



# on the move

The Irish Wheelchair Association is the national organisation dedicated to the achievement of full social, economic and educational integration of people with disability as equal, independent and participative members within the general community.

01	CEO's Introduction
02	President's Address
03	Chairperson's Address
04	Organisational Chart and Board of Directors
05	Development and External Relations
06	Advocacy and Media
08	Volunteering and Branches
09	Fundraising
10	Personal Outcome Measures
12	Resource and Outreach Centre Programmes
14	Assisted Living Service
15	Holiday Centres
16	Motoring and Transport
18	Sport and Recreation
19	Housing Support Service
20	IWA Independent Living Accommodation
20	InterAction Project
21	Peer Counselling
22	Youth Services
23	Employment, Training and Education
24	Corporate Services
25	Information and Publications
26	Staff Training
27	Human Resources
28	Financial Overview
30	Legal and Administrative Information
31	Statement of Financial Activities
32	Balance Sheet
33	Sports Accounts
34	IWA Contacts
35	IWA ROCs and Work Locations
36	Special Thanks



## ceo's introduction

### A chairde go léir,

The theme of our conference this year 'On the Move' relates to all forms of transport, emphasising the importance of transport accessibility in enabling members to fully participate in society. IWA is actively lobbying for improvements in all areas of public transport – bus, rail, air and taxi. Our priority is to ensure that changes are made to improve the accessibility of existing transport, and that new transport infrastructure benefits everyone equally.

In order to live life to the full, we have to be able to get out and about, accessing all aspects of community life and taking holidays when we need them. Many of our members are energetic campaigners on transport and access issues. It is not easy to keep up the momentum when campaigning on one's own, and we all need to support each other by sharing information and skills. Our Annual Conference provides an opportunity to do this, as does our quarterly magazine, *Spokeout*, in which I'm pleased to see members telling their stories.

Rights issues remain high on our agenda. As well as lobbying for better legislation, it is important that we develop our understanding of how we can use existing legislation to enforce our rights.

As I reflect on the past year, I want to thank Eileen O'Mahony, President, PJ Gorey, Chairperson, the officers and directors of IWA Ltd., members, staff and volunteers for your contributions. In recent months, I have been fortunate to visit a number of branches and meet many of our volunteers. IWA was founded by volunteers 45 years ago and it is clear to me that they are still crucial to our organisation. As the organisation develops, the role of volunteers is becoming more task-orientated. With the introduction of POMs (Personal Outcome Measures), volunteers will have a specific role in supporting members in achieving their aims. It is so important for branches and staff to work together to establish and realise their priorities.

It has been a year of change in our organisation. A new management structure is in place to respond to a changing internal and external environment. I want to express my gratitude to the Senior Management Team for their support to me, and their contribution to the organisation. I also want to thank all staff for their co-operation and continued commitment during the year.

Members are central to all activities in IWA and our services are developing in response to their needs. More and more people are gaining independence through the support of the Assisted Living Services. Our ROCs (Resource and Outreach Centres) are enabling personal development and fostering artistic talent. This is evident at the current IMMA (Irish Museum of Modern Art) exhibition displaying the work of my local Offaly members!

Our funding from the HSE to provide services continues to be significant.

We have a number of other partnerships and this is the way forward.

Sport is an important component of our organisation. The Sports team continues to provide a great service and we look forward to the big event of 2006, the World Junior Wheelchair and Amputee Athletic Championships.

It has been an honour for me to have been CEO for the past number of months. I wish to thank Jimmy Byrne for his work as Company Secretary and for his assistance to me. I have met wonderful people and know we have a great future. I thank each and every one of you for your courtesy, support and for the amount of work you do.

Go raibh maith agaibh go léir.

**Molly Buckley**



## president's address

### Dear Colleagues,

Since the last copy of our Annual Report, we have come through an eventful and challenging year during which time the Board has addressed and responded successfully to the pertinent issues.

Following the appraisal of our management structure, several key staff appointments were announced thus making for a stronger and more effective organisation, which will deliver an even better service to our members.

This year's conference/AGM focuses on challenges experienced by members getting out and about. Recurring problems include transport, driving, parking and public accessibility. These concerns must be addressed as they cause unwelcome and unnecessary stresses and strains on all aspects of our health and well-being.

Mobility, accessibility and parking are just some of our concerns which require forward planning for each of us.

Urgent attention must be given to the current liberal system of distribution of parking badges and the common abuse of this invaluable asset. We are supportive of a review which would tighten up the qualifying medical criteria and recommend that all applicants undergo an independent medical assessment. We also encourage further increases in fines for people who park illegally in disabled spaces, and the better enforcement of legislation for able-bodied relatives who misuse this system.

We must constantly use all platforms to heighten our profile, from government lobbying and education to public debate and the media. This is the only way to ensure that our public transport needs are met and that we are not discriminated against under any circumstances.

We all have voices – let's use them collectively so that we are heard – loud and clear!

Finally, I want to sincerely thank our hardworking and enthusiastic staff and volunteers for their contribution to this organisation, and the Board members for their ongoing commitment and dedication.

*Eileen O'Mahony*



## chairperson's address

### Greetings,

The period of change in the organisation continued in 2005. A team of consultants, 'Value the Person International', were engaged to enhance and advise the Board. These consultants conducted an appraisal of management structures within the organisation and guided us through positive changes. These changes will help IWA continue to develop to meet the needs of our members.

To move forward, sub-committees were set up to develop specific areas of the organisation. I would like to express my sincere appreciation to members of the audit committee, property committee, fundraising committee, and volunteering committee for their advice, expertise and time. This input has been invaluable to us in shaping the development of the organisation.

Our Finance Team has been considerably enhanced, with the appointment of a new Director of Finance. These changes have brought many new ideas, goals and objectives for the organisation to work towards.

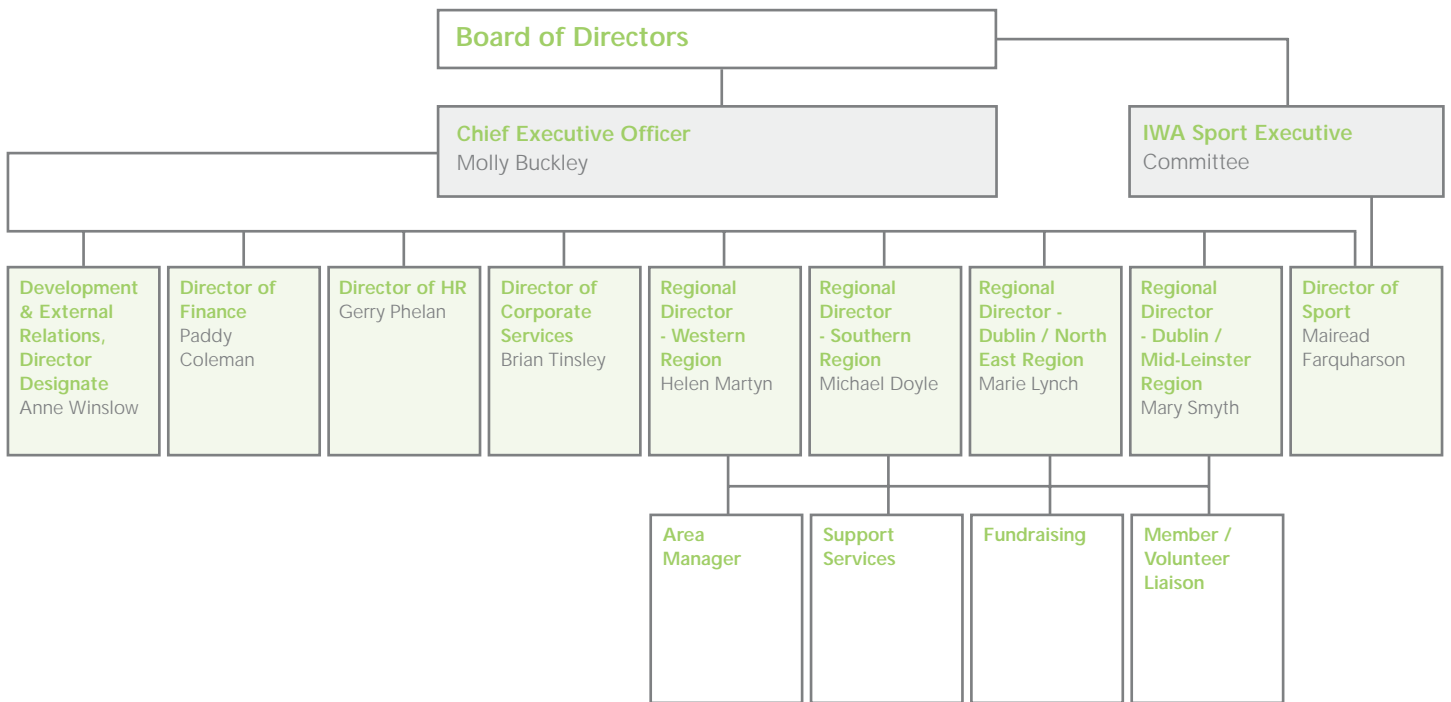
I would like to express my gratitude to Molly Buckley for her management capability in her position as CEO. She guided the organisation through a time of difficult change with great speed and efficiency. Molly was ably assisted by Jimmy Byrne, Company Secretary, to whom I also express my sincere thanks.

I wish to convey my gratitude to the Board of Directors, management, staff, members and volunteers for their support, assistance and more importantly their dedication to the organisation.

The Board of Directors and I look forward with confidence to continuing the development and progress of the organisation into the future.

*PJ Gorey*

# organisational chart



# the board



**Molly Buckley, CEO, and Board members**

**Front row l-r:**

Olan McGowan, Brendan Byrne, Danielle Weldon, Eileen O'Mahony, PJ Gorey, Kevin Harrison

**Back row l-r:**

Marie Lynch, Jack Lawler, Sr Margaret Hogan, Sheila O'Mahony, Molly Buckley, Patsy Lane

**Missing from photo:**

William Attley, Gerry McMahon, Phyllis Nolan, Joe Sargent, John Twomey

IWAs Development and External Relations Department is responsible for the management of IWAs relations with the wider community. The department is the main point of contact with the HSE on strategic issues. It is responsible for advocacy and media relations; fundraising policy and practice.

## development and external relations

The department fosters proactive research and development focused on improving policies, practices and models of service.

In 2005, a Research and Development Unit was formally established in IWA. Four existing National Development Officers were consolidated into a Research and Development team with a defined work plan. The co-ordination and integration of a number of work areas led to positive organisational outcomes for services in a number of areas including:

1. Development of risk assessment procedures and practices;
2. Development of annual Peer Review Forum for the Assisted Living Service;
3. Establishment of training for all Assisted Living Service Co-ordinators as manual handling key workers; and
4. Development of a formal induction programme for new Assisted Living Service Co-ordinators.

During the year, an internal report on the Assisted Living Services was completed which will point the way forward for the development of the service over the next few years.

Other developments in 2005 included:

- Development of policy and procedures in the area of service provision for vulnerable adults; and
- Research and development of best practice service models and supports which respond to the new and changing needs of our service users.

The Development and External Relations Department also offered support for the roll out of new service models and practices and for specific issues arising in operations. The department worked with IWA sub-committees on: Housing; Access; Transport; Youth; Acquired Brain Injury (ABI); Holidays; Personal Outcome Measures; ROCs; Manual Handling; Assisted Living Services (ALS); Sexuality and Disability; Infection Control; Community Employment (CE); The Disability Act; and Fundraising.

Strategic alliances were developed with a number of external organisations in the interests of service provision, including:

- A partnership with National Council for the Blind (NCBI) regarding Peer Counselling and ROC developments;
- A partnership with Praxis Care Group regarding Cross Border Services; and
- Links and partnerships with Comhairle and the CIC network regarding information services.

### Future plans

Plans are already well underway for 2006, including:

- To review and develop policy, procedure and practice in a number of areas including infection control, administration of medications, and child protection.
- In conjunction with the training department, to review and develop existing training for frontline staff in all services to ensure the highest standard of services to members.
- To launch the pilot out-of-hours contact service in Spring 2006.
- As part of a multi-agency working group, to host a national seminar to explore the service needs of people with acquired brain injury living in the community.
- As part of the development of enhanced person-centred services, to establish a rights committee which will work to ensure all services actively support people in exercising their rights.

Advocacy has always been an important aspect of IWA's focus. Over the years, IWA has influenced many important policy changes at a national level as a result of lobbying and campaigning.

## advocacy and media

On a daily basis, through services and volunteers, IWA supports individuals to advocate on their own behalf, while advocating as an organisation on collective issues identified by service users/members.

In 2005, IWA took action to highlight a number of issues, including:

- Making submissions on the Disability Bill and organising a march on Dáil Éireann to seek resources to back the legislation;
- Inputting into Part M of Building Regulations Review;
- Submitting to Anti-Poverty Strategy;
- Actively campaigning for Core Funding or mainstreaming of CE staff in IWA;
- Participating in and making submissions to the Department of Health and Children on strategic reviews of services for people with disabilities; and
- Making submissions and holding meetings with the Minister for Transport regarding parking and transport matters.

As well as press releases and interviews to support its campaigns, IWA provided national and local media with comments on a range of issues from restaurant accessibility to appropriate language when discussing disability.



Bus user John Graham is a committed campaigner for better public transport

### Development of Advocacy

In recent years, a number of structures have been set up to support and develop advocacy functions. As part of the restructuring of IWA's delivery of services, a new structure is being developed to strengthen and expand advocacy services at a local and national level.

The new structure will be operated by a National Advocacy Committee. This committee will comprise of members from current working groups on advocacy issues, members who have a particular

interest in advocacy issues, key members of staff/volunteers and a Director of Advocacy.

The new advocacy structure aims to:

- Develop IWA policies and opinions on advocacy issues;
- Develop collective advocacy on issues identified by members/service users;
- Coordinate national campaigns;
- Identify people with disabilities who could act as spokespersons on disability issues for IWA at a local and national level;



Olan McGowan voices his opinions at the IWA National Conference 2005



In 2005 IWA conducted an access audit of O'Connell St., Dublin, and presented a report to Dublin City Council

- Support people with disabilities to develop their skills as self-advocates; and
- Liaise with other representative groups nationally and internationally.

As the new national structure develops, a similar structure will be put in place at regional level. IWA believes developing advocacy at a regional level will enable more people with disabilities to participate in a meaningful way.

With the implementation of the person-centred programme (Personal Outcome Measures), it is vital that the organisation has a structure in place that can facilitate advocacy on the issues identified through POMs.

As an organisation with over 20,000 members and a volunteer network in every county, IWA brings about real and meaningful change to the lives of the people it represents.

### Representations

IWA continues to be represented on a number of bodies that impact upon disability issues and services, including:

- Public Transport Accessibility Committee;
- National Disability Authority's Advisory Committee on the 'Development of Standards for Services';
- HSE Regional Coordinating Committees;
- Disability Federation of Ireland;

- Not-for-Profit Business Association;
- Dublin Transport Organisation Committee;
- Paralympic Council of Ireland;
- Sports Council of Ireland;
- Irish Charity Tax Reform Group;
- Irish Charity Shops Association;
- Fundraising Institute of Ireland;
- Local Access Committees;
- Community Development Groups;
- Disabled People International;
- Association of Driver Educators for People with Disabilities;
- Local MABS Advisory Committees;
- Partnership Boards and Policy Committees;
- Barcelona Declaration Steering Committee;
- DESSA – Disability Equality Specialist Support Agency;
- The Disability Focus Group, Dublin City Community Council;
- National Consultative Forum, Department of Social and Family Affairs;
- Congress Disability Committee.

Following its AGM in 2005, IWA commenced a review of its policies and supports for volunteers. A committee was established to consider what supports volunteers in IWA required. The committee was comprised of Board members, volunteers and staff.



Kay Bailey, IWA volunteer in Dundalk branch for nearly 20 years, receives the 'Hall of Fame' award at the Louth Person of the Year Awards 2005

## volunteering and branches



Board members and CEO present Sr. Carmel Fallon with a picture of The Carmel Fallon Respite Centre, Clontarf

During the year, the committee developed a detailed Volunteer Policy Document which addresses the following issues:

- Role of the volunteer;
- Volunteer charter;
- Recruiting volunteers;
- Volunteer application form;
- Code of conduct;
- Volunteer development and training; and
- IWA policies and procedures.

A strategic plan was developed to involve volunteers in IWA. This plan outlined four areas in which the strategic plan will be piloted - Cork, Carlow, Limerick and Tuam. Some of the pilots are underway with very good results to date.

IWA received €38,000 from the Cohesion Funding in Cork to fund the development of volunteers in the area.

To reinforce IWA's commitment to its volunteers, for the first time a Director of Volunteering post was created. This director will have the responsibility of supporting and implementing the strategic plan for volunteers as developed by the Volunteering Committee.

In what was another good year for branches throughout the country, some of the highlights were:

- Volunteers in Tuam branch participated in the learning group for the Personal Outcome Measures.

- Carlow branch funded two part-time posts from its annual Cork to Carlow Cycle.
- Ardee branch is part-funding refurbishment of the centre.
- Kilkenny branch funded a new kitchen unit for the holiday centre in Kilkenny.
- West Cork funded the building of a new patio area in their centre.
- Listowel and East Cork branches continue to support/fund the development of programmes in their areas.

All branches continued to organise a range of important regular activities such as holidays, social events, fundraising events and day trips.

In 2006, following on from the work already started, IWA will concentrate on continuing to roll out the pilot with an official launch of its Volunteer Development Plan during the year.

IWA is committed to the involvement of volunteers, in partnership with staff and members, in the provision of best practice supports and services to its service users/members with limited mobility.

Fundraising is critical to the work of IWA. It enables the association to maintain its independence and decision-making power with regard to innovating responses to service user and member needs. It also contributes to the association's capital/building projects.



Pamela Flood with athlete Orla Barry at the launch of Angel Day



A presentation set of Angel Day Pins

## fundraising

The opportunity for evaluation and review of the fundraising area arose early in 2005 when there were changes in the fundraising team. The association engaged a consultant to assess its fundraising methods and systems and to make recommendations for improvement. The report generated a work plan for the coming years.

### St Patrick's Day Angels

The introduction of 'St Patrick's Day Angels' in March proved successful, with students from national schools throughout the country getting involved. The Angels sold well at the many parades around the country.

### Easter hampers

In the spring of 2005, IWA once again offered a beautifully displayed hamper containing the largest Easter Egg in Ireland. IWA thanks the companies who supported the campaign.

### Car raffle

The December car raffle attracted lots of interest in shopping centres and other venues.

### International walk

Over Easter 2005, 99 volunteer walkers set off for Vietnam where they were greeted by the wonders of Ho Chi Minh City, the City Can Tho, the Cu Chi Tunnels, and the Mekong Delta. IWA would like to thank the volunteer walkers and staff for all the work they put into raising funds.

### Church gate collections and flag days

Church gate collections and flag days continue to be an effective and low cost method of fundraising. Every county in Ireland supports IWA's work by contributing at church gates and flag days. IWA would like to extend its thanks to the many volunteers that turn out at churches and shopping centres throughout the year in all kinds of weather.

### National campaign

RTÉ's Pamela Flood launched IWA's Angel Campaign in a horse and carriage on St Stephen's Green in November 2005. She was supported by a team of children with and without disabilities dressed as little angels. This event gained great publicity from national and regional newspapers and from TV3. Staff, volunteers, family members and IWA members went out in November selling Angels, directly and through retail outlets. The campaign was a huge success.

### Patrons' draw

For many years, people have participated in IWA's monthly Patrons' Draw by contributing on an annual basis with the chance of winning €800 each month. IWA would like to thank all participants for their continued support.

### Charity shops

In 2005, an IWA shop committee was established to review shop performance. This resulted in shops which were non-viable being closed and a business plan being developed for the others. The plan will be rolled out in spring 2006 and it is anticipated that the existing shops will build on their successes to date. The support of local people in each shop area is tremendous.

### Christmas cards

The 2005 Christmas cards were designed by the members in ROCs and were of an exceptional standard. Sales were very good.

### Thanks

IWA would also like to thank all the people who support the organisation through golf classics, marathons, Christmas cards and hampers, and various collections around the country.



The lucky winner of the car raffle Padraig Donnelly receives his prize

The development of enhanced person-centred services through Personal Outcome Measures (POMs) is continuing to roll out as per the Action Plan compiled in 2005.



The POMs group in the west

## personal outcome measures

The key points of the POMs' Action Plan are:

- The training of two 'Master Trainers';
- Workshops to keep all stakeholders updated;
- The establishment of a Learning Group in the West to implement the pilot project.

IWA is the first organisation in Ireland to have two Personal Outcome Measures Master Trainers, giving it the capacity to train unlimited numbers of staff.

All stakeholders have been continually updated on the developments through regional meetings, *Spokeout* and *StaffLink*.

IWA launched the pilot of the enhanced Person-Centred Processes in Tuam on December 8th 2005.

### What difference has this made to services?

#### For service users:

All people who use IWA services in Tuam have been offered a Goal Identification meeting by an IWA trained Facilitator. This meeting gives the person an opportunity to explore all the areas of their lives and be supported in developing a 'Personal Action Plan'. If required, an IWA trained Contact Person will then support the person to work towards their identified goals/plans.

This enables IWA staff to work in a holistic manner which empowers the person. The concept is based on IWA's organisational principles of being person-centred, and facilitating choice, self-determination, inclusion, dignity and respect, consultation, partnership, equity and fairness, quality focus and accountability.

#### For staff:

All staff in the Western Region are being offered an opportunity to develop their current roles to include working as a Facilitator and/or a Contact Person. Additional training and supports have been given to enable staff to develop into these roles. Staff are quickly taking on these roles and enjoying the resulting challenges.

#### For volunteers:

Volunteers are being offered the opportunity to try a variety of roles which include Facilitator and Contact Person. These are developing roles and tasks for volunteers.

#### For the organisation:

The information obtained during meetings with people on the presence of Outcomes and Supports will be collated on a national database and used to guide future services.

In the three months since the pilot began in Tuam, the feedback has been very positive. The following case study gives a personal account of how this system has impacted 'on the ground'.

#### Case study: Tuam

A short reflection by Teresa, Service User, and Sylvia, an IWA Contact Person, on the work they have embarked on together as part of the IWA person-centred enhancement process.

#### Sylvia says...

*"As a Contact Person, I have been supporting Teresa as she works towards her goals. Working in partnership is a new experience for us both. When we met, Teresa told me how reluctant she was to come to the centre. She didn't feel she had enough confidence to meet strangers or to carry out normal everyday tasks like visiting the pharmacy, shops etc. Teresa expressed how she felt sheltered, away from the community. As the weeks went by, slowly but surely, Teresa gained more confidence interacting with members in the centre. Teresa, with support, then began to plan and make appointments for herself. Making a doctor's appointment for a check-up was a big step and going to the pharmacy to collect her prescription became a goal achieved."*

#### Teresa says...

*"I accomplished so many new achievements all in one day that I feel like a million dollars. I couldn't wait to go home to tell my brother. I feel that for the first time in my life I have a reason to own a purse and a handbag. I feel I have gained so much courage - I can't believe the difference it has made to my life."*



To live life to the full, we need to be able to get out and about easily

IWA's 63 Resource and Outreach Centres (ROCs) are there to support people with disabilities in their local communities. These centres offer a mixture of recreational activities and personal development programmes.



Maureen Kelly, Margaret Shirley and Phil McGarry displaying cushions which they made in the Sligo Centre

## resource and outreach centre programmes

The Resource and Outreach Centre programmes are designed around the needs of individuals. The aim is to enable the person improve their quality of life and interact with their local community. Programmes are designed on a group and individual basis and can include: employment and training opportunities; sports; arts; creative writing; relaxation and therapies; community outings; advocacy, personal development and general information/support services.

During 2005, IWA ROCs provided a variety of centre-based and community-linked programmes including:

- Educational and training programmes such as courses in computers, personal development and other topics. A number of service users and staff throughout the country received certificates in ECDL and FETAC in 2005.
- Inter-centre sporting competitions and external events such as the annual fishing competition for people with disabilities in Carlow. Members from Lucan won First and Second Prize in the Michael Lyons Cup 2005. An Inter-Centre Quiz was held in the North East where Cavan took the trophy for the second year running.
- Courses in the Arts resulted in public exhibitions of members work. Highlights included the Lucan exhibition in the Civic Centre Ballyfermot launched by Brian Ormond from EuroStar

fame and 'Le Cheile thru Art' Art Exhibition in Clontarf. Some works were purchased by The Office of Public Works.

- Holidays to IWA's holiday centres, foreign holidays, pilgrimages and day trips. Drogheda's children's group went to Lapland to see Santa, and to Disneyland Paris.
- A variety of partnerships and links with local communities, resulted in benefits for IWA members and the community at large. e.g.
  - Citizen's Information Centres were opened in partnership with Comhairle around the country. The CIC centre in Clane is both disability-focused and mainstreamed.
  - Kilkenny won the Community Gardening Project which was a result of a culmination of partnerships locally.
  - In Clontarf, a collaborative project and networking initiative by OWN (The Older Women's Network) took place.
  - Cork was successful in attracting cohesion funding to employ a part time project officer to work with Volunteers.
- Youth clubs and summer camps flourished: The Rainbow Club in Drogheda; the Clongoweswood College/Clane IWA Summer Camp; The Sunshine Club in Athlone; and the Springfield Summer Camp, Mullingar. Funding was secured in the south for a youth leader to work with the local SPIRIT group.

ROCs contributed to activities to raise disability awareness and campaigned on disability issues. Members participated in the Disability Bill march and in various access audits and committees with county councils throughout the country.

IWA improved the physical infrastructure of its network of ROCs, namely:

- Newly refurbished ROCs in Ardee and Sligo;
- Extension of space in Drogheda ROC;
- Commencement of the planning and design phase of the Limerick ROC;
- Work on the refurbishment of Listowel ROC commenced;
- Transfer of the site at Mallow progressed and the tendering process will commence in 2006;
- The Bessboro ROC design brief was redrafted;
- Consultation began for relocation of Dun Laoghaire ROC to new premises as part of the National Rehabilitation Hospital plan;
- Arklow and Tralee plans for new premises were initiated;
- Castlebar ROC extended its services;
- Cuisle ROC received funding to refurbish.

Good progress was made in the 'Personal Outcome Measures' pilot which began in the west. It is hoped to have it rolled out nationally in the near future.



**IWA ROCs and Work Locations**

**North West Area**

- 01 Clonmany 02 Malin 03 Gweedore
- 04 Manorcunningham 05 Carrick
- 06 Kinlough 07 Sligo 08 Ballymote
- 09 Enniscrone 10 Carrick-on-Shannon

**Western Area**

- 11 Belmullet 12 Castlebar 13 Claremorris
- 14 Cuisle 15 Tuam 16 Galway
- 17 Merlin Park

**North East Area**

- 18 Cavan 19 Ardee 20 Navan 21 Drogheda

**Midlands Area**

- 22 Aughnacliffe 23 Kenagh 24 Mullingar
- 25 Athlone 26 Cloghan 27 Tullamore
- 28 Birr 29 Fermoy 30 Portlaoise

**Northern Area**

- 31 Skerries 32 Clontarf

**South West Area**

- 33 Lucan 34 Clane 35 Athy

**East Coast Area**

- 36 Mount St. 37 Dun Laoghaire 38 Arklow

**Mid West Area**

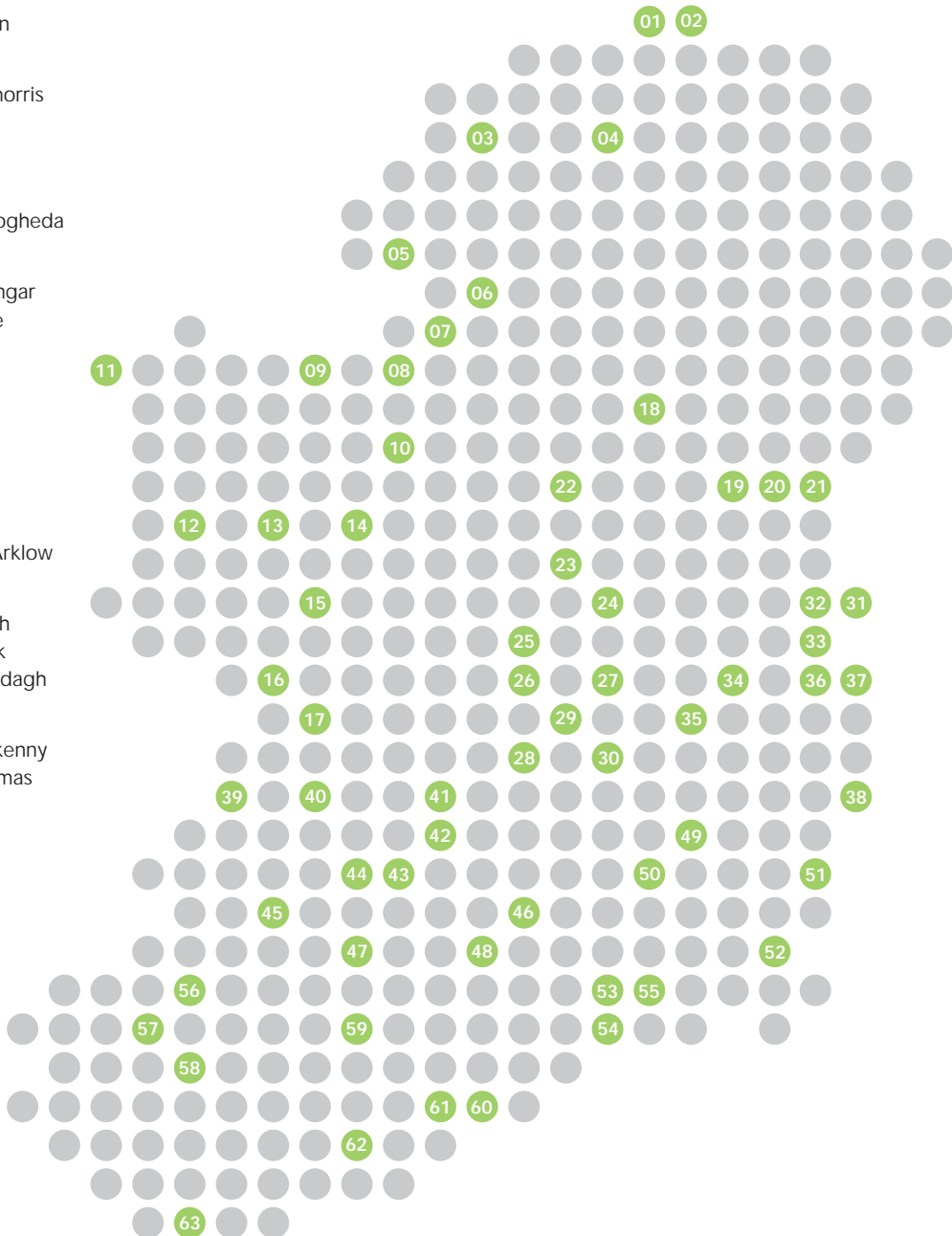
- 39 Spanish Point 40 Ennis 41 Nenagh
- 42 Roscrea 43 Ballynanty 44 Limerick
- 45 Drombanna 46 Cashel 47 Rathfrdagh

**South East Area**

- 48 Tipperary Town 49 Carlow 50 Kilkenny
- 51 Gorey 52 Wexford 53 Kilmacthomas
- 54 Dungarvan 55 Waterford City

**Southern Area**

- 56 Listowel 57 Tralee 58 Killarney
- 59 Mallow 60 Middleton 61 Cork
- 62 Bandon 63 Skibbereen



The Assisted Living Service provides the services of a personal assistant to individuals with a physical or sensory disability.



Personal assistants provide support as required

## assisted living service

Personal assistants support people with disabilities with activities that they find difficult or impossible to do in their daily lives. The services are provided in the individuals' homes and communities, facilitating access to education, employment, and community participation.

'Personal' implies that the assistance will be directed to the wishes and needs of the person with a disability. Service planning is carried out in full consultation with the service user - that way people with disabilities take their rightful place as the directors of their personal assistance services.

### Recent developments

- Approximately 3 million euro additional funding came in to the service nationally in 2005.
- Two new ALS Coordinator posts were agreed with the HSE and established in the North East and the Mid West. The Mid West post has been filled and operational since Spring 2005.
- Two new ALS administrators were recruited to operate the database for the planned pilot of the LoCall out-of-hours contact service which will extend the contact hours for its service users and staff to include evenings and weekends.
- Large service development in Clare as a result of successful tendering process in 2004. This will see the number of service users in this area increase by approximately 200%.
- All ALS Coordinators trained as manual handling key workers.
- A comprehensive risk assessment process for these community-based services developed and implemented.
- Development and implementation of a formal service induction and supervision programme for all new ALS Coordinators.
- Internal report on the service completed which will point the way forward for the development of the service over the next few years.

### The provision of ALS nationally in 2005

Health Service Executive	Number of Service Users	Number of Service Hours per Annum
HSE SE	106	39,642
HSE M	54	26,177
HSE MW	74	20,462
HSE NE	74	41,829
HSE W	104	96,934
HSE NW	99	53,819
HSE NA/SW/EC Supported	194	99,037
HSE NA/SW/EC Directed	62	194,885
HSE S	232	78,502
<b>Total</b>	<b>999</b>	<b>651,287</b>

### Plans for 2006

In 2006, the ALS plans to:

- Continue to develop the service, making it available to more people nationally on an equitable basis;
- Develop a business plan based on the completed internal review of the service;
- Launch the pilot out-of-hours contact service in Spring 2006;
- Establish self-directing packages to service users in Mid West and Southern HSE areas;
- Review and enhance current practice and procedure in a number of key human resource areas for the service, including operation of short term contracts and formal performance-related appraisal systems for all personal assistants; and
- Integrate current practices into POMs development as it rolls out nationally.

IWA offers holiday breaks to people with physical and sensory disabilities in three different locations - Kilkenny, Dublin and Roscommon. Personal assistance and nursing care are available, if required, in all three holiday centres.



The renovated kitchen at Claddagh Court Holiday Centre, Kilkenny



Fishing in Cuisle Holiday Centre

## holiday centres

### Claddagh Court Holiday Centre

Claddagh Court is a four-bedded facility in Kilkenny. The centre catered for children and adults with physical and sensory disabilities in 2005. The service was reviewed in November 2005 and its application process was enhanced to make it more user-friendly. 186 people have availed of the service to date.

Improvements to the facilities last year included the complete renovation of the holiday centre kitchen, funded by Kilkenny City Branch of IWA.

### Carmel Fallon Respite Centre

The Carmel Fallon Respite Centre is a six-bedded facility situated in the grounds of IWA headquarters in Clontarf, Dublin.

In 2005 the centre provided breaks for children and adults between the ages of 13 and 65 years. The centre offered activity-based programmes promoting independence and gave vital recreational opportunities with full access to transport.

The centre further developed its range of programmes. Highlights included themed youth breaks (13yrs to 18yrs) for Easter, summer and Hallowe'en. Young adult holiday breaks (19yrs to 30yrs) and also SPIRIT youth breaks.

The centre was delighted to receive guests from all over Ireland, UK and France.

### Cuisle Holiday Centre

Cuisle, located in Donamon, Co. Roscommon is IWA's largest holiday centre. It has seventy-two beds and is open all year round including Easter and Christmas. Cuisle also caters for people without disabilities.

Cuisle was proud to host the Irish Wheelchair Association's Annual General Meeting and Conference in September 2005. The centre will be hosting the event again in 2006.

In 2005, the centre received international acclaim when four Dutch anglers with disabilities visited Cuisle on a fact-finding mission. They gave the centre a very positive review in their popular angling magazine.

Cuisle's relationship with the local community continued to flourish. This was evidenced by the increase in the use of the centre's facilities for private parties e.g. birthdays, christenings, communions and confirmations.

Other highlights for the year included:

- The increase in the use of facilities by non-IWA groups including: Spina Bifida Society, Gilmartin's Cash and Carry, Faith and Light, Drake Music, Brothers of Charity, Corporate Learning and Development, Huntington's Association of Ireland and Friedreich's Ataxia Society of Ireland.

- Entire family breaks.
- RTÉ filmed the driving school in Cuisle and the feature was broadcast on *Nationwide*.
- School soccer blitzes for children with and without disabilities.
- VSI Volunteers from all over the world stayed at the centre.
- Family Fun Day (fundraising day) held in conjunction with the Divine Word Missionaries.
- Themed breaks e.g. 'Body, Mind & Spirit', Alternative Therapy, Youth, Valentines, Easter, etc.

Staff and guest service evaluations provided valuable feedback on each holiday service. In 2006, Cuisle will be working on the development of a comprehensive business plan.

In 2006, it is hoped to have a standard application form for all three holiday centres in order to simplify the application process. Plans are also in place to offer a more individualised service to guests by using the Personal Outcome Measures approach.



Dancing the night away in Cuisle

IWA supports mobility by: providing bus transport; offering motoring advice and tuition; and lobbying on key transport issues.



Many branches play a valuable role in organising transport for trips and holidays

## motoring and transport



IWA buses facilitate access to services



Learning to drive with IWA

### IWA transport

Central to individual mobility is the availability of accessible transport. In 2005, the IWA policy of upgrading the transport fleet continued with the purchase of eight new buses. The fleet now comprises 100 vehicles.

Training was also provided nationwide to staff and volunteers to ensure passengers are safely carried in IWA vehicles.

### Motoring Advice and Tuition Service (MAATS)

In 2005, IWA's Motoring Advice and Tuition Service continued to provide a driving assessment and tuition service on a national basis.

During the year, MAATS:

- Carried out four intensive week-long residential driving courses in Cuisle;
- Assessed 330 people;
- Provided lessons to 310 people;
- Enabled 58 people to pass their driving test;
- Purchased three new driving school cars.

Several training days with Occupational Therapists nationwide were carried out in relation to motoring adaptations and IWA's assessment and tuition service.

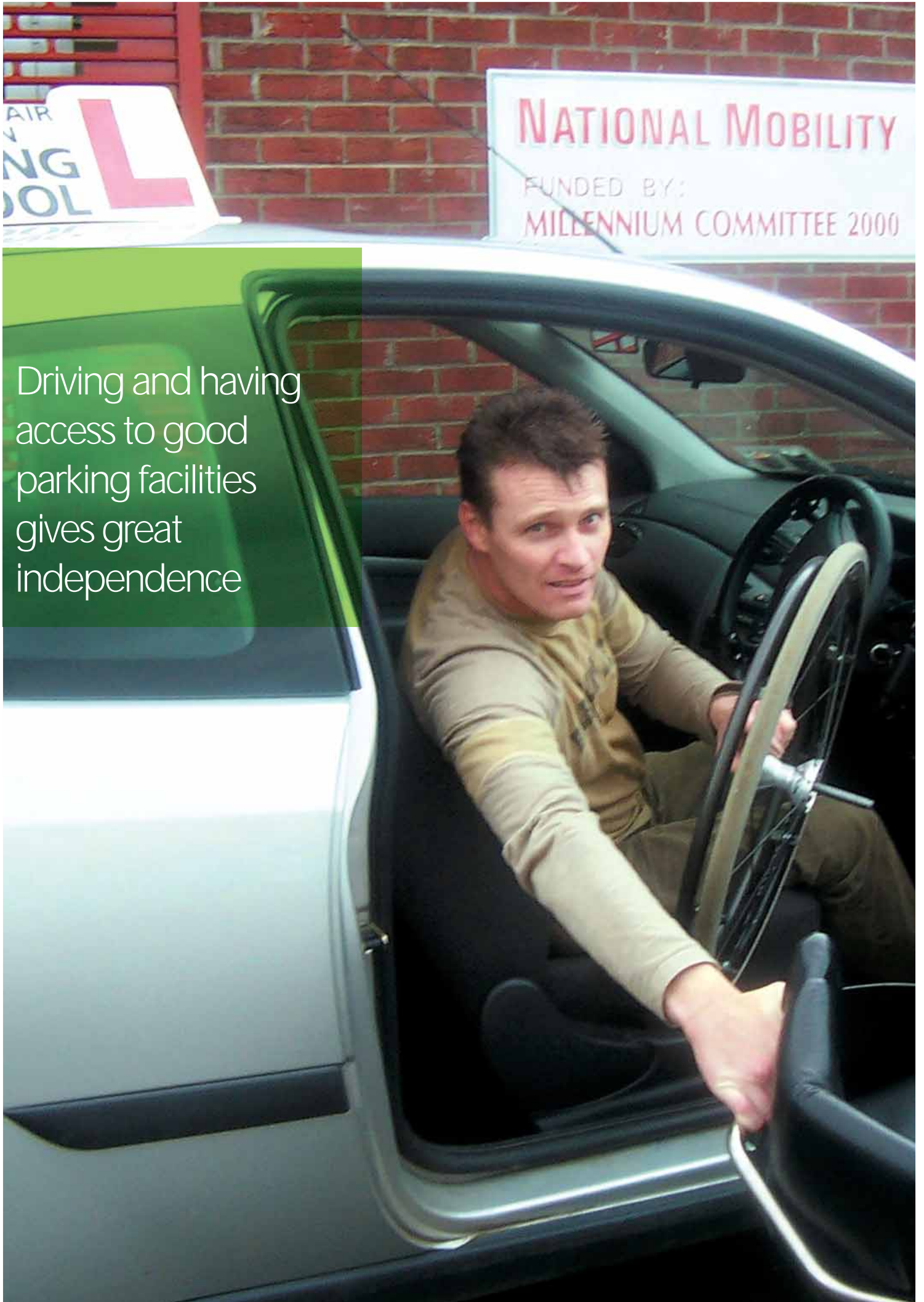
### Transport advocacy

During the course of the year, the IWA Transport Committee was very active on a number of matters relating to transport advocacy. These included:

- Parking cards/accessible parking spaces;
- Accessible public transport issues;
- Accessible taxis; and
- Air travel.

The Irish Wheelchair Association was also represented on the following:

- Department of Transport Public Transport Accessibility Committee;
- Dublin Bus Disability Users Group; and
- Iarnród Éireann User groups.



Driving and having access to good parking facilities gives great independence

The main aim of the Sports Section is to develop and promote opportunities for people with physical disabilities to participate in sport at a level of their choice.



Irish Wheelchair Basketball League 2005



National Archery Championships, Dublin, June 2005

## sport and recreation

Whether a person wants to be a top class paralympic athlete or simply wants to keep fit and enjoy sport, IWA Sport is here to support them. Many projects receive support from the Irish Sports Council.

In 2005, the Sports Development Team supported and promoted sport and recreation throughout the country. Funding was received from the Irish Sports Council to promote the 'Leisure Link' project, a project which aims to provide people with a physical disability with a sustainable link to leisure and recreational activities within their own community. IWA Sport worked closely with Irish Leisure and Amenity Managers Association (ILAM), Local Sports Partnerships, IWA Resource and Outreach Centres and local communities.

Sport and recreation in the IWA Resource and Outreach Centres is an integral part of IWA Sport's annual programme. Leisure activities are now part of all weekly programmes and are continually increasing. Plans are in place to expand the Inter-Resource Centre competition to all the regions. In 2006, IWA Sport will be rolling out a Leadership training programme for Resource and Outreach Centre staff.

Basketball and wheelchair rugby remain the most popular team sports. Last year, The Irish Basketball League and Cup continued to flourish and the cross border youth initiatives were also a great success. IWA's senior team, the Dublin Celts, continued with their participation in the British Wheelchair Basketball League.

In 2005, Irish athletes competed in European Championships in Athletics, Basketball, Cue Sports, Table Tennis and Wheelchair Rugby. In addition to these championships, elite athletes competed in high quality events around the world.

Great emphasis was placed on the development of junior athletes and in particular their introduction to sport, with many regional and national competitions being hosted. In July, there was a three-day residential junior sports jamboree with children

ranging in age from 4 to 18 years and their family members. For many, it was their first opportunity to experience outdoor water activities, swimming, athletics, wheelchair basketball, wheelchair rugby, archery, tennis, badminton, slalom, as well as multi-discipline team events and fun exercises.

In 2005, strong links were forged with Tennis Ireland and a wheelchair tennis programme has now been fully implemented.

IWA Sport continued to give advice to organisations and individuals regarding accessibility matters. IWA staff worked closely with ILAM to encourage leisure centres to improve the accessibility of their facilities. Following on from this, we are now linking in with An Gáisce to introduce 'Accessibility' as an essential criteria for the White Flag award scheme.

IWA's sports development officers frequently receive requests from mainstream school teachers. The officers give advice on how to include a child with a physical disability into play and physical educational activities with the other able-bodied children.

In 2006, IWA will host a world ranking international wheelchair Table Tennis competition. With over 100 participants from 10 countries worldwide, this tournament is regarded internationally as one of the best Factor 20 tournaments.

In July 2006, IWA Sports and Ireland will have the honour of hosting the World Junior Wheelchair and Amputee Athletic Championships.



100 Metre Sprint, National Athletic Championships, Dublin, July 2005

IWA recognises that people with disabilities have specific housing requirements and often find it difficult to gain access to their preferred living situation. IWA's Housing Support Service is here to assist individuals in finding housing that meets their needs.



Accessible housing under construction

## housing support service

### Social housing provision

During 2005, the Housing Support Service continued working with individual members and various housing providers to achieve increased provision of accessible accommodation. Agreements to design and build wheelchair accessible accommodation were reached with all of the Dublin-based local authorities and with various voluntary housing providers. Similar agreements were reached with housing providers in Galway and in other regions around the country. Increasingly, local authorities will design and build to the specific requirements of people with disabilities registered on their housing lists. However, despite the development of inclusive design procedures by some housing providers, the housing needs of people with disabilities continue to be hugely under represented on social housing lists and the supply of appropriate housing remains inadequate.

### IWA submission on Sectoral Plan - Department of the Environment, Heritage and Local Government

The Disability Act 2005 required the Department of the Environment, Heritage and Local Government to write a Sectoral Plan outlining national objectives and guidelines for access to local authority services, including housing. The IWA submission to the Department regarding its Sectoral Plan recommended the development of both central and local housing/accommodation policies and

practices. The development of these policies and practices is required to significantly increase the supply of appropriate housing/accommodation options as required by people with disabilities.

In this submission, IWA re-iterated its strong concerns regarding the regional inequities in the payment and administration of the Disabled Person's Grant Scheme (DPG).

### Disability Legislative Consultative Group (DLCG)

IWA is represented on the Disability Legislative Consultative Group that met with the Department of the Environment, Heritage and Local Government to promote and progress the commitments made within the Sectoral Plan to provide every household with "an affordable dwelling of good quality, suited to its needs, in a good environment and, as far as possible, at the tenure of its choice" (Sectoral Plan, Department of the Environment, Heritage and Local Government).

### Housing Needs Assessment 2005

In a meeting with officials in the Department of the Environment, Heritage and Local Government early in 2005, IWA made various proposals to simplify and to extend the Housing Needs Assessment in order to more accurately record the housing needs of people with disabilities. Articles in *Spokeout* encouraged IWA members who have an immediate or anticipated housing need to register on their local authority housing list.

### Design guidelines

Dublin City Council, in partnership with IWA, the HSE and the OT Association of Ireland, completed the development of both universal and wheelchair-specific design templates. The Council will now work towards introducing these design guidelines into social housing projects in the capital city.

### Links with other organisations

IWA is a member of the Irish Council for Social Housing, The Wheel and the Disability Federation of Ireland. In partnership with these organisations and through participation in consultations organised by the National Disability Authority and by the Office of Social Inclusion, IWA has had further opportunities to give an opinion on the development of government housing policy as it relates to the needs of people with disabilities. Both the Irish Council for Social Housing and Disability Federation of Ireland are involved in Social Partnership talks and through these structures there are more opportunities to progress housing issues.

### 'Part M' review

In December 2005, the consultation on the review of Part M of the Building Regulations - Access for People with Disabilities - was announced by the Department of the Environment, Heritage and Local Government. IWA is looking forward to significant improvements being made to Part M and to the enforcement mechanisms that support Part M.

IWA has Independent Living apartments in Dublin, Galway, Kilkenny and Limerick. The apartments are purpose built and enable people with disabilities to develop Independent Living skills.



IWA Independent Living accommodation helps people make the transition to their choice of accessible housing

## IWA independent living accommodation

There are six Independent Living apartments in Dublin. In 2005 nineteen people were assessed and five people had short and long term tenancies. IWA is also piloting a shared accommodation initiative in the two-bedroom unit in Clontarf. This gives young people with disabilities experience of living away from their family home in shared accommodation with the necessary supports.

In Carlow, two houses were developed for Independent Living and these will be allocated for use in 2006. IWA began the planning stage with the HSE to develop a 14-unit supported housing facility with respite units in Wexford. IWA has nine Independent Living

apartments and a 3-bed house in Kilkenny. In 2005 a housing committee was established, which involves disability service providers, the local authority and the HSE, to enhance awareness amongst housing providers of the needs of people with disabilities.

IWA purchased a bungalow in Roscommon to offer supported living to two residents. This will be adapted early in 2006 and residents will have ALS packages to support them in living independently.

IWA entered into a large innovative project with the HSE and Local Authority to provide supported and Independent Living housing in Limerick. Applicants have been

assessed to become residents in the six apartments and eight-roomed house. Residents will begin to occupy the accommodation in spring 2006. Twenty-four hour/ seven-day a week backup will be provided by a newly recruited team of staff.

During 2005 IWA was delighted to see four of its residents from Cúl Ard Independent Living Apartments, Galway, secure permanent accommodation in the city. Two of the vacant apartments have been allocated and IWA is in the process of prioritising from its waiting list for the other two. Four other apartments at Suan, Headford Road, are occupied on a permanent basis.

## interAction project

The aim of the InterAction Project is to increase an individual's participation in the community in accordance with their interests, wishes, desires and ambitions. The project asks people to give a year-long commitment to the project in which time they can gain access to the community by:

- Exploring and defining their specific interests and hobbies;
- Establishing real linkages with their community;
- Organising and implementing opportunities;
- Identifying personal development requirements;

- Increasing participation in the community based on their interests.

The project is for people who have a strong desire to no longer be socially isolated. The project has been running for over three years and has evolved to meet the goals of the project participants.

IWA's InterAction programme is based in the South East and North East. Due to the success of the project to date, IWA has applied for funding to enable it to expand the InterAction service to more areas around the country.

In 2005 the InterAction project provided learning opportunities for IWA's new Personal Outcome Measures (POMs). Many of the issues which have arisen in the InterAction project will also arise in the delivery of POMs and, like POMs, InterAction has the ability to make real and meaningful changes to the lives of people with disabilities.



InterAction participants 'the two John's' volunteering at Kilkenny Cat Laughs

Peer Counselling is a joint service provided by IWA and NCBI. A network of peer counsellors support people with disabilities in dealing with life issues.

## peer counselling



IWA / NCBI Peer Counsellors

The Peer Counselling service is available to people with disabilities and their families. In addition to individual counselling sessions, the service offers a confidential phone support service. This phone service is available on Mondays, Wednesdays and Thursdays from 7pm to 10pm on Lo Call 1890 234313.

The service is managed by a Family Therapist and Psychologist who, in addition to supervising the peer counsellors, also works with families and individuals.

The service exists through the support and goodwill of the organisations and volunteers who are committed to providing a quality service to people from both IWA and NCBI. This commitment has enabled the service to keep growing.

In 2005 developments include:

- The addition of four part-time peer counsellors. These are

based in the east, the midlands, the south east and the west. As well as providing peer counselling, their job involves promoting the service and creating links in the community. These positions have been made possible through funding from the Dormant Accounts Fund Disbursements Board.

- The completion of year one of the two-year peer counselling training program with 10 participants.

During the past year, a survey of people who used the service was carried out to evaluate the benefits of the service. The results have been very positive:

- 89% of people said they felt better as a result of using the service
- 92% said it helped them cope with their disability
- 86% felt their peer counsellor

understood them

- 75 % felt the peer counselling had helped improve their relationship with others
- 75% said that as a result of using the service they were more satisfied with life.

### Plans for 2006

Future plans include the continued development of the service and its profile within both organisations, further research and more promotion of the service.

The Peer Counselling team will host a five-day event for members, designed to gather the shared knowledge and experiences of people with disabilities living in Ireland. Through using the skills of a group of trained peer counsellors, participants will be invited to tell some of the stories of their lives that reflect the themes of:

- Some of the challenges of living with a disability;
- What it takes personally to live with a disability;
- Some of the dreams and hopes for their lives that people have stayed connected to;
- Give voice to the knowledge and skills that people have developed regarding living the life that they want.

*Peer Counselling is supported by:*



2005 was a year for individual and group achievements for IWAs youth service, SPIRIT.



SPIRIT members at the Undressing the Difference fashion show



South East SPIRIT members celebrate their trip to Greece

## youth services

The hard work of young members, staff and volunteers has helped develop SPIRIT's identity and purpose in IWA, the disability sector and the mainstream youth sector.

Highlights of 2005 include:

### The Appointment of a National Youth Officer

In 2005, a National Youth Officer was appointed to develop SPIRIT youth services.

### Undressing the Difference fashion show

An integrated fashion show was held in the Red Cow Moran's Hotel in March. Almost 500 SPIRIT members and students from mainstream secondary schools combined to celebrate fashion with celebrity compere, RTÉ's Pamela Flood. Many took to the catwalk for the first time.

### SPIRIT Moving Forward training seminar

In conjunction with Léargas, a 'SPIRIT Moving Forward' Training Seminar was held. This provided an open forum for everyone involved in SPIRIT to explore how the service could be moved forward.

### Léargas Youth Exchange to Greece

In September 2005, a number of SPIRIT members from Kilkenny and Wexford travelled to Athens, Greece for the second leg of a youth exchange. There were some huge personal achievements during the trip from swimming

in the sea for the first time, to sleeping in a tent for the first time.

### Youth holidays

Cuisle, Carmel Fallon Centre and Claddagh Court holiday centre all hosted holidays for SPIRIT members during the year.

The Midlands group organised a group holiday to Spain. This was a big achievement for the group as they planned and fundraised for the trip with support from local staff, family and friends.

### SPIRIT group activities

A number of projects took place during 2005 with the general aim of getting young members to work together to achieve a particular goal. One of these projects was the West Dublin SPIRIT Group's Art Mural Project. Each piece in the mural represents aspects of who the young people are, including their interests, hobbies, characteristics and general identity.

Other activities undertaken by the groups include: organising discos in Athlone, Clontarf and Carlow; various fundraising events to support activities; and social outings to a range of venues.

### Youth health programme

SPIRIT worked on a youth health strategy in 2005. As part of this, a short 'Relationships and Sexual Health' project was run in the Eastern Region. Further projects are planned for 2006.

### Summer camps and youth weeks

Many Resource and Outreach Centres across the country organised designated youth weeks and summer camps for young members living in their areas, providing opportunities for the local community to support the work of the organisation.

### Advocacy

During 2005, SPIRIT's profile within the mainstream youth work sector was raised significantly. Members and staff took part in a range of working groups, research projects, campaigns and integrated events to highlight the issues that affect young people today. For example, SPIRIT received an invitation to attend the official opening of the Ombudsman for Children's new premises. SPIRIT is a member of the National Youth Council.

Plans for 2006 include:

- Development of regional representation of the SPIRIT Groups;
- A SPIRIT website and newsletter.



Artworks from the West Dublin SPIRIT Group's Art Mural Project by Jenny McCann & Lorraine Maher

IWA is continuing to provide opportunities in employment, training and education in various parts of the country.

## employment, training and education

Examples of these services are:

### Supported employment

This service is provided in counties Kilkenny, Dublin and Kildare. The needs and skills of participants are established and matched to the requirements of prospective employers. Participants are placed in suitable companies where they learn further skills, get accustomed to the workplace, gain confidence and improve social skills. Job coaches provide support as required at the job site while the person is training for employment.

### Pre-employment programme Ennis

IWA was successful in securing funding and assistance from FÁS to provide another year of an employment training programme which began in 2004. This course facilitates people with disabilities to acquire skills in a broad range of areas that include job seeking skills, career path analysis, health management, advocacy and self development.

The programme is unique in Ireland in that it is open to people with various disabilities. The main programme requirement is that people can demonstrate the ability to successfully benefit from and complete the programme.



Graduates of FETAC training programmes at Clane ROC

A key element of the programme is to enable participants identify the areas of work, education or self development which suit their skills or potential skills, and look at ways they can make positive progress with a view to achieving their ultimate goals.

Participants in the 2004 programme deemed it very successful and this was reflected in a number of people finding satisfactory employment and others attaining further education and training courses.

The ECDL programme is accredited with participants receiving various levels of certification.

The Director and staff of Clare Education Centre have greatly assisted this programme.

### Rehabilitative training

Rehabilitative training was offered in Clontarf through the Eolas and Scope programmes. The Rehabilitative Training Unit has been awarded Approved Centre (with Commendation) accreditation from the National Accreditation Committee. HSE Northern Area funding has been approved for a pilot liaison post in the centre, specialising in community placement and work experience. This post will commence in May 2006.

The Corporate Services Department is responsible for property, purchasing, information communications technology, health and safety, quality assurance systems, operational training, transport and administration.



Independent Living Houses near completion in Carlow

## corporate services

### Property

Accessing funding for infrastructural developments and acquisition of suitable sites or buildings is an important and exacting process. Developments and renovations during the year included: Ardee, Sligo, Drogheda, Limerick, Listowel, Mallow, Clontarf, Bessboro, Arklow, Tralee, Castlebar and Cuisle.

In 2006, a Property Manager will be appointed who will manage the various current and potential developments.

### Purchasing

In 2005, IWA took part in a HSE pilot project in the southeast which is examining the possibility of IWA and others combining with the HSE in order to maximise purchasing power. This would potentially provide better value for money across a range of products.

During the coming year, various methods of improving IWA's purchasing ability across all purchases and creating stock control systems will be further explored and developed.

### Information communications technology (ICT)

IWA usage of information technology has increased rapidly over the past few years. This necessary progression has brought with it a pressing need to streamline the service to staff and ensure that appropriate hardware and software is provided

where it is needed. Also, with a constant and increasing demand for more and improved technology, there is a clear need to ensure that service backup is provided in a speedy, professional and cost-effective manner.

During 2005, IT staff dealt with many communication factors. These included: phone systems, mobile phones, computer hardware, software, printers, projectors and scanners. Other work involved local area networks; wide area networks; virtual private networks; servers; IT security; antivirus issues; network administration; databases; development of databases; installation of databases nationally; development of ISDN and Broadband services and service calls and repairs.

In 2006 a service system will be developed with defined service standards which will be in line with prevailing good business practice. The use of Broadband and ISDN (where appropriate) will be expanded.

### Health and safety

IWA has a Parent Health and Safety Statement. During 2005:

- Staff throughout the organisation received training in general and specific health and safety matters.
- Risk assessments were carried out and emergency procedures developed.

- The new national Health and Safety and Welfare at Work ACT 2005 was communicated throughout IWA.

In 2006 twelve managers will receive health and safety training. This course is accredited by the Institute for Occupational Safety and Health (IOSH).

Local health and safety statements will continue to be developed and risk assessments carried out.

### Quality assurance systems

During 2006, IWA introduced a system of service delivery and quality management based on the concept of Personal Outcome Measures. This approach to quality focuses on responsiveness to people's needs and involves the elements of organisational supports and the building of social capital through community supports.

The introduction of all encompassing quality assurance systems will be worked on.

### Administration

Timely, accurate and efficient administration backup is critical to support IWA's work. This valuable area remained stretched as administration also supports information enquiries in outlets throughout the country.

IWA meets the information needs of its members by responding to enquiries at its national and regional information centres, and by producing relevant publications.



Minister Brian Cowen launches IWA Offaly / CIC publication on employment entitled 'The Journey'



Staff at the Access and Mobility Exhibition

## information and publications

### Publications

A range of publications is produced annually to provide information and communicate with members, staff and volunteers. Over 17,000 members receive *Spokeout*, a lifestyle magazine for people with disabilities produced in partnership with a professional publisher. This publication includes articles on subjects such as accessible travel, sexuality, parenting, home adaptations, lobbying, gardening and choosing equipment. As well as many professional journalists, a number of young people with disabilities and journalistic flair are getting the opportunity to develop their skills through the magazine.

Following extensive research, a new publisher for *Spokeout* was appointed, Dyflin Publications. Dyflin was awarded the title 'Publisher of the Year 2005' by the Periodical Publisher's Association of Ireland.

In addition to *Spokeout*, a range of publications was produced in 2005 including:

- Annual Report 2004;
- An updated IWA leaflet 'What we do';
- Several departments and regional offices were involved in the production of information and research publications, such as the North West's research booklet 'The Lived Experiences of People with Disabilities attending IWA ROCs in the North West';

- Four issues of IWA's staff newsletter, *Stafflink*, which was upgraded to a full-colour professionally printed format;
- A newsletter-style update for branches from the Board of Directors entitled *Boardlink*.

### Information

IWA's information service provides information on disability-specific subjects such as accessible holidays, aids and appliances and accessible buildings. In 2005, the centre received over 18,000 enquiries by telephone, post and email.

The number of enquiries regarding accessible holiday accommodation continued to increase, with enquiries coming from Ireland and abroad. IWA's valuable holiday accommodation database was regularly updated by a volunteer. Many members also sent in information and destination reports following their own holidays.

Many calls related to access to the built environment. As well as providing information, staff in the information centre actively encouraged enquirers to take action to campaign for improved access where appropriate. Increasingly, IWA is supporting these individuals by publicising their issues in *Spokeout*.

Regional offices continued to act as information and contact points for members. Partnerships with local CICs flourished at locations

including Clontarf, Clane and Dun Loaghaire. As part of IWA's member contact service, all new members were contacted by a local staff member, welcoming them to the association and offering to answer any information queries. At the end of 2005, all regional information staff were issued with a pack of information, including the *A-Z of Common Enquiries 2006*, to facilitate them in this work.

IWA took part in several local and national information events, such as the Access and Mobility Exhibition in Dublin and the Galway Stroke Information Day.

Plans for 2006 include:

- Production of a new Housing advice booklet;
- Re-design of the website;
- More involvement by members in the writing of articles for *Spokeout*.



Spokeout Magazine

Training of staff is an integral and crucially important element in the operation of IWA. More than ever, the requirement to have properly trained staff is evident in providing services directly to our members and for staff involved in administration, management and other functions.



Staff receiving Care Skills training

## staff training



Staff training in Wexford

General training based on FETAC standards included Care Skills, Disability Awareness, Instructional Techniques, Communications, Risk Assessment, Child Protection, Manual Handling, HACCP, Clamping and Lifting Equipment, First Aid and Health and Safety.

### Refresher training

Refresher training is necessary to ensure that skills levels are being maintained and that any newly defined skills or innovations are made available to staff, e.g. Manual Handling is refreshed every two years.

### Training records

Good practice demands that precise records of training are documented and securely retained. All staff are now required

to sign for training received and in acknowledgement that training is fully understood and found to be satisfactory.

### Manual Handling training

There are currently 32 sessional fully qualified Manual Handling instructors operating across the country. Training of staff takes place over one and a half days and includes usage of hoists. A Manual Handling Standards Committee meets regularly to monitor training standards, organise training and to produce a regular newsletter. This committee keeps abreast of training developments in Ireland and internationally and has a key function in the maintenance and progression of Manual Handling standards

within IWA. The committee is a member of the Back Care Association (UK). Twenty-four Assisted Living Coordinators were trained in Manual Handling risk assessment in 2005.

### Commercial training

Disability Awareness and Manual Handling training was provided to a number of organisations, including: Irish Rail, CIL, FÁS, Kildare County Council, Wexford County Council, Limerick County Council, Examinations Board and schools.

The capacity to increase the delivery of commercial training will be reviewed in 2006.

### Plans for 2006

In 2006 a new staff training database will be developed in conjunction with the Human Resources department. This database will define and maintain the strata of competencies required for all jobs in IWA, from job start right through each job lifetime including requirements for refresher training. A review of all core competencies training will be carried out by IWA Training and Research and Development teams with an enhanced person-centred focus on the needs of service users.

The primary objective of the Human Resources function in the Association is to recruit, train and retain the highest quality staff available to carry out the objectives of IWA.



The IWA HR team



Counting the votes at the election of staff directors

## human resources

During the year, the HR Department took on a more active role within the Association, moving from a support function to a value added function, facilitating and enabling change within the Association. There were also some changes in the HR Department itself, with three new staff joining in the specialised areas of Employee Relations; Recruitment and vetting; and HR systems.

Other activities which HR was involved in during the year were the Staff Director elections, implementation of new travel and subsistence rules, development and implementation of a new performance appraisal process (over 1,000 employees participated in this new process) and managing the defence of employment cases referred to third parties.

In addition to the tasks of compensation and benefits, recruitment, employee relations, performance management and industrial relations, from 2006, the HR Department will have additional responsibilities in the area of internal communications and personal development training.

Key objectives in 2006 include:

- To ensure that the services provided by the HR Department are delivered in the most efficient and effective means possible.

- To implement a new HR system. This system will mean that the department will have an array of HR information available at the touch of a button and so will be able to deal with queries more efficiently and effectively. This will assist the department in a number of areas, e.g. manpower planning and resource utilisation.
- To review and update all of the HR Policies and Procedures to bring them into line with all of the recent employment legislative changes and best practice.
- To introduce personal development training, which is important for both staff retention and succession planning purposes. Also provision of personal development training programmes for supervisors and managers.
- The development of an intranet site, which will become one of the main internal communication tools in the Association. The IWA HR site will contain all the HR policies and procedures, information in relation to benefits (e.g. salaries, pension, health insurance, etc), personal development training information, performance management information, forms, etc. Other areas of the organisation will also have pages on this site, for

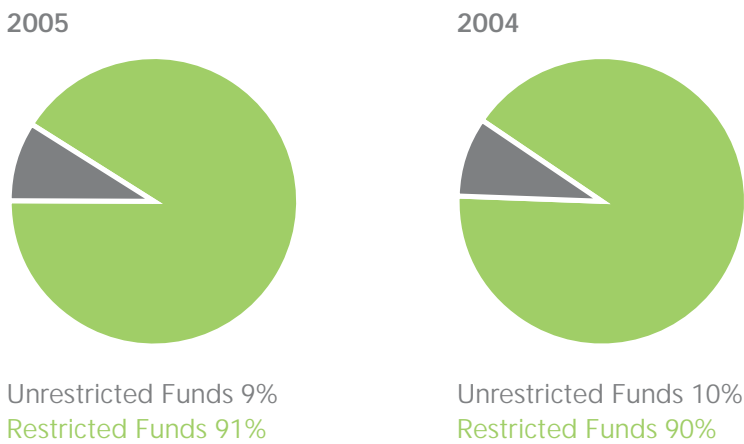
example, Service Development, Corporate Services, Finance and the Regions. This information will be kept up to date and will be easily accessible to managers, staff and volunteers.

- To introduce an Employee Assistance Programme (EAP) and an Occupational Healthcare Service. An EAP will provide employees and managers with access to quality information; support and counselling to help them deal effectively with workplace and life challenges. An Occupational Healthcare Provider will provide an integrated and comprehensive occupational health service. Both of these services will be tailored to IWA requirements and are scheduled for introduction and roll out in 2006.

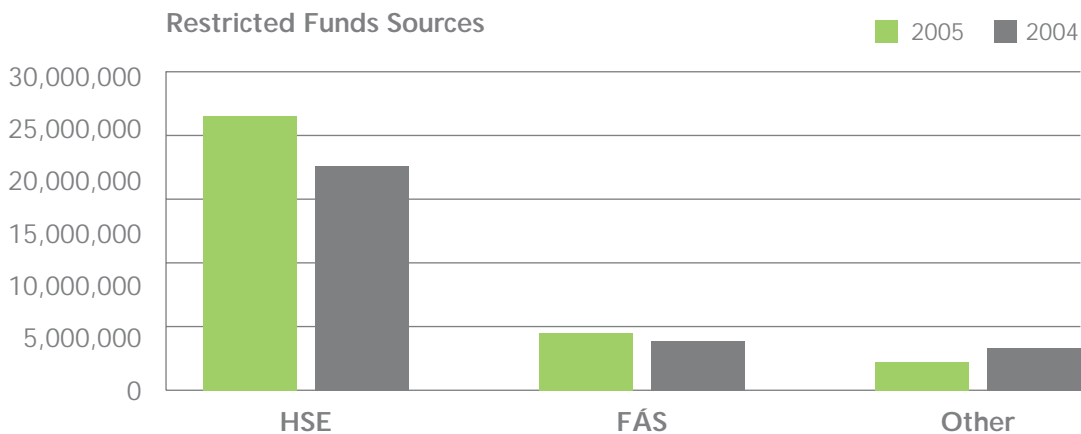
In 2006, the HR Department aims to continue to provide a value added, quality service to staff, management and volunteers.

# financial overview 2005

Total income, at €36m, represents an increase of 7% on 2004 income. Over 90% of our total income is restricted - meaning that these funds can only be used for the particular purposes specified by the donors and within the overall aims of the IWA.

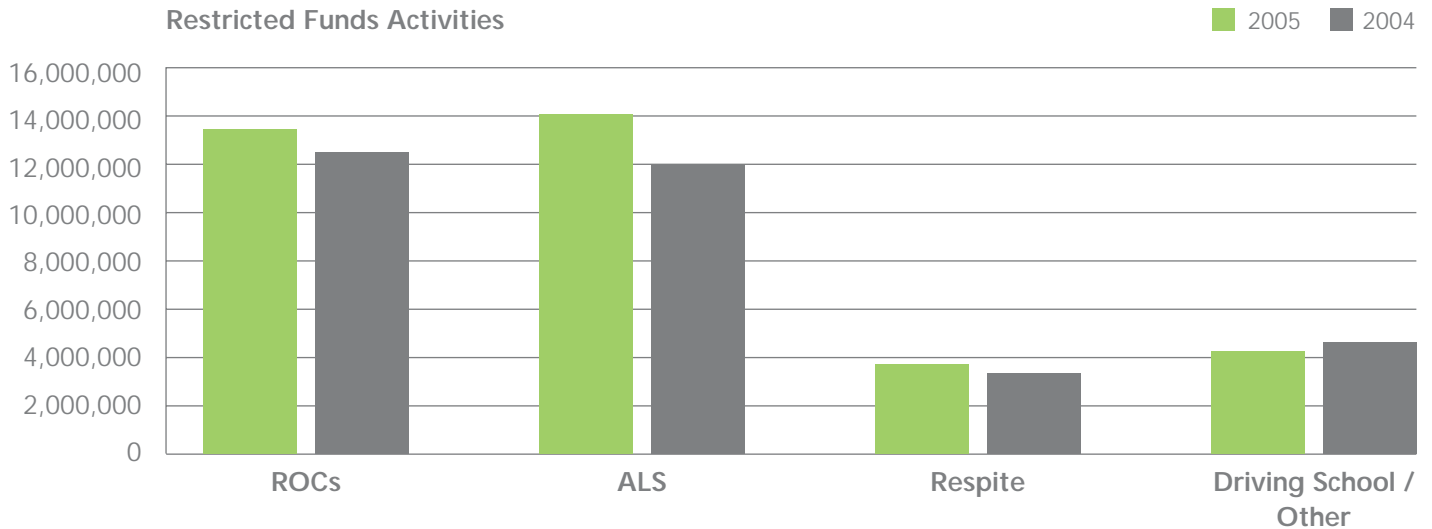


The bulk of our restricted income consists of funds from the HSE and FÁS.



These Restricted Funds are used to provide a range of services to users, primarily under the Resource and Outreach Centres (ROCs) and under Assisted Living Services (ALS). A comparative analysis of the use of these funds over the last two years shows strong growth in the demand for Assisted Living Services.

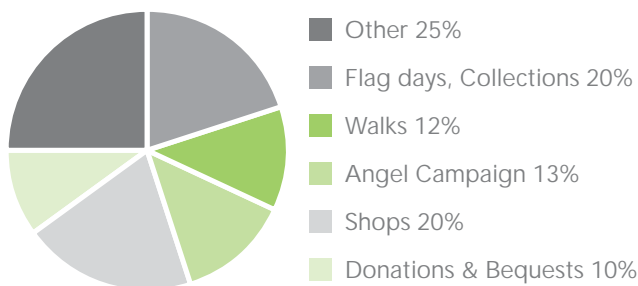
### Restricted Funds Activities



IWA continues to develop its fundraising activities and ran a number of successful campaigns during 2005. Overall, there is a reduction in the total funds raised from €3.6m in 2004 to €3.2m in 2005, pointing to the need for increased fundraising efforts and new initiatives in 2006 and beyond.

In addition, more cost-effective fundraising activities will need to be developed, improving on the present cost of fundraising of approximately 50%.

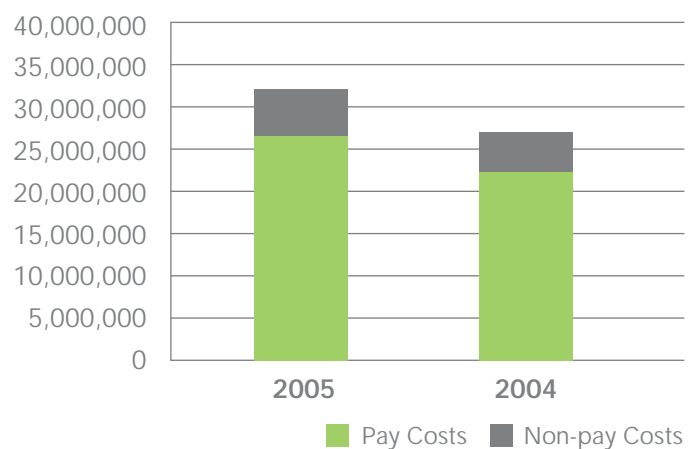
### Fundraising & Other Income 2005



The costs of managing, administering and delivering services continues to rise, from €28m in 2004 to €33m in 2005, in part due to the increased level of Assisted Living Services and in part due to pay increases through the Public Sector Benchmarking Process, the Parallel Benchmarking Process and the Sustaining Progress national wage agreements.

Over 92% of total expenditure is consumed in service delivery.

### Total Resources Expended



The continued success of the Association in the provision of services and in its fundraising has allowed it, in conjunction with the HSE and other sponsors, to continue its programme of investment in major capital projects. In 2005, the Association has enhanced its facilities by expending more than €950,000 and has also continued to invest in Advocacy services, Youth services and the Personal Outcome Measures initiative. IWA will continue to expand these and new facilities into 2006 and beyond for the increased benefit of its members.

# legal & administrative information

I.W.A. LIMITED (A COMPANY LIMITED BY GUARANTEE NOT HAVING A SHARE CAPITAL)

**Patron:** Mary McAleese, President of Ireland

**Chief Executive Officer** Molly Buckley

**Directors:**

<b>President</b>	Eileen O'Mahony	*
<b>Chairperson</b>	P J Gorey	# ^ *
<b>Honorary Secretary</b>	Kevin Harrison	*
<b>Honorary Treasurer</b>	William A Attley	# *

Brendan Byrne  
Sr. Margaret Hogan  
Patsy Lane #  
Jack Lawler ^  
Marie Lynch  
Olan McGowan  
Gerry McMahan  
Phyllis Nolan  
Sheila O'Mahony  
Joe Sargent  
John Twomey  
Danielle Weldon

**Secretary And Registered Office:** James Byrne  
Áras Chúchulainn, Blackheath Drive, Clontarf, Dublin 3

# Board Audit Committee members

^ Property Sub-Committee members

\* Remuneration Sub-Committee members

**Auditors:** **Horwath Bastow Charleton**  
Chartered Accountants and Registered Auditors  
Marine House, Clanwilliam Court, Dublin 2

**Principal Bankers:** **Bank of Ireland**  
189 Howth Road, Killester, Dublin 3

**Anglo Irish Bank Corporation**  
Stephen Court, 18/21 St Stephen's Green,  
Dublin 2

**Solicitors:** **Blake Horrigan Solicitors**  
76 Thomas Street, Dublin 8

**Eugene F. Collins Solicitors**  
Temple Chambers, 3 Burlington Road, Dublin 4

**Company Registration Number:** 352483

**Charity Registration Number:** CHY 5393

# statement of financial activities year ended 31 December 2005

I.W.A. LIMITED (A COMPANY LIMITED BY GUARANTEE NOT HAVING A SHARE CAPITAL)

	Notes	Unrestricted Funds 2005 €	Restricted Funds 2005 €	Total 2005 €	Total 2004 as restated €
<b>Incoming Resources</b>					
General donations and bequests		323,633	-	323,633	649,671
Activities for generating funds:					
Fundraising	3	2,028,511	-	2,028,511	2,212,403
Other incoming resources	4	609,386	-	609,386	400,525
Deposit and investment income		42,839	-	42,839	86,784
Activities to further the charity's objects:	5	149,409	33,496,329	33,645,738	30,848,134
<b>Total Incoming Resources</b>		<b>3,153,778</b>	<b>33,496,329</b>	<b>36,650,107</b>	<b>34,197,517</b>
<b>Resources Expended</b>					
Cost of generating funds:					
Fundraising and publicity	6	(1,307,712)	-	(1,307,712)	(1,824,233)
Managing and administering the charity	7	(171,285)	(2,454,776)	(2,626,061)	(2,205,760)
Cost of activities in furtherance of the charity's objectives:					
Direct charitable expenditure	8	(736,568)	(30,748,574)	(31,485,142)	(26,748,168)
<b>Total Resources Expended</b>		<b>(2,215,565)</b>	<b>(33,203,350)</b>	<b>(35,418,915)</b>	<b>(30,778,161)</b>
Depreciation charge	11	-	(633,026)	(633,026)	(616,100)
Amortisation of capital grants		-	586,555	586,555	582,078
		(2,215,565)	(33,249,821)	(35,465,386)	(30,812,183)
<b>Net Movement In Funds</b>	16	938,213	246,508	1,184,721	3,385,334
<b>Fund Balances At Start Of Year</b>	16	5,939,673	12,369,069	18,308,742	14,529,650
Actuarial loss on pension scheme		-	(43,033)	(43,033)	(283,772)
Movement on capital grant funds	16	-	800,617	800,617	677,530
<b>Fund Balances At End Of Year</b>	16	<b>6,877,886</b>	<b>13,373,161</b>	<b>20,251,047</b>	<b>18,308,742</b>

All income and expenditure arises from continuing operations.

The financial statements were approved by the Board on 28 April 2006 and signed on its behalf by:

**PJ Gorey,**  
**William A Attley,**  
**Molly Buckley,**

*Chairperson*  
*Honorary Treasurer*  
*Chief Executive Officer*

# balance sheet as at 31 December 2005

## I.W.A. LIMITED (A COMPANY LIMITED BY GUARANTEE NOT HAVING A SHARE CAPITAL)

	Notes	2005 €	2004 As restated €
<b>Fixed Assets</b>			
Tangible fixed assets	11	14,370,365	13,632,029
Financial assets	12	3	3
		<u>14,370,368</u>	<u>13,632,032</u>
<b>Current Assets</b>			
Stocks	13	135,561	211,611
Debtors	14	6,248,676	2,240,999
Cash at bank and in hand		4,760,802	8,325,272
		<u>11,145,039</u>	<u>10,777,882</u>
<b>Creditors (Amounts falling due within one year)</b>	15	<u>(5,041,440)</u>	<u>(5,860,356)</u>
<b>Net Current Assets</b>		<u>6,103,599</u>	<u>4,917,526</u>
<b>Retirement Benefit Scheme Deficit</b>	21	<u>(222,920)</u>	<u>(240,816)</u>
<b>Total Net Assets</b>		<u><u>20,251,047</u></u>	<u><u>18,308,742</u></u>
<b>Funds</b>			
Unrestricted funds	16	6,877,886	5,939,673
Restricted funds	16	13,373,161	12,369,069
<b>Total Funds</b>		<u><u>20,251,047</u></u>	<u><u>18,308,742</u></u>

The financial statements were approved by the Board on 28 April 2006 and signed on its behalf by:

**PJ Gorey,**  
**William A Attley,**  
**Molly Buckley,**

*Chairperson*  
*Honorary Treasurer*  
*Chief Executive Officer*

**Note:** The Financial Statements and notes are available in full on IWA's website: [www.iwa.ie](http://www.iwa.ie)

# sports accounts

## Income and Expenditure Statement for the year ended 31 December 2005

	2005 €	2004 €
<b>Income</b>		
Subscription and Affiliation Fees	3,095	2,190
Irish Sports Council Grants	399,074	338,233
Other Income	47,990	56,379
Sponsorship	92,202	49,661
	542,361	446,463
<b>Expenditure</b>		
Overheads	612,885	446,211
Depreciation	N/A	N/A
	612,885	446,211
Surplus for Year	-70,524	0
Surplus at 1 January	76,593	62,615
<b>Retained Surplus at 31 December</b>	6,069	62,615

There are no recognised gains and losses other than those detailed within the Income and Expenditure Accounts.

## Balance Sheet As At 31 December 2005

	2005	2004
<b>Fixed Assets</b>		
Tangible Assets	N/A	N/A
<b>Current Assets</b>		
Inventories	N/A	N/A
Debtors	40,467	0
Cash at bank and on hand	111,112	70,046
	151,579	70,046
<b>Creditors accounts falling due within one year</b>	(145,510)	(7,431)
<b>Net Current Assets</b>	6,069	62,615
<b>Net Assets</b>	6,069	62,615
<b>Represented by:</b>		
Reserves	6,069	62,615

# IWA contacts

## National Headquarters

Irish Wheelchair Association,  
Áras Chúchulainn,  
Blackheath Drive,  
Clontarf, Dublin 3  
T 01 818 6400  
F 01 833 3873  
E [info@iwa.ie](mailto:info@iwa.ie)  
[www.iwa.ie](http://www.iwa.ie)

## National Mobility Centre

Ballinagappa Road,  
Clane, Co Kildare  
T 045 893 094  
F 045 861 144  
E [maats@iwa.ie](mailto:maats@iwa.ie)

## National Respite Centre

Cuisle, Donamon,  
Co Roscommon  
T 090 666 2277  
F 090 666 2646  
E [cuisle@iwa.ie](mailto:cuisle@iwa.ie)  
[www.cuisle.com](http://www.cuisle.com)

## Regional Centres

Ballinagappa Road, Clane,  
Co Kildare  
T 045 861 346  
F 045 861 144  
E [drclane@iwa.ie](mailto:drclane@iwa.ie)

Claddagh Court, College Road,  
Kilkenny  
T 056 776 2775  
F 056 776 1921  
E [servicekk@iwa.ie](mailto:servicekk@iwa.ie)

Unit 7 McCormack Centre,  
Dublin Road, Athlone,  
Co Westmeath  
T 090 647 7666  
F 090 647 7665  
E [mccormack.athlone@iwa.ie](mailto:mccormack.athlone@iwa.ie)

The Granary, Bessboro,  
Blackrock, Cork  
T 021 435 0282  
F 021 435 0288  
E [servicec@iwa.ie](mailto:servicec@iwa.ie)

Unit 10 Docklands Business Park,  
Dock Road, Limerick  
T 061 313 691  
F 061 316 562  
E [servicek@iwa.ie](mailto:servicek@iwa.ie)

3-4 Liscarton Villas, Kells Road,  
Navan, Co Meath  
T 046 907 2539  
F 046 907 2657  
E [servicenav@iwa.ie](mailto:servicenav@iwa.ie)

Cúl Árd, Wellpark, Galway  
T 091 771 550  
F 091 771 549  
E [serviceg@iwa.ie](mailto:serviceg@iwa.ie)

Abbeyville, Chapel Street, Sligo  
T 071 915 5522  
F 071 915 5598  
E [sligo@iwa.ie](mailto:sligo@iwa.ie)

# IWA ROCs and work locations

## Day Locations & Outlets

Athlone 090 647 7666  
Athy 059 863 8529  
Bandon 023 432 83  
Belmullet 097 817 28  
Carlow 059 914 0983  
Carrick-on-Shannon 071 962 0569  
Cavan 049 437 1212  
Clane 045 861 346  
Clontarf 01 818 6400  
Cork 021 435 0282  
Cuisle 090 666 2277  
Drogheda 041 984 6614  
Dun Laoghaire 01 235 5410  
Ennis 065 684 4150  
Ennis Pre-employment Project  
065 684 5511  
Ferbane 090 645 4424  
Kilkenny 056 776 2775  
Limerick 061 313 691  
Lucan 01 630 2414  
Manorcunningham 074 915 7393  
Merlin Park 091 771 552  
Mullingar 044 934 7511  
New Mount Street Club, Dublin  
01 400 2849  
Navan 046 907 2539  
Portlaoise 057 862 2516  
Roscrea 0505 232 29  
Sligo 071 915 5522  
Tralee 066 718 0154  
Tuam 093 266 59  
Tullamore 057 932 9823  
Waterford 051 353 816  
Wexford 053 912 4578

## Part-time Locations

Ardee  
Arklow  
Aughnaccliffe  
Ballymote  
Ballynanty  
Birr  
Carrick  
Cashel  
Castlebar  
Claremorris  
Cloghan  
Clonmany  
Drombanna  
Dungarvan  
Enniscrone  
Gorey  
Gweedore  
Kenagh  
Killarney  
Kilmacthomas  
Kinlough  
Listowel  
Malin  
Mallow  
Midleton  
Nenagh  
Rathfredagh  
Skerries  
Skibbereen  
Spanish Point  
Tipperary Town  
Waterford City

## special thanks

### Our special thanks to

The President of Ireland,  
Mary McAleese, Patron

Department of Social & Family  
Affairs

Department of Tourism, Sport &  
Recreation

Department of Health & Children

Department of Finance

Department of Community, Rural  
& Gaeltacht Affairs

Department of Transport

Local authorities

Health Service Executive

Health & Safety Authority

TDs, Senators & Councillors

Vocational Educational  
Committees

FÁS

RTÉ

Local radio stations

Interlink Ireland Limited

Musgrave Charitable Trust Limited

Sisters of Mercy

Sisters of St John of God

Sisters of the Sacred Heart of  
Jesus and Mary

Athy Golf Club

All golf clubs who support IWA

Fiat Ireland

Ford Ireland

Nissan Ireland

Dublin City Food Bank

Sponsored walkers

Donors & friends

And to all our volunteers who give  
so generously of their time and  
expertise throughout the year

Donations to support the work of IWA  
are welcomed and appreciated.



**Irish Wheelchair Association**

Áras Chúchulainn  
Blackheath Drive  
Clontarf  
Dublin 3

**T** 01 818 6400

**E** [info@iwa.ie](mailto:info@iwa.ie)

**W** [www.iwa.ie](http://www.iwa.ie)

I.W.A. Limited

Company Registration No. 352483

Charity Registration No. CHY 5393