trustees, the Expression of Wishes form gives the Trustees a useful guide as to the members wishes and are taken into consideration by the Trustees when agreeing to whom benefits should be paid. The Trustees would urge members to complete an Expression of Wishes form, available on www.fedvol.ie, and to keep it updated if a member's personal circumstances change.

Administration & Compliance:

The National Federation Secretariat via the Pension Scheme Manager continued to provide administrative support to the Pension Scheme Trustees in 2019 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 etc.

All employers co-operated with their monthly return of pension contributions to both New Ireland and Cornmarket by their required timelines (10th of the following month). All death claims, applications for retirement on grounds of ill health; pension adjustment orders, transfers applications and purchase of annuity forms etc. were all duly processed in a timely fashion.

In this regard, the Trustees would like to thank all employers for their co-operation in assisting the Trustees in discharging their duties and ensuring the Scheme is run efficiently and in compliance with Scheme Rules.

Pension Scheme Trustees

- John McHugo, Chairman;
- Pauline Brennan;
- Francis Coughlan;
- Deirdre Herlihy;
- James Skehan.



**Mr John McHugo,
Chairman of the
NFVSP Pension
Scheme**

Audited Accounts

Audited accounts for Year Ended 31 December 2019 were prepared, independently audited and signed off by the Board of Directors at their meeting held on 21st September 2020. 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. To be inserted following Board meeting

Balance Sheet As at 31 December 2019

	Note	2019 €	€	2018 €	€
Fixed assets					
Tangible assets	10	294,705		307,518	
			294,705		307,518
Current assets					
Debtors	11	14,740		14,875	
Cash at bank and in hand		253,411		347,796	
		268,151		362,671	
Creditors: amounts falling due within one year	12	(107,222)		(165,018)	
			160,929		197,653
Total assets less current liabilities			455,634	-	505,171
Net assets			455,634		505,171
Capital and reserves					
Unrestricted designated funds			-		16,111
General fund (unrestricted)			455,634		505,171
Members funds			455,634		505,171

The financial statements were approved by the Directors on 22 September 2020 and signed on its behalf by

Sean Abbott
Director

Vincent O'Flynn
Director

Statement of Financial Activities

Financial year ended 31 December 2019

	Note	Restricted €	Unrestricted €	2019 Total€	2018 Total€
Incoming Resources					
Generated funds:					
Voluntary Income					
Seminars			2,075	2,075	38,844
Activities Income for generating funds					
Membership Fees			169,233	169,233	169,233
NFVB Pension Scheme		100,000		100,000	100,000
Investment Income					
Charitable Activities:					
HSE Grants		238,728		238,728	294,892
HSE-Next Steps		16,100		16,100	27,713
National Lottery-Informing Families		17,615		17,615	10,006
HSE AIMS		-		-	8,366
HSE-Adult Day Services		45,684		45,684	-
Total Income Resources	7	418,127	171,308	589,435	649,054
Administrative expenses restricted		619,716	19,256	(638,972)	637,142
Total Resources Expended	8	(619,716)	(19,256)	(638,972)	(637,142)
Surplus/(deficit) for the year		(201,589)	152,052	(49,537)	11,912
Net movement in funds for the year		(201,589)	152,052	(49,537)	11,912
Transfer between funds		201,589	(201,589)	-	
Reconciliation of funds					
Balances brought forward at start of year			505,171	505,171	493,259
Balances carried forward at end of year		-	455,634	455,634	505,171

The financial statements were approved by the Directors on 22 September 2020 and signed on its behalf by

Sean Abbott
Director

Vincent O'Flynn
Director

Independent Auditor's Report

Independent auditor's report to the members of National Federation of Voluntary Service Providers (continued)

Report on the audit of the financial statements

Opinion

We have audited the financial statements of National Federation of Voluntary Service Providers for the financial year ended 31 December 2019 which comprise the profit and loss account, statement of comprehensive income, balance sheet, statement of changes in equity, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies set out in note 3. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

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 2019 and of its loss for the financial year then ended;
- have been properly prepared in accordance with FRS 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 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 issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and the provisions available for small entities, in the circumstances set out in note 16 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 ISAs (Ireland) 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 directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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 the Companies Act 2014

Based solely on the work undertaken in the course of the audit, we report that:

- in our opinion, the information given in the directors' report is consistent with the financial statements; and
- in our opinion, the directors' report has been prepared in accordance with applicable legal requirements.

We have obtained all the information and explanations which we consider necessary for the purposes of our audit.

In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited, and financial statements are in agreement with the accounting records.

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 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.

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement, 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 management either intends 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.

As part of an audit in accordance with ISAs (Ireland), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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

Our 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 we are required to state to them in an auditor's 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 and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Richard Grogan

**For and on behalf of
Grogans Accountancy Ltd
Chartered Accountants
4/5 High Street
Galway**



22 September 2020

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 Ireland Mid West Region**, (Clare), Banner House, Clare Road, Ennis, Co. Clare
- **Brothers of Charity Services Ireland West Region**, (Galway & Roscommon), Woodlands, Renmore, Galway
- **Brothers of Charity Services Ireland Mid West Region**, (Limerick), Blackberry Park, Ballykeeffe, Dock Road, Limerick
- **Brothers of Charity Services Roscommon**, Lanesbro Street, Roscommon
- **Brothers of Charity Services Ireland South East Region**, Belmont Park, Waterford
- **Brothers of Charity Services Ireland Southern Region**, 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
- **IRL-IASD (Trading as 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
- **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



**National Federation of
Voluntary Service Providers**

Supporting people with intellectual disability (CLG)

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