



# annual report 2006

## I.W.A. Limited

## mission

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.

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## 2006... building on the strengths of the Association



## ceo's introduction

I am pleased to present the 2006 Annual Report for the Irish Wheelchair Association. The Annual Report sets out progress achieved by the Association over the year, as well as other important developments of relevance to our members. The report shows the diversity of our work and our members and also how our financial resources are allocated and accounted for.

When I reflect on 2006 for this Annual Report, I reflect on a year of change. I joined the Irish Wheelchair Association in June, taking over from Molly Buckley, who had done so much for the Association over the preceding period and continues to do so in her role as Chairperson.

In taking on the position of CEO, I knew the challenges that were ahead for me, the need to embrace those challenges, and the need, above all, to build on the strengths of the Association. I also saw it as hugely important to facilitate the development to their full potential, of all those associated with IWA – that vibrant network of people, members, volunteers and staff, who give so much commitment to providing services and advancing the rights and status of people with disabilities within Irish society.

The Association has always been committed to ensuring that we provide excellent, people-centred services to our members. Among the activities during 2006 which helped to ensure that we delivered on that commitment, was the full implementation of the new organisation structure for the Association. The review and implementation of new systems and procedures across a wide range of our activities also served to

enhance and strengthen the base from which we operate. The need for constant scrutiny of how well we do our business continues, and throughout 2007 we will be working hard to ensure that we achieve and operate to the highest possible standards in all our activities.

2006 saw the publication of the sectoral plans for Government Departments under the National Disability Strategy. Our involvement in the development and the monitoring of the implementation of these plans guarantees that the voice of our Association continues to be heard where and when policy is being developed.

As I have talked to supporters, volunteers and members, and also worked closely with our staff, I have become more and more aware for the need for us to continue to be leaders in the fight to achieve the full integration of people with disabilities as equal, independent and participative members of society. Crucial to the achievement of this goal will be: the determination to continue to strive for excellence in all that we do, the vision to build new dreams and the capacity to make those dreams become reality. I look forward to playing my part in creating that new reality.

Thank-you everyone – members, volunteers, staff and Board for your efforts throughout the past year, without which none of what you will read about in the following pages could have been achieved. I especially thank you for the support and welcome I have received since I joined IWA. The challenges have been many, but our collective achievements have made the hard work more than worthwhile, and above all I have learned so much... from all of you.



Kathleen McLoughlin

**the vision  
to build new  
dreams and the  
capacity to make  
those dreams  
become reality**

## president's address



Eileen O'Mahony

**2006 saw the culmination of the restructuring process within IWA resulting in a stronger and more vibrant organisation**

2006 saw the culmination of the restructuring process within IWA resulting in a stronger and more vibrant organisation. We have seen great successes throughout the year as can be seen from the many reports presented.

Midway through the year we were very fortunate to secure the services of our new CEO. I extend a warm welcome to Kathleen McLoughlin who brings a wealth of knowledge and experience to the position.

The theme of this year's conference "*Employment – Creating Opportunities*" has all the ingredients of a lively and constructive debate.

Most of us have been able to take advantage of the highly technological age to improve the quality of our everyday living. It has helped us overcome obstacles and other constraints imposed on us by the environment we live in. Technology has presented a wider range of employment and career opportunities for people with disabilities. However, even with the prospect of employment or a career, there are still many challenges that continue to task us on a daily basis in the areas of education, training, transport, accommodation and accessibility.

This conference is the ideal platform to discuss, debate, and share experiences in these areas.

We should also consider:

- How we identify opportunities;
- How we create opportunities;
- How we prepare to enter the workforce; and
- How we return to the workforce after an absence.

Training and skills required to meet each job play a vital role. Identifying the relevant training programmes and how choices are best accessed is of paramount importance.

It is also about gaining confidence, self-motivation and development, and improving social skills... indeed many points for debate and to share experiences.

In conclusion, I wish to convey very sincere thanks and gratitude to the Board of Directors, management, staff, members and the many volunteers throughout the organisation for their continued ongoing hard work, commitment and dedication.

## chairperson's address

2006 was a good year for IWA. Kathleen McLoughlin took up the post of CEO. I warmly welcome Kathleen on behalf of the Board, staff and volunteers.

Volunteers founded IWA and they are as important to the organisation today as they were in 1960. Without the support of committed volunteers, many of the sporting achievements of 2006 would not have been possible. Branches play a vital role and, together with Resource and Outreach Centres, ensure services are delivered to all members. The Volunteering Sub-Committee commenced a review of the volunteer structure, policies and procedures and oversaw the implementation of pilot projects in Laois, Carlow, Cork, Limerick and Tuam Branches. This group was one of several sub-committees of the Board, all of which worked extremely hard over the course of the year.

The theme of our conference is Employment. It is timely that we would be debating this issue. Despite the boom in our economy and increased employment opportunities, fewer people with a disability are employed than formerly. The loss of secondary benefits is a major disincentive. We heard recently some shocking statistics about the progress of the 3% quota in the public service. It is disappointing that one third of all local authorities have failed to reach the 3% target of employing people with a disability. This target was introduced 30 years ago in 1977.

Parking permits remain on the agenda. It is not acceptable that abuses are widespread.

Measures to address this are in train. An independent assessor is recommended and a national awareness campaign to address the illegal parking and fraudulent abuse of the parking permit scheme.

There have been some improvements in accessibility, but there is still a long way to go. Enforcement and monitoring of Part M of the building regulations would ensure that there would be full and equal access for all.

We continue to lobby for Core Funding for the delivery of essential services to our members. I take this opportunity to pay tribute to staff on the CE schemes. They provide a great service to our members. However, having built up the skills to do the job and a good relationship with the people they work with — they find their time on the scheme is up and they have to leave.

Housing remains an issue and the adaptations need to be carried out speedily. Some improvements in the DPG have occurred, however, there needs to be 100% funding available. I cannot stress enough the need for all members who need housing to be on Local Authority Housing Lists in your respective counties. We continue to lobby for all houses to be lifetime adaptable.

I wish to thank all the Board, our Company Secretary Jimmy Byrne, the CEO and Senior Management Team, staff, members and volunteers of IWA for your work and I ask you to continue to be active in your organisation. Together we will ensure improvements in the quality of life for all.



Molly Buckley

**together we  
will ensure  
improvements  
in the quality of  
life for all**

## employment – creating opportunities

Annual Conference 2007

### people with disabilities are two and a half times less likely to be in work than non-disabled people

- National Disability Authority\*

This frightening statistic sets a context for our discussions at our Annual Conference 2007: **Employment – Creating Opportunities**. Ireland's economic success over the past number of years has seen employment rates grow to unprecedented levels, yet, people with disabilities continue to be seriously underrepresented in the workforce. The gap that exists will continue to widen if we do not succeed in addressing some of the key issues which impact on the potential for a person with a disability to participate in the workforce.

Apart from the importance of creating opportunities for people to participate in the workforce, and all the attendant benefits that brings for them as an individual, there are pressing economic reasons why we should look to this talented group of people as workers. International research indicates that people with disabilities have equal or higher performance ratings, better retention rates and less absenteeism, so why then in a tight labour market are we continually failing to see that talent in evidence in the workforce.

I believe we should be seeking to work with Government, Employers and Trade Unions to urgently review the interventions currently in place, the reasons why they do not appear to be producing the desired results and, through our joint efforts, develop solutions which will increase participation rates, while at the same time address labour shortage issues and thereby contribute to the continued long-term economic success of our Nation.

Kathleen McLoughlin, CEO

### people with disabilities continue to be seriously underrepresented in the workforce



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# 70%

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of non-disabled people were in work compared to 26% of people with disabilities. Therefore, three out of every four people with disabilities of working age are not in employment.<sup>†</sup>



**there are pressing economic reasons why we should look to this talented group of people as workers**

\* Source: Highlighted in the NDA publication *Disability and Work: The Picture we Learn from Official Statistics (2004)*

† Source: Census of 2002. The number of people of working age between the age 20-64 who give their Principal Economic Status as "in -work".

‡ Source: Highlighted in the NDA publication *A Strategy of Engagement: Towards a Comprehensive Employment Strategy for People with Disabilities (2006)*

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**37.1%**

In the twenty-month period between the two special surveys on disability conducted by the CSO in 2002 and 2004, the employment rate for people with a disability fell from 40.1% to 37.1% despite overall employment growth of 5.6% over the period.†

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**27%**

of disabled young people aged 15 to 19 years have left full-time education compared to 19% of non-disabled young people in the same age range.‡

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**85%**

of working-age people with a disability or chronic illness have acquired that disability.\*

NOTE: Both the Disability Volume of Census 2006 and the initial results of the National Disability Survey are due to be published in November 2007.

# organisation chart

Board of Directors



Kathleen McLoughlin  
CEO



Paddy Coleman  
Director  
Finance



Gerry Phelan  
Director  
Human Resources



Brian Tinsley  
Director  
Corporate Services



Helen Martyn  
Regional Director  
West

IWA Sport  
Executive  
Committee



**Michael Doyle**  
Regional Director  
South



**Chris Hoey**  
Regional Director  
Dublin/North East



**Mary Smyth**  
Regional Director  
Dublin/Mid Leinster



**Mairéad Farquharson**  
Director  
Sports

## board of directors 2007



- |    |                   |                    |
|----|-------------------|--------------------|
| 1  | Eileen O'Mahony   | President          |
| 2  | Molly Buckley     | Chairperson        |
| 3  | Kevin Harrison    | Honorary Secretary |
| 4  | Jimmy Byrne       | Company Secretary  |
| 5  | William A Attley  | Honorary Treasurer |
| 6  | PJ Gorey          | Vice-Chairperson   |
| 7  | Brendan Byrne     |                    |
| 8  | Sr Margaret Hogan |                    |
| 9  | Patsy Lane        |                    |
| 10 | Jack Lawler       |                    |
| 11 | Gerry Sharvin     |                    |
| 12 | Olan McGowan      |                    |
| 13 | Gerry McMahan     |                    |
| 14 | Phyllis Nolan     |                    |
| 15 | Sheila O'Mahony   |                    |
| 16 | Joe Sargent       |                    |
| 17 | Danielle Weldon   |                    |

## volunteering and branches

Volunteers have been contributing to IWA services since the foundation of the organisation. In 2005, IWA began a review of the policies and procedures which support volunteers, branches and services where volunteers are involved. This work was finalised in 2006. Following a process of consultation and review of best practices from other organisations, a volunteer recruitment and support pack was completed. This pack will be officially launched at IWA's 2007 Annual Conference.

A number of volunteer pilot projects commenced in 2005-2006 at branches in Cork, Limerick, Carlow, Tuam and Laois. The aim of these projects is to look at ways of recruiting, supporting and retaining volunteers. Some of the pilot projects are still in their early stages while others have reached their goal of maximising volunteer input in service provision. Many areas have indicated that they are anxious to follow the example set by the successful pilots because they have a shortage of volunteers. The availability of the new support pack will facilitate the growth of volunteer involvement in these areas.

During the year, a group of IWA volunteers was honoured for their dedication and commitment by the President, Mary McAleese, at a reception in Áras an Uachtaráin. This group of volunteers represented just a few of the hundreds of IWA volunteers from around the country.



IWA volunteers honoured for their dedication and commitment by the President, Mary McAleese, at a reception in Áras an Uachtaráin

As part of International Volunteer Day, 5th December 2006, IWA acknowledged in a press release the extraordinary work carried out by volunteers in supporting the activities of the Association over the past 46 years. This press release was picked up by a number of local newspapers and radio stations.

In 2006, an extraordinary number of activities and services were provided by branches from all over the country. These included activities such as holidays, social and recreation events, one-to-one member supports as well as the important fundraising events.

**in 2006, an extraordinary number of activities and services were provided by branches from all over the country**

## advocacy and media

Advocacy continues to be at the core of all IWA's activities, with a strong emphasis on supporting individuals to advocate for themselves. Last year, there were many high-profile examples of this individual advocacy as members represented themselves and the Association on national media.

While individual advocacy is at the heart of IWA's daily work, the Association also continues to focus on collective issues which directly affect members' lives. Some of the national issues which IWA campaigned on in 2006 were:

- Core funding of Community Employment;
- Development of personal assistant services;
- Income and cost of living issues for people with disabilities;
- Housing issues for people with disabilities; and
- Taxi and hackney services for all.

For the first time in a number of years, IWA submitted a pre-budget submission highlighting the issues above. Another important issue which IWA focused on during the year was transport, including bus, rail, ferry and air travel. The inaccessibility of many of these modes of transport continues to be a major issue for members of the Association. In 2006, a formal group comprised of staff, members and volunteers was established to develop clear guidelines to assist the Association in providing advice and information relating to access.

Another ongoing issue for members is the number of parking permits in circulation. IWA compiled a comprehensive report looking at its current systems for issuing parking

permits while also considering best international practices. The purpose of this report was to influence the Department of Transport's own review of the system which was scheduled to take place in late 2006.

All advocacy campaigns have a media dimension. As well as issuing press releases highlighting campaign issues, IWA responds regularly to national and local media enquiries. In 2006, IWA commented on issues such as employment, housing, taxi and train services and access to restaurants.

Media coverage is also valuable in raising public awareness of IWA services and supporting fundraising campaigns. Extensive coverage was achieved by the Angel Day campaign, including coverage in all national papers and interviews with members on TV3 AM. IWA's magazine, *Spokeout*, continues to provide a forum to promote the Association's services and to highlight advocacy issues.

As 2007 is an election year, IWA will be intensifying individual and collective advocacy on key issues. A leaflet highlighting the key issues to raise with canvassing politicians has already been circulated to all members.



In 2006 Iarnród Éireann introduced a new fleet of fully accessible Intercity trains on its Cork to Dublin line

### Representations

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

- Public Transport Accessibility Committee;
- HSE Regional Co-ordinating 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;
- Congress Disability Committee; and
- National Maritime Forum.



Joe Sargent, IWA Representative on the Iarnród Éireann Disability User Group, tries out the new Intercity train

## InterAction project



Representatives from InterAction projects celebrate their achievements in Cuisle



InterAction participants get an opportunity to inform society with Community Radio

InterAction is a community development project which aims to counteract social isolation by empowering people with disabilities to engage actively in mainstream community life. The InterAction model supports participants in establishing real links with the community through their interests and hobbies.

In 2006, two new InterAction programmes were established in the north east and south east regions. The year saw a strong focus on participants working together as a group to actively influence change and promote a more equal society. A number of InterAction initiatives supported participants in:

- Becoming active citizens in society;
- Shaping society;
- Informing society; and
- Imparting an understanding of disability issues.

One such initiative led to an involvement in local community radio programming. This work gave participants an opportunity to bring an awareness of the issues affecting people with disabilities and other marginalised groups to a wider audience. In the process, project participants gained considerable confidence and self-esteem.

InterAction participants continued to focus on issues around the inaccessibility of the local environment. Through auditing their local community buildings and services, InterAction groups were encouraged to find fresh approaches to tackle old problems and to link with local authorities, private companies and service providers in making recommendations.

Initiatives in active citizenship led participants to make valuable contributions to society through volunteering in mainstream activities.

One participant's voluntary involvement in an after school homework club led to her embarking on a career in childcare. Another participant became an active member of a fundraising committee for sports ground development in his local village.

Each initiative illustrates how InterAction participants shaped and informed the society in which they live. These achievements were celebrated when past and present InterAction participants came together for a formal presentation of the InterAction Yearbooks in Cuisle. The Yearbooks contain personal accounts of each participant's experiences and achievements over the project year. The occasion provided an opportunity for celebration, socialising and the sharing of information and experiences. Workshops helped shape collective input into plans for the development of InterAction in 2007.

## information and publications

### Spokeout magazine

IWA's member magazine, *Spokeout*, is a 68-page full-colour magazine published quarterly by the Information and Publications Department. Spokeout is a valuable communication tool, providing an opportunity for IWA to communicate with its membership and for members to voice their opinions and share experiences. The magazine also promotes a positive image of disability and of IWA as an organisation.

2006 began with a review of the magazine and the appointment of award-winning publisher, Dyflin Media. In partnership with Dyflin, IWA considerably developed the 'look and feel' of the magazine and ensured it was distributed punctually each quarter.

In total, 17,500 copies of each issue are printed. Approximately 16,500 of these are posted directly to registered members of IWA, with the remaining copies being posted to other organisations or distributed at information events.

In 2006, IWA invested in the editorial content, broadening the subjects covered and commissioning contributions from professional writers. The magazine promoted advocacy by providing a forum to discuss issues, advising on how to lobby for change, and publicising IWA campaigns. Aspiring writers with disabilities were encouraged to get involved and, as a result, one contributor is soon to begin a six-month work placement with IWA.

The profile of the magazine was raised significantly in 2006. This was evident in increased interest from other disability organisations, positive reports from advertisers

and, most importantly, feedback from readers. In 2007, the focus will be on maintaining the professional standard of the magazine and continuing to increase the visibility of member input.

### Other IWA publications

Each year, IWA produces several publications providing information on its services, the most important of which is its Annual Report. This Report is distributed at the Annual Conference and also by post to supporters and other organisations in the sector.

A review of all IWA leaflets and publications is planned for 2007 with the intention of accelerating the production of service information leaflets.

### Information and member support services

Many people with disabilities experience difficulty in sourcing information on issues relating to disability, such as where to find specialist equipment or accessible holiday accommodation. The IWA Information Centre in Clontarf responds to enquiries from members and the general public by phone, email, post and in person.

The Information Centre also provides information on IWA services and processes membership applications. Every new member receives a telephone call from an IWA staff member welcoming them to the organisation. Letters confirming membership are also issued on request enabling members to avail of group discounts on vehicle purchase.

Greater awareness of building regulations has resulted in an increasing number of information requests from small to medium sized businesses and building contractors for guidelines on accessible building.

In 2006, many regional centres continued to provide information services to local members, often by partnering with local CICs or participating in information events. Information stands were also provided at national events such as the Access and Mobility Exhibition and IWA's Annual Conference 2006.



# fundraising

IWA engaged in a broad range of fundraising activities which were successful in attracting support from around the country. The revenue generated from fundraising campaigns gives IWA greater flexibility and independence when responding to members' needs. Without this revenue, many valuable IWA services could not be delivered to people with disabilities and their families.

In 2006, IWA's fundraising calendar included the following activities:

### National Angel Campaign

IWA's annual national fundraising day, Angel Day, was launched in November with an attention-grabbing photoshoot featuring former Miss World Rosanna Davidson and young members Sean McCullagh, Michéal Hughes and Conall Knight. Widespread media coverage together with the generous support of staff, members, volunteers and retail outlets ensured the campaign was a success.

A specially-designed St Patrick's Day angel was also produced and sold over the festival period, proving very popular at parades and schools nationwide.



Rosanna Davidson and members Conall Knight, Sean McCullagh, and Michéal Hughes at the launch of Angel Day



Participants on the 21st International Fundraising Walk in Brazil



The lucky winner of the car raffle, Joe Dawson, receives his prize

### Hampers

Raffles for Christmas and Easter hampers continued to be supported by many large companies and pubs.

### Car raffle

Congratulations to Joe Dawson from Castlebar who was the lucky winner of IWA's 2006 Ford Focus draw.

### International Walk

The 21st International fundraising walk took place over Easter 2006 in Brazil. Ninety-five walkers, many of whom had represented the Association on previous ventures, participated in this 10-day event in Brazil. The destination proved to be one of the most challenging and enjoyable to date, the highlight being the celebration of Mass at the statue of Christ the Redeemer on top of the famous Corcovado Mountain.

### IWA Credit Card

IWA partnered with MBNA to launch the IWA Platinum Credit Card. IWA receives a contribution for each account opened and a percentage on retail transactions. The card was promoted with advertisements in *Spokeout* magazine.

### Church gate collections and flag days

These collections are one of the most successful low cost fundraising events and IWA would like to extend its thanks to the many volunteers who make this possible.

### Patrons

Congratulations to all the winners of the Patrons' Draw who received €800 each. IWA thanks all patrons for their continued support. If anyone would like to join, please contact the fundraising department!

### Charity shops

IWA's network of charity shops continues to thrive with the help of many committed volunteers. Nine charity shops operated in 2006 in the following locations: Clonakilty, Skibbereen, Tralee, Listowel, Dungarvan, Castlecomer, Enniscorthy, Clonmel and Letterkenny. A new shop will open in Cobh in May 2007.

### Christmas cards

A competition was held amongst members to design new Christmas cards. Five new cards were selected from entries and added to existing designs to complete a pack of ten different IWA Christmas cards. Packs were retailed through offices and ROCs across the country and proved to be a huge success. The designers of the winning cards were rewarded with portable art chests.

### Golf Classics

Since its inauguration in 1988, when 50 players competed, the annual Athy Golf Classic has grown into a significant event in the golfing calendar, with 63 teams of 4 participating in 2006. A dedicated group of volunteers and staff organise the event with major sponsorship from Abbey Seals.

IWA was also delighted to receive a vehicle from the Links Society Ryder Cup Fundraiser in September 2006.

### Thanks

IWA would like to thank all the people — staff, volunteers, members and the general public — who support its fundraising events throughout the year.

## resource and outreach centre programmes

The aim of the Resource and Outreach Centres (ROCs) is to enable individuals to improve their quality of life and interact with their local community.

Each centre offers a range of programmes designed around the needs of its service users. Programmes can be offered on a group and individual basis and might, for example, be based around employment and training opportunities; sports; motoring advice and assessment; therapies; holidays; arts; or project-based partnerships with other organisations. General information and support services are also offered in all centres.

During 2006, IWA ROCs provided a variety of centre-based and community linked programmes. Examples include:

### Educational and training programmes

Many ROCs provide educational and training programmes such as courses in computers, personal development, arts and crafts, literacy and other topics. A number of service users and staff throughout the country made use of accredited training from FETAC, BTEC and FÁS.

### Sports and recreation

ROCs organise many inter-centre sporting competitions and events. Examples in 2006 included the annual fishing competition for people with disabilities in Carlow and a new national fishing competition hosted by Lucan ROC with sponsorship from Woodchester Finance and won by service users in Ardee. Other highlights included the Boccia League and Inter-Centre Quiz.

### Arts and crafts

Many arts and crafts activities took place in 2006, including:

- A major exhibition of the work of Clontarf members at the Civic Offices, Wood Quay, Dublin. The 'Visions and Expressions' exhibition was opened by Keith Duffy and featured decorated plaster masks; mosaic work; and acrylic and oil painting on perspex, tile and canvas.
- A successful art exhibition by Athy ROC in the Library in Athy, opened by Jack Wall TD.

- Clare ROC's involvement in the 'Embrace Project' which was set up by six disability organisations to assist members to actively participate in the arts. The project culminated in the production of a CD.
- The IWA Christmas Card Art Competition.

### Holidays

Holidays to IWA holiday centres and a variety of other locations, including Dundalk, Lourdes, Cork, Galway, and Killarney, were enjoyed by a number of service users.

### Youth activities

Youth clubs and summer camps flourished in 2006 – the Rainbow Club in Drogheda, the Clongoweswood/Clane IWA Summer Camp, the Sunshine Club in Athlone, and the Springfield Summer Camp, Mullingar.

## each centre offers a range of programmes designed around the needs of its service users



The Inter-Resource Centre Competition winner, Mary Lyons from Ardee, with Mairead Farquharson, Director of Sports



Celebrity Keith Duffy at the launch of Clontarf ROC's 'Visions and Expressions' Exhibition



Edel Ryan from Cashel Wheelers Youth Group enjoys the Wild West Barbeque held in Carlow ROC



Clare Mould and Katie Kane, also at the Wild West Barbeque

**partnerships and links with local communities resulted in benefits for IWA members and the community at large**

Mount Street ROC performing at the St Patrick's Day Festival



## resource and outreach centre programmes

### Partnerships

A variety of partnerships and links with local communities resulted in benefits for IWA members and the community at large.

Examples include:

- Citizen Information services were run in partnership with Comhairle around the country.
- IWA and St Angela's College, Sligo, collaborated in carrying out a piece of research entitled 'The Lived Experiences of People with Disabilities Attending IWA ROCs in the North West'. The research was supported by the HSE North West and was launched in spring 2007.
- In Clontarf, there was an eight-week collaborative project with Headway Ireland which focused on brain injury awareness. Clontarf also won the Irish Heart Foundation "Happy Heart at work" healthy eating award.

ROCs also contributed to local communities by raising disability awareness and campaigning on key issues. Members participated in various access audits and committees with local authorities throughout the country.

## IWA continued to develop the physical infrastructure of its network of ROCs in 2006

### Personal outcome measures

To enhance IWA's way of working throughout its services, good progress was made in the 'Personal Outcome Measures' pilot which began in Galway. It is now at the interim stage and, due to its success, is being extended further west. New procedures and training are being developed to accommodate the support needs identified in the interim report.

### Infrastructure

IWA continued to develop the physical infrastructure of its network of ROCs in 2006, including:

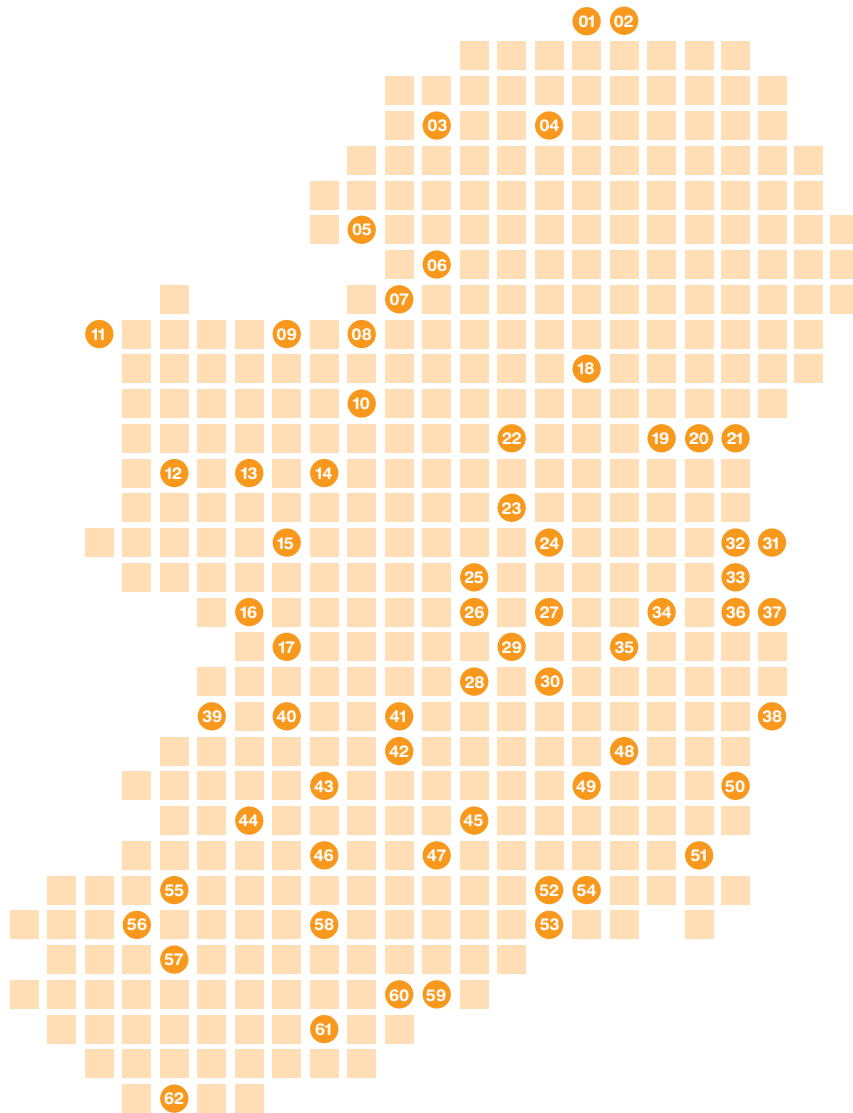
- The opening of new premises in Ardee in March 2006;
- The commencement of the planning and design phase at Limerick ROC;
- Completion of work on the refurbishment of Listowel ROC;
- Building in Mallow to commence shortly and finish in 2008;
- Establishment of a steering committee for Bessboro and appointment of an architect;
- Extension of Arklow ROC to operate five days a week;
- Receipt of additional funding to expand services to Older People with disabilities in Clontarf;
- Approved funding for refurbishment at Tuam, Arklow and Clane;
- Relocation of Tipperary Town ROC to a new premises at Brodeen, Cashel Road;
- New premises for Cashel, shared with the HSE at the Cashel Physical and Sensory Unit;
- Relocation of Sligo ROC to the new Abbeyville Centre;
- Refurbishment of ROC in Roscommon.



Mairead McGuinness MEP with members at the opening of the new ROC in Ardee



Kathleen McLoughlin, IWA CEO, with Dr Michele Glacken, at the launch of the research project carried out by IWA and St Angela's College, Sligo



**IWA ROCs and work locations 2006**

**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 Ferbane 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 Limerick 44 Drombanna
- 45 Cashel 46 Rathfredagh

**South East Area**

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

**Southern Area**

- 55 Listowel 56 Tralee 57 Killarney
- 58 Mallow 59 Midleton 60 Cork
- 61 Bandon 62 Skibbereen



The first group of staff and service users to use the new Tipperary Town ROC

## assisted living service

IWA's Assisted Living Services provide personal assistants to people with physical or sensory disabilities. These personal assistants support people with disabilities in carrying out tasks that they might otherwise find difficult or impossible.

The services are provided in the individuals' homes and communities, facilitating access to education and employment, and enhancing quality of life and community participation. Services are termed 'personal' because all assistance is directed by the needs and wishes of the person with a disability. Service planning is carried out in full consultation with the service user, ensuring that people with disabilities take their rightful place as the directors of their own personal assistance services.

Assisted Living Services continued to develop in 2006. Two new ALS Coordinator posts were agreed with the HSE, one in the south and one in the north east. Further new ALS Coordinator posts in the south are to be filled and operational from spring 2007.

During the year, ALS operational manuals were reviewed and enhanced in line with current practice in the service. Training of ALS staff as part of the Enhanced Person Centered Planning Pilot in the west was undertaken and a service model developed.

The ALS will continue to develop in 2007 with the support of HSE Regions. An External Review of the service is currently underway.



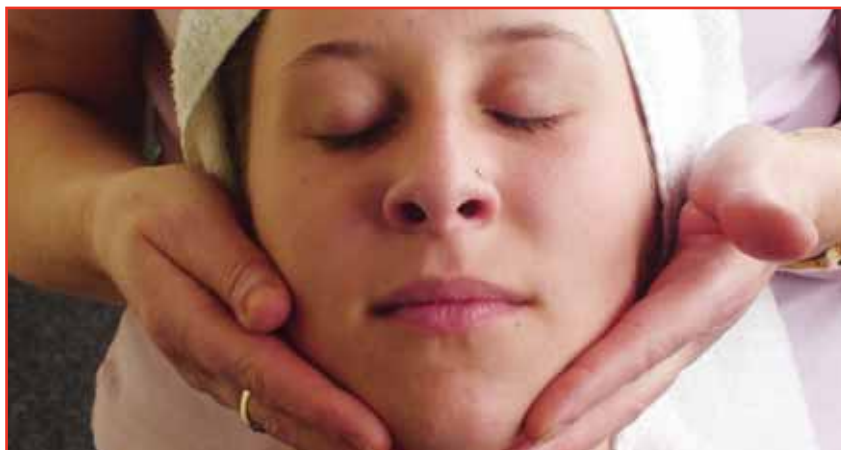
Pat Slattery, service user in Kilkenny, with his PA

**these personal assistants support people with disabilities in carrying out tasks that they might otherwise find difficult or impossible**

### Summary of the provision of ALS nationally at the close of 2006

Health Service Executive	No. Service Users*	No. Service Hrs/P.A.
HSE SE	162	75,855
HSE NA/SW/EC	278	163,441
HSE S	291	83,710
HSE W	134	103,262
HSE NE	76	48,663
HSE NW	113	58,358
HSE M	65	34,552
HSE MW	103	65,036
<b>Total</b>	<b>1222</b>	<b>632,877</b>

## holiday centres



Massage therapy in Cuisle Holiday Centre

Members can holiday all year round in one of IWA's three holiday centres. Members can choose between the Carmel Fallon Centre in Clontarf, close to Dublin's city centre; Claddagh Court in the medieval city of Kilkenny; or Cuisle on the magnificent grounds of Donamon Castle in Co Roscommon.

The holiday centres have the following features in common:

- Personal assistance is available when booked in advance;
- A standard range of aids and appliances;
- Organised outings and excursions;
- Complete accessibility; and
- A person-centred approach.



Dancing at Cuisle

In addition, The Carmel Fallon Centre and Cuisle have waking night duty and nursing care, if booked in advance. Nursing assistance can also be arranged in Claddagh Court.

### Claddagh Court

Claddagh Court, (College Road, Kilkenny) is a four-bedroom facility and caters for adults and children with physical and sensory disabilities up to the age of 65 years. Claddagh Court was refurbished in 2006, including a new kitchen, replacement of tiles and a bathroom extension. The occupancy level in 2006 was approximately 1,400 bed nights. Plans are in place to build a patio area in the front garden at Claddagh Court in 2007.



Guests relax in the sunroom at the Carmel Fallon Centre

### Carmel Fallon Centre

Carmel Fallon Centre, (Blackheath Drive, Clontarf, Dublin 3) has six bedrooms and caters for people with physical and sensory disabilities between the ages of 13 and 65 years. In 2006, the centre continued to meet the strong demand for respite care in the region, with full occupancy throughout the year (a total of 1,356 bed nights).

Plans for 2007 include the hosting of the centre's first themed break, the creation of a 'relaxation room' for guests and the development of a sensory garden.

### Cuisle Holiday Centre

Cuisle Holiday Centre, (Donamon, Co Roscommon) has 35 ensuite bedrooms with twin and double beds. Cuisle is unique in that it is an integrated centre which caters for people with and without disabilities and all age groups. People from all over Ireland and abroad come to Cuisle.

Major refurbishments were undertaken which included a new reception area and new male and female toilets. Improvements will continue in 2007 with the refurbishment of the therapy room and hairdressing salon.

The occupancy level in 2006 was approximately 8,994 bed nights and there was increased use of the centre by the local community for parties and special occasions.

In 2006, management at Cuisle compiled a comprehensive three-year business plan which will be implemented in 2007. One aspect of this plan is a focused marketing campaign. 2007 is Cuisle's 10th Anniversary and celebrations are planned to mark this milestone.

## housing support service

The Housing Support Service is located in Dublin. This service provides information on housing options and also works directly with individual members to source their desired accommodation. In response to the experiences of members, IWA Housing Support continually lobbies Government, local authorities and other housing providers to increase and improve the supply of accessible housing and to develop different types of housing, e.g. sheltered or supported housing and transitional and crisis accommodation.

### Direct provision

2006 saw the completion of a number of purpose-designed accessible apartments in the Docklands area of Dublin and in North and South County Dublin. Several IWA members have moved to these new dwellings. In addition, agreements were reached with Dublin City and Dun Laoghaire-Rathdown Councils and with a number of voluntary housing providers to include wheelchair accessible units in the planning stages of new housing developments. Individual clients from the local housing lists have been identified and these units will be designed and built to meet their specific access needs.

### Lobbying and advocacy work

IWA continued its membership of the Disability Legislative Consultative Group (DLCG) working with The Department of the Environment, Heritage and Local Government and was present at several meetings where the detail of the Sectoral Plan was discussed and developed. The inclusion of a commitment within the Sectoral Plan to develop a National Housing Strategy for people with disabilities was a welcome development.

In March 2006, IWA made a detailed submission to the Department of the Environment, Heritage and Local Government review of *Part M of the Building Regulations* on access for people with disabilities. This submission was prepared by the IWA Access Group. An allied joint submission, also made to the Department of the Environment, Heritage and Local Government by IWA and DFI, concerned the proposed Building Control Bill. This Bill provided for the introduction of Disability Access Certificates (DACs) to show compliance with the Building Regulations. Two IWA/DFI recommendations were incorporated into the Building Control Bill: an increased fine for non-compliance with Building Regulations; and a provision whereby the developer has to pay the investigation costs for Building Control infringements.

### Research

During 2006, IWA was part of three research projects on housing. One piece of research has been undertaken by Dublin City Council on the housing needs of people with disabilities and the Council's response. The second research project, which is ongoing, is under the direction of the DFI Housing Group in partnership with the Citizens Information Board and is looking at the issues around the housing needs of people with disabilities. The final piece of research, into the provision of supported accommodation by voluntary housing associations, was undertaken by the Irish Council for Social Housing. IWA is also a member of the accessible design team within Dublin City Council. This team has completed its set of design templates for both lifetime adaptable housing and fully

wheelchair accessible housing and has sent these templates to the Department of the Environment, Heritage and Local Government for comment and approval.

### Memberships and partnerships

In partnership with other disability organisations and through various consultation forums, IWA further promotes the housing needs of its members. IWA is a member of the Irish Council for Social Housing, the Disability Federation of Ireland Housing Group, the Not for Profit Association and has links with the National Development Authority.

With the beginnings of the roll out of the Disability Act and the commitments made in the Sectoral Plan, 2007 promises many exciting developments. IWA will continue to contribute to relevant consultations and will work to further agreements with housing providers. Promotional work is planned to encourage IWA members to pursue their individual housing needs through applications to various housing providers and by signing onto the housing lists of local councils.



Service user Liz O'Farrell outside her new Dublin Docklands apartment

## independent living accommodation



New Independent Living accommodation at Phairc Meirliun in Galway

### Galway City Council recently allocated four houses to IWA in a new development, Phairc Meirliun

IWA's Independent Living accommodation gives people with disabilities the opportunity to develop the skills to live independently.

The Galway Independent Living service continues to develop. All four houses in Cúl Árd are occupied with people in transition who wish to secure permanent housing and live independently. Suan, Headford Road, has four houses occupied permanently. In 2006 Suan was awarded first prize in the Tidy Towns competition for the best residential estate. Galway City Council recently allocated four houses to IWA in a new development, Phairc Meirliun. These houses are built in pairs, with an interlinking studio suite to accommodate a personal assistant, thus providing shared support to residents. These will be occupied in 2007.

In Roscommon, a bungalow purchased in 2005 has been fully adapted to the highest standard. It can accommodate two residents with the support of Assisted Living Services packages to live independently.

The Limerick Housing Project initiated in 2005 with HSE and local authority support is now fully operational. The six fully adapted apartments are all occupied and have waiting lists. One original resident has secured permanent local authority housing and also acts as a volunteer for the project. The Phoenix Lodge supported living unit is also occupied and the eight residents are enjoying their hard-fought-for independence.

In Carlow Town, IWA has two houses at Rath Abhainn. It is anticipated that these will be occupied in 2007.

In Wexford, the fourteen-unit supported housing facility with respite units which is being planned with the HSE is awaiting approval from the Department of the Environment, Heritage and Local Government. This project is also receiving positive responses from other funding providers.

In Kilkenny, IWA provides a three-bedroomed house and nine independent living apartments.

The Independent Living Service in Clontarf, which has six units each accommodating one person, continues to provide a vital route towards independent living and accepts nationwide referrals. In 2006, there were twenty-seven new applicants and twenty-three assessments. Nine people availed of trial and fixed tenancies. Three tenants moved to their own homes supported by housing associations (Belfast Independent Housing and Cluid) and Fingal County Council, with another due to move to rented accommodation in 2007. The shared accommodation pilot project, completed in 2006, is now being evaluated and funding sourced to continue. The project, operating from the two-bed roomed unit in Clontarf, offered young people experience of living away from the family home.

## sport and recreation

### IWA Sport had the honour of hosting the World Junior Wheelchair and Amputee Athletic Championships in Dublin

IWA Sport is the national governing body in Ireland for sport for people with physical disability. Sport and recreation also continues to play a central role within IWA services. All sports services are funded by IWA with support from the Irish Sports Council.

In July 2006, IWA Sport had the honour of hosting the World Junior Wheelchair and Amputee Athletic Championships in Dublin. A tremendous amount of preparation was involved to ensure the event was of World Championship standard. The organising committee oversaw fundraising, volunteer and technical programmes. Despite tight budgets, the commitment and hard work of many staff and volunteers ensured the event was a success.

Over 150 athletes from 18 nations took part. One-hundred-and-twenty young athletes received

classification, World titles were won and an IPC-sanctioned world record was achieved in the standing javelin class. IWA Sport received commendation on the event at the IPC and IWA's Athletic General Assemblies and has been asked to host a Senior World Series Athletic Event in 2007.

IWA Sport promotes sport and recreation through clubs, IWA Resource and Outreach Centres and schools. The service also supports high performance athletes in reaching their full potential at both National and International Standard. High performance athletes represent Ireland at European Championships, World Championships and Paralympic Games.

IWA Sport trains coaches, leaders and volunteers, and works in conjunction with the National Coaching and Training Centre

(NCTC) in developing coaching modules for people with a disability. The objective is to make these modules part of mainstream sports' coaching manuals.

A variety of sports are on offer through IWA – athletics (track and field), archery, basketball, bowls, snooker, pool, table tennis, boccia, badminton, tennis, adapted rowing, wheelchair rugby, clay pigeon shooting, swimming and many more activities. Basketball and wheelchair rugby remain the most popular team sports. The Irish Basketball League and Cup continue to flourish with teams training regularly throughout the country.

Great emphasis is placed on the development of junior athletes and in particular their introduction to sport. Many regional and national competitions are hosted. A two-day residential junior sports camp for children from 4 to 18 years of



The Irish Team at the World Junior Wheelchair and Amputee Athletic Championships



World Junior Wheelchair and Amputee Athletic Championships Flag Bearer, Keith Kiely from Dublin



The Junior Sports Camp 2006

age and their family members is held annually. For many, it is their first time 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.

IWA Sport continues to give advice to organisations and individuals regarding accessibility matters. It has worked closely with the Irish Leisure and Amenity Managers Association (ILAM) to encourage leisure centres to improve the accessibility of their facilities.

IWA Sport makes many Disability Awareness Presentations to educational institutions and organisations. Sports development officers frequently receive requests from school teachers to visit mainstream schools and advise on how to include a child with a physical disability into play and physical educational activities with the other able bodied children in the class.

## core principals of iwa sport

### > Participation

To promote the widest possible participation in sport and recreational activities by people of all ages with a physical disability.

### > Progression

To encourage and facilitate participants' progress up the ladder of opportunity offered by different levels of competitive sport.

### > High performance

To support athletes to reach their potential in high performance sport, with particular emphasis on Paralympic athletes and their training towards the Beijing Paralympics in 2008.

### > Coach education and training

To train coaches and provide training for people and organisations involved in sport for people with a physical disability.

### > Management and advocacy

To promote IWA Sport services for athletes with a physical disability.

### > Consultancy and technical services

To provide easy, accessible information and technical services to all clients, organisations, service providers and educational institutions.

### > Volunteer strategy

To support a volunteer programme that attracts new volunteers, retains the existing volunteer base and provides training to all.



Volunteers at the World Junior Wheelchair and Amputee Athletic Championships



Irish Wheelchair Basketball League 2006/07

## peer counselling

Peer Counselling is a joint service provided by IWA and NCBI. People with disabilities, trained in counselling, provide the service to other people with disabilities. Peer Counselling gives people an opportunity to talk and explore the changes they may wish to make in their life in a confidential environment.

In addition to individual counselling sessions, the service offers a confidential telephone support service. This telephone service is available on Mondays, Wednesdays and Thursdays from 7pm to 10pm on **Lo Call 1890 234313**.

In 2006, IWA Peer Counselling:

- Provided 1,119 hours of counselling and provided the service to 101 new people.

## Peer Counselling gives people an opportunity to talk and explore the changes they may wish to make in their life in a confidential environment



Peer counsellors celebrate their graduation

- Completed the training of eight new peer counsellors. With these counsellors now in place, it can increase the availability of the service in Cork, Galway and Laois. It can also offer the counselling service in Donegal, Kerry and Leitrim.

- Held a five-day workshop where 20 people came together to talk about living with disability. After the workshop, participants went away feeling more skilled and confident about meeting their goals in life. This workshop was the first of its type in Ireland and was facilitated by an internationally acclaimed narrative therapy trainer. It is planned to produce a DVD of the workshop which will demonstrate the type of work carried out and the skills of the people with disability involved.

- Published research which outlined service users' experiences of using the Peer Counselling service. In addition, a presentation on the work of the service was delivered at a conference on Acquired Brain Injury hosted by IWA.

The Peer Counselling Service will continue to develop its geographical availability in 2007. It also plans to run 'Disability and Therapy' workshops that provide additional skills to professionals working in the disability area.

## youth services

IWA's Spirit Youth Service grew steadily in 2006. A great deal of credit is owed to the staff and volunteers who worked hard during the year to support Spirit activities and make them happen.

Significantly, 2006 also saw many young members develop leadership skills and take on greater responsibilities for the running of their local groups. This aspect reflected the ethos of Spirit which is to act as a support network for young members who are themselves leading the way in developing youth services in their own community.

### Spirit group activities

A range of group activities took place in 2006, each one providing an opportunity for young people to work together to achieve a project goal:

- The West Dublin Spirit Group drama project was an example of young people successfully running their own project. With support from IWA youth workers, group members agreed a project management process. Two members of the group then took on the responsibility of interviewing the drama facilitators who applied for the job and selecting one to work with. Several months of hard work culminated with the group's performance in a local community theatre.
- The National Youth Council of Ireland (NYCI) funded a filmmaker project through the National Youth Arts Programme. The Dublin-based young participants worked with a professional filmmaker on every part of the process to produce a short film. The film was launched at the Dublin Film Institute in



The Midlands Spirit Group working hard at their barbeque in Mullingar



Darryl Mears and Babels the Balloon Modeller at the barbeque

Temple Bar. One of the older Spirit members was a leader on the project.

- A four-week Teenage Health Programme was held in South Dublin. The programme examined a range of areas that affect young people including decision-making skills, communication, self-esteem, behavioural skills, values and attitudes.
- Spirit members from across Dublin took part in a Relationships Project in Clontarf. The project gave participants an opportunity to discuss issues relating to relationships such as sexual health and healthy relationships.
- The Midlands Spirit Group hosted a number of social events including the Mullingar Barbeque, held in July in the local GAA Club. This event, which was supported by Mullingar ROC, gave members of all ages a chance to mix together. The Spirit Group raised funds through Easter Egg Raffles and taking part in the Dublin Mini Marathon.
- Young members of the Wildcats Spirit Group in Kilkenny took

ownership of their affairs during 2006, running meetings and developing plans with support from local staff.

- The Vikings Spirit Group in Waterford was set up in 2006 and launched with a celebration disco.

### Youth policy developments

The Spirit Youth Service is affiliated to a number of mainstream organisations and policy makers in the youth sector including:

- The Ombudsman for Children's Office;
- NYCI's Advisory Group for the Youth Health Programme; and
- The Volunteering for the Youth Sector Working Group.

### European developments

Through Leargas, one Spirit member took part in a peer training of trainers programme in the UK. This programme trained a number of young people from Ireland to plan and implement intercultural training programmes in Ireland.

Plans for 2007 include two international exchanges in Holland and France and an international training course in Cuisle.



The cast and director of the West Dublin Spirit Group drama project

## employment, training and education

IWA provides a range of educational and training opportunities at its centres throughout the country. Programmes range from self-development skills to certified and employment-focused training.

### Supported Employment

Supported Employment continues to play an important role in IWA's range of supports to people with disabilities seeking employment. In some parts of the country, IWA is taking the lead in managing and directing this programme, while in other areas, IWA supports people in accessing the service locally.

### FETAC

The Further Education and Training Awards Council (FETAC) offers more opportunities than ever before. FETAC is a unifying force for the sector and, since its foundation in 2001, has been providing quality-assured awards that were previously certified by Fáilte Ireland (formerly CERT), FÁS, Teagasc and the NCVA.

The IWA Training Department is providing all relevant staff with the opportunity to achieve FETAC accredited Level 5 Certification that includes Disability Awareness, Communication, Care Practice and Health and Safety. Staff will also have the opportunity to access training in other skills appropriate to their roles.

### Ennis Pre-Employment programme

IWA began a Pre-Employment training programme in Ennis in 2004 with funding from FÁS. This course enabled people with disabilities to acquire skills that would help them move on to employment or further training. For example, in 2006, one student progressed to attending a Foundation Certificate in Higher Education at Mary Immaculate College, Limerick, while another student has taken up employment as a part-time Cycle Mechanic in Clare.

Discussion will take place between IWA and FÁS on the best way to provide this service into the future.

### Rehabilitative Training

Rehabilitative Training was offered to a total of 15 students in the Rehabilitative Training Unit in Clontarf in 2006. Eight students graduated from the programme with three securing employment; three progressing to mainstream education and two attending day services. Certification, accredited

by FETAC, has been achieved by a number of graduates. Certification was also offered through local educational facilities. Seven students secured FETAC Certification through KLEAR, the local adult education service. Achievements were celebrated at an award night in March 2007 where certificates were presented by Roddy Doyle.

A Rehabilitative Training Unit Liaison Officer was appointed on a pilot basis and this led to four students successfully completing external community placements within the first three months of the programme. Through this project, the students also organised a plane trip to Shannon, a trip to Belfast and a number of visits to areas of interest in Dublin.

The Rehabilitative Training Unit has applied for FETAC Quality Assurance and is awaiting a verification visit.



Paula Howlett receiving her FETAC Certificate from Martin Quilty, HSE Northern Area



Carol Kinsella receiving her FETAC Certificate in Graphic Communications from writer, Roddy Doyle

# corporate services

## motoring and transport

### IWA Transport

The IWA transport fleet plays an integral role in the provision of services, enabling members to access local ROCs and activities.

In 2006, a total of 16 vehicles were purchased bringing IWA's vehicle strength up to 107 vehicles. Over the past few years, the age profile of IWA's fleet has dramatically improved. IWA has also placed considerable emphasis on standardising the type of vehicles in use.

IWA now uses mobile lift maintenance companies to service its vehicle lifts and this has allowed for more efficient use of drivers' time. The upgrading of clamping and restraining equipment continued in 2006.

### Motoring Advice, Assessment and Tuition service (MAATs)

IWA's nationwide driving assessment and tuition service continued to offer a range of valuable motoring services. In 2006:

- 436 people were assessed;
- 390 people received driving lessons through IWA's nationwide driving scheme; and
- Five week-long residential courses were carried out in Cuisle. Feedback from all participants was positive and in many cases confidence and driving skills showed considerable improvement.

On the training front, three IWA instructors attended a course in the Queen Elizabeth Mobility Centre in Surrey, UK, in relation to the driving assessment and instruction of people with disabilities.

### Parking Permits

IWA administers the Disabled Person's Parking Permit system on behalf of the Department of Transport. Demand for permits continued to grow in 2006, leading to a review of the operation of the scheme and the preparation of a report for the Minister of Transport.

### Transport advocacy

In 2006, IWA was active in a number of areas of transport advocacy. IWA personnel serve on Iarnród Éireann, Dublin Bus, Bus Éireann, Dublin Airport Authority and Luas Disability User groups.

In addition, many submissions were made and meetings were attended in relation to:

- Review of the Parking Permit system;
- Accessibility of taxis;

- Accessibility of bus stops;
- Financing of 'high tech' vehicle adaptations; and
- Issues concerning transfer on and off aircraft.

The two main areas of priority for 2007 are accessible taxis and the Parking Permit System.

### Wheelchair Sales, Repairs and Rentals

The IWA Wheelchair Sales, Repairs and Rentals Department re-opened in 2006. The Department provides a high level of sales, repairs and rental services to both members and the public. The service will be further developed in 2007.

## a total of 16 vehicles were purchased bringing IWA's vehicle strength up to 107 vehicles



IWA buses enable service users to attend ROCs around the country



An exhibition of vehicle adaptations held in Cuisle as part of the IWA Annual Conference 2006

# corporate services

## Information Communications Technology

Work of the IT Service Desk included: hardware and software support, email support, virus support, hardware and software requests and information requests. The IT Department also looked after mobile technologies in laptops, mobile phones and mobile connect cards. Telephone systems and phone lines nationwide were supported and the department assisted with telephone line and telephone system requirements for office moves.

2006 saw the completion of the broadband rollout project for all full time offices and centres. Anti-virus software successfully installed on all IWA computers nationwide and central web-monitoring in place and in operation.

A key advancement was the creation of a National ROC service user database that is used to record the attendances and activities of all ROC service users. It is envisaged that the data will be made available to all ROCs, Area Managers and Regional Directors.

New projects planned for 2007 include: shared calendars; an ICT policy and procedures review; a cost saving project; a staff training project; an asset tracking project; and a security review for remote sites.

## Health and Safety

Health and Safety training in 2006 included general safety training, risk assessment, manual handling, hoist usage training and clamp and equipment training.

Eleven staff successfully completed 'Managing Safety Training' under the auspices of the Institution for Occupational Safety and Health (IOSH). This certified course involved four regional trainers and seven managers.

IWA Health and Safety Policy and Procedures continued to be reviewed to ensure compliance with the Health and Safety Act 2005.

## during 2006, IWA continued to develop measures to ensure high quality in all of its operations

### Quality Assurance

During 2006, IWA continued to develop measures to ensure high quality in all of its operations. A particular focus was the continued expansion of Personal Outcomes Measures.

A new Quality Assurance committee was established with its main objective being to recommend an overall framework for quality assurance in 2007.

## Administration

The Administration Department has regular contact with the regional offices and members throughout the country and is critical to the efficient operation of the Association. Throughout 2006, it provided the following services:

- National administration of IWA functions;
- Maintenance of property documents for the Association's premises nationwide;
- Administrative and general support for Wheelchair Sales and Service;
- Printing of booklets, brochures and other items;
- Assisting with general information enquiries;
- Provision of supports to Training and other services;
- Stationery, furniture and office supplies;
- Organisation and co-ordination of IWA's Annual Conference and AGM; and
- Organisation of International Acquired Brain Injury Conference.

In 2007 the department will continue to provide a quality service nationally.

## ... building for the future



New Tipperary ROC

New Supported Living apartments in Sarsfield Park, Limerick



New Listowel ROC

### Property

The remit of the property function in IWA is to provide excellent, accessible services and facilities to members, staff and volunteers throughout the country. The function is wide ranging and covers areas such as property acquisitions and sales, leasing of properties, design and build project management, accessibility in the built environment, insurance and security, sources of funding and property document management.

In 2006 a Property Manager was appointed to manage the property function.

The main aim for 2007 is to continue the development of the various properties and to streamline and professionalise developments.

Developments in 2006 included the following:

#### Project completions

Ardee ROC	New premises
Roscommon ROC	Refurbishment
Cuisle	New toilets, water supply and reception area
Limerick, Sarsfield Park	Upgrade of Supported Living apartments
Tipperary ROC	New premises

#### Work in progress

Listowel ROC	Ready for occupation
Mallow	Ready for construction stage
Bessborough	Design/planning stage
Limerick Kings Island	Design/planning stage
Belmullet	Design/planning stage
Tullamore	Property identified
Mobility Centre, Clane	Modifications: builder appointed
Clane ROC extension	Builder appointed



Guests benefit from improved facilities at Cuisle Holiday Centre



Artist's impression of new Bessborough ROC

## staff training

IWA invests in quality staff training to ensure services are delivered to the highest standards. Operational training in 2006 continued nationwide for staff in ROCs, ALS and other services. Standards attained for many staff included, where appropriate, FETAC levels 4, 5 and 6, as well as IWA certification.

Areas of training included First Aid, Health and Safety, HACCP, Child Protection, Manual Handling, Risk Assessment, Care Skills, Disability Awareness, Instructional Techniques, Clamp and Lift Equipment and Communications.

Specialised operational staff training in 2006 included:

- Risk assessment training nationally for ALS Coordinators, ROC Service Coordinators and Manual Handling Instructors.
- Eleven staff successfully completed 'Managing Safety Training' under the auspices of the Institution for Occupational Safety and Health (IOSH). This certified course involved four regional trainers and seven managers.
- Two Regional Trainers completed an Occupational First Aid course.

All Regional Trainers are individually registered with FÁS for FETAC training and external training purposes.

### Manual Handling Training

The standard of Manual Handling Training within the Irish Wheelchair Association is continuing to develop. There are currently 34 Manual Handling Instructors around the country. All training manuals and documentation have been streamlined to ensure uniformity in the delivery of the service.



Staff receive Manual Handling training

The Manual Handling Advisory Committee continued to research and develop areas of Manual Handling Training with specific training for driving instructors developed in 2006 and delivered in early 2007.

During the year a quarterly newsletter was circulated to all instructors. Instructors attended an annual review day in Cuisle and a number of instructors attended training for recertification as instructors.

### Training plans for 2007

Manual handling support workshops are planned bi-annually to assist instructors in maintaining high standards in an area that underpins the work of the organisation.

Courses will also be provided during the year for instructors requiring recertification.

A key aim is to train as many staff as possible to FETAC Level 5 and where applicable to Level 6.

The year will see the introduction of a new Staff Training and Development Database which will contain all records of operational

training and staff development.

This will enable better records to be maintained and greatly improve the ability to plan key training and to arrange refresher training for all staff. Specific sets of competencies will be attributed to each job category and will become the standards for all staff within the organisation.

A number of staff have been nominated to take part in FETAC Level 5 training provided by the VEC under the HSE Skills Project.

FETAC accreditation will be sought for the Training Department in 2007.

### Commercial training:

Trainers delivered Disability Awareness and Manual Handling training to various organisations including: Enable Ireland, Holles Street Maternity Hospital, Kildare County Council, Financial Regulators Office and Croke Park.

## human resources

IWA currently has over 2,500 people employed throughout the country. The primary aim of the Human Resources (HR) Department is to recruit, train and retain the highest quality of staff available.

Other functions which the HR Department has include: compensation and benefits, employee relations, performance management, internal communications, personal development training and industrial relations.

Personal development training is important for both retaining staff and for future planning. In 2006, a Management Development Programme was developed and implemented. This programme provides training to supervisors and managers in a number of key areas relating to their roles. Training provided under this programme includes the areas of Negotiation Skills, Interview Skills, Employment Law and People Management. One of the HR Department's objectives for 2007 is for this training to be rolled out to Service Co-ordinators and other staff at this level.



The HR team

This site is due to be launched in early 2007 and will be easily accessible to all managers and employees by a link from the internet site. All areas of the Association have pages on this site e.g. HR, Corporate Services, Finance and the Regions.

Employees will, for example, be able to notify the Association of changes to their address over the intranet through the Employee Self Service page. These changes will then automatically be updated in the HR and Finance Systems.

The HR Department is also in the process of reviewing and updating the HR Policies and Procedures to bring them into line with all of the recent employment legislative changes and best practice.

For 2007, the HR Department aims to continue to provide a value-added, quality service to staff, management and volunteers.

## IWA currently has over 2,500 people employed throughout the country

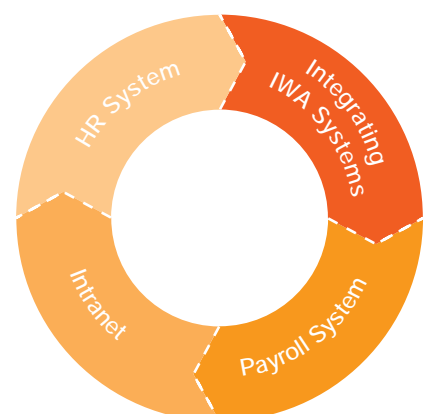
During 2006, in addition to the activities already listed, the HR Department implemented a new HR System; developed a Management Development Programme and rolled-out the SKILL Project to IWA employees while continuing to adopt a proactive approach to its role within the Association.

There were also some changes in the HR Department itself with an additional staff member joining the team.

A key aim of the HR Department is to ensure that the services it provides to employees are delivered in the most efficient and effective means possible. To this end, in 2006, a new HR system was successfully implemented. One of the key aims for 2007 is to link the HR system with the payroll system. This linkage will mean that time is used more efficiently and effectively by both the HR Department and the Finance Department.

For the majority of staff, personal development training had not previously been readily available. In 2006, through the Association's involvement in the SKILL Project, this type of training became available to staff employed in roles such as Personal Assistant, Catering Assistant, Driver and Programme Assistant. The SKILL Project was developed by HSE to address a gap in the provision of education, training and development opportunities to staff working in support grades within the Irish health and personal social services. These courses provide employees of the Association with an opportunity to update and extend their knowledge and skills while receiving a recognised FETAC qualification, with the added benefit of HSE funding.

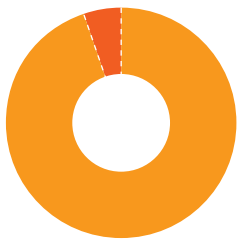
One of our objectives for 2006 was the development of an intranet site which would become one of the main internal communication tools in the Association.



## financial summary 2006

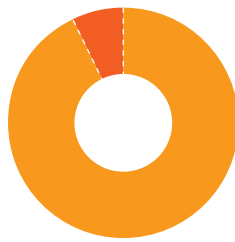
**total incoming resources, at €42m, represent an increase of 14% on 2005 income. This is a continuation of the growth pattern in recent years**

2006



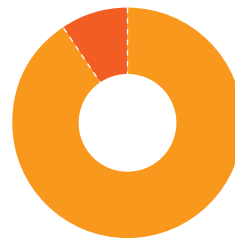
Unrestricted Funds 7%  
Restricted Funds 93%

2005



Unrestricted Funds 9%  
Restricted Funds 91%

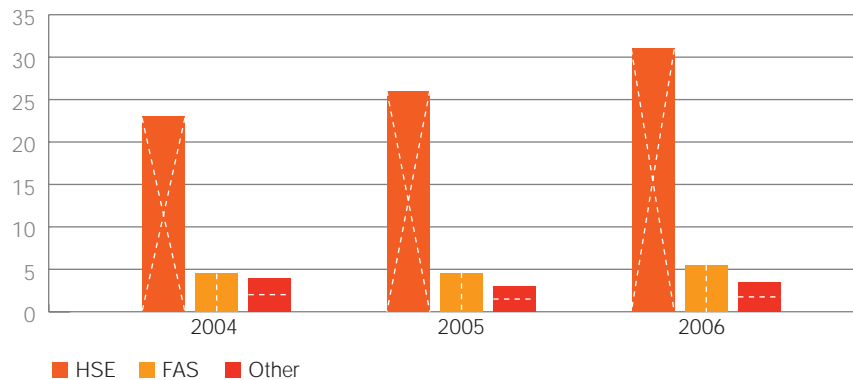
2004



Unrestricted Funds 10%  
Restricted Funds 90%

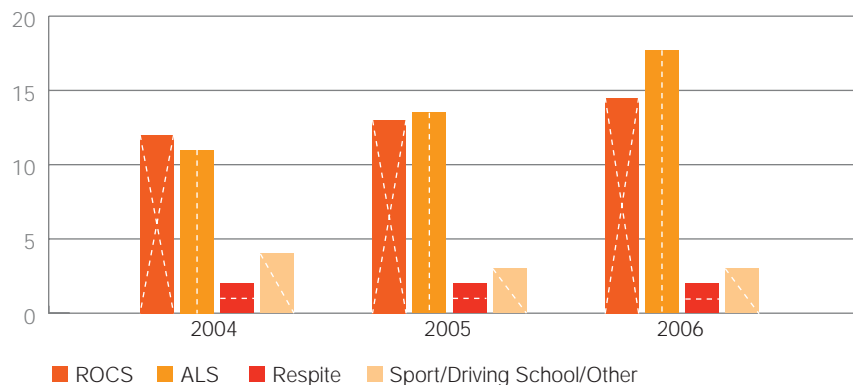
The bulk of our incoming resources are restricted, meaning that these funds can only be used for the particular purposes specified by the donors. Restricted income consists principally of funds from the HSE and FÁS.

Incoming Resources Restricted Funds (millions)



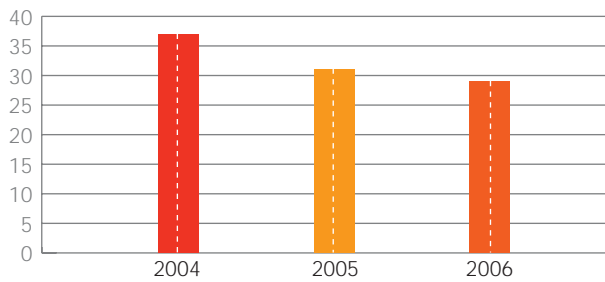
These restricted funds are used to provide a range of services to users, primarily under the Resource and Outreach Centres (ROCs) and under Assisted Living Services (ALS). A comparative analysis of the use of these funds over the last three years shows strong growth in the demand for Assisted Living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

Activities (millions)



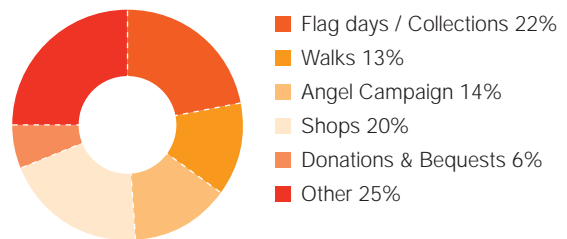
In addition to restricted incoming resources, IWA raises substantial additional money through Fundraising. Overall, there is a reduction in the total funds raised from €3.6m in 2004 to €3.2m in 2005 and €2.9m in 2006, pointing to the need for increased fundraising efforts and new initiatives in 2007 and beyond.

### Fundraising & Other Income (millions)



In addition, more cost-effective fundraising activities will need to be developed, improving on the present cost of fundraising of approximately 50%. An analysis of the principal fundraising activities and income for 2006 is:

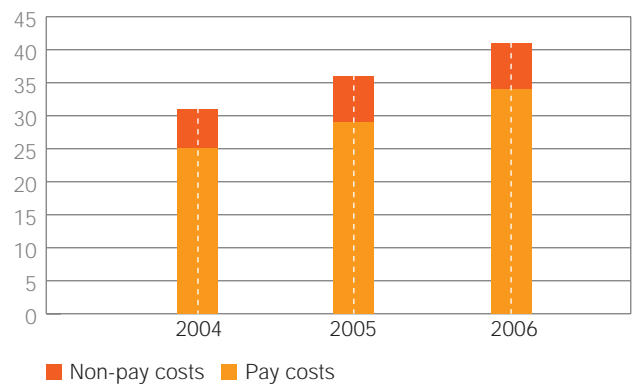
### Fundraising Income



The costs of managing, administering and delivering services continues to rise, from €28m in 2004, €33m in 2005 and €41m in 2006, in part due to the increased level of Assisted Living Services and in part due to pay increases through the national wage agreements.

IWA continues to exercise very tight control of costs, with non-pay costs reducing from 19% of total costs in 2004 to 16% in 2006.

### Costs (millions)



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 2006, the Association has enhanced its facilities by expending more than €2.3m on property and fleet additions and has also continued to invest in Advocacy and Member services. The IWA will continue to expand these and new facilities into 2007 and beyond for the increased benefit of its members.

## legal and administrative information

### Patron

Mary McAleese,  
President of Ireland

### Chief Executive Officer

Kathleen McLoughlin

### Company Secretary

James Byrne

### Directors

<b>President</b>	Eileen O'Mahony			‡
<b>Chairperson</b>	Molly Buckley	*		‡
<b>Honorary Secretary</b>	Kevin Harrison			‡
<b>Honorary Treasurer</b>	William A Attley	*		‡
<b>Vice-Chairperson</b>	PJ Gorey	*	†	‡
	Brendan Byrne			
	Sr. Margaret Hogan			
	Patsy Lane	*		
	Jack Lawler		†	
	Gerry Sharvin			
	Olan McGowan			
	Gerry McMahan			
	Phyllis Nolan			
	Sheila O'Mahony			
	Joe Sargent			
	Danielle Weldon			

\* Board Audit Committee members

† Property Sub-Committee members

‡ Remuneration Sub-Committee members

### Registered office

Áras Chúchulainn, Blackheath Drive,  
Clontarf, Dublin 3

### Auditors

#### Horwath Bastow Charleton

Chartered Accountants and  
Registered Auditors  
Marine House, Clanwilliam Court,  
Dublin 2

### Principal bankers

#### Bank of Ireland

Killester, Dublin 3

### Solicitors

#### Blake Horrigan

76 Thomas Street, Dublin 8

### Company registration number

352483

### Charity registration number

CHY 5393

## independent auditors' report

to the members of I.W.A. Limited on the Summary Financial Statements for the year ended 31 December 2006

We have examined the Summary Financial Statements on pages 35 and 36 herein.

This report is made solely to the company's members, as a body, in accordance with Section 193 of the Companies Act, 1990. 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.

### Respective responsibilities of directors and auditors

The directors are responsible for preparing the annual report. Our responsibility is to report to you our opinion on the consistency of the Summary Financial Statements within the annual report with the Report of the Directors and Annual Financial Statements.

### Opinion

In our opinion the Summary Financial Statements are consistent with the Report of the Directors and Annual Financial Statements of I.W.A. Limited for the year ended 31 December 2006.

Horwath Bastow Charleton  
Marine House  
Clanwilliam Court  
Dublin 2

20 April 2007

# statement of financial activities

## for the year ended 31 December 2006

	Unrestricted Funds 2006 €	Restricted Funds 2006 €	Total 2006 €	Total 2005 €
<b>Incoming resources</b>				
General donations and bequests	161,315	19,693	181,008	323,633
Activities for generating funds:				
Fundraising	2,121,524	128,930	2,250,454	2,028,511
Other incoming resources	571,079	863,788	1,434,867	609,386
Deposit and investment income	27,101	0	27,101	42,839
Activities to further the charity's objects	0	38,064,908	38,064,908	33,645,738
<b>Total incoming resources</b>	<b>2,881,019</b>	<b>39,077,319</b>	<b>41,958,338</b>	<b>36,650,107</b>
<b>Resources expended:</b>				
Cost of generating funds:				
Fundraising and publicity	(1,314,858)	0	(1,314,858)	(1,307,712)
Managing and administering the charity	(448,294)	(2,461,213)	(2,909,507)	(2,626,061)
Cost of activities in furtherance of the charity's objectives:				
Direct charitable expenditure	0	(36,709,478)	(36,709,478)	(31,485,142)
<b>Total resources expended</b>	<b>(1,763,152)</b>	<b>(39,170,691)</b>	<b>(40,933,843)</b>	<b>(35,418,915)</b>
Depreciation charge	0	(948,602)	(948,602)	(633,026)
Amortisation of capital grants	0	605,379	605,379	586,555
	<b>(1,763,152)</b>	<b>(39,513,914)</b>	<b>(41,277,066)</b>	<b>(35,465,386)</b>
<b>Net movement in funds</b>	<b>1,117,867</b>	<b>(436,595)</b>	<b>681,272</b>	<b>1,184,721</b>
<b>Fund balances at start of year</b>	<b>6,877,886</b>	<b>13,373,161</b>	<b>20,251,047</b>	<b>18,308,742</b>
Actuarial gain/(loss) on pension scheme	0	110,313	110,313	(43,033)
Movement on capital grant funds	0	1,722,256	1,722,256	800,617
<b>Fund balances at end of year</b>	<b>7,995,753</b>	<b>14,769,135</b>	<b>22,764,888</b>	<b>20,251,047</b>

All income and expenditure arises from continuing operations.

The financial statements were approved by the Board on 20 April 2007 and signed on its behalf by:

**Molly Buckley**  
Chairperson

**William A Attley**  
Honorary Treasurer

**Kathleen McLoughlin**  
Chief Executive Officer

# balance sheet

## as at 31 December 2006

	2006 €	2005 €
<b>Fixed Assets</b>		
Tangible fixed assets	15,655,267	14,370,365
Financial assets	3	3
	<u>15,655,270</u>	<u>14,370,368</u>
<b>Current Assets</b>		
Stocks	67,386	135,561
Debtors	5,087,026	6,248,676
Cash at bank and in hand	6,659,484	4,760,802
	<u>11,813,896</u>	<u>11,145,039</u>
<b>Creditors (Amounts falling due within one year)</b>	(4,682,451)	(5,041,440)
<b>Net Current Assets</b>	<u>7,131,445</u>	<u>6,103,599</u>
<b>Defined Benefit Pension Scheme Deficit</b>	(21,827)	(222,920)
<b>Total Net Assets</b>	<u>22,764,888</u>	<u>20,251,047</u>
<b>Funds</b>		
Unrestricted funds	7,995,753	6,877,886
Restricted funds	14,769,135	13,373,161
<b>Total funds</b>	<u>22,764,888</u>	<u>20,251,047</u>

The financial statements were approved by the Board on 20 April 2007 and signed on its behalf by:

**Molly Buckley**  
Chairperson

**William A Attley**  
Honorary Treasurer

**Kathleen McLoughlin**  
Chief Executive Officer

## sports accounts

### income and expenditure account for the year ended 31 December 2006

	2006 €	2005 €
<b>Income</b>		
Irish Sports Council Core Funding	288,885	399,074
Sponsorship & Other Income	241,573	143,287
	530,458	542,361
<b>Expenditure</b>		
Overheads	541,790	612,885
Depreciation	15,469	0
	557,259	612,885
<b>(Deficit) for Year</b>	(26,801)	(70,524)

### Balance Sheet as at 31 December 2006

	2006 €	2005 €
<b>Fixed Assets</b>		
Tangible Assets	36,337	53,095
<b>Current Assets</b>		
Inventories	2,418	0
Debtors	48,076	40,467
Cash at bank and on hand	10,121	111,112
	60,615	151,579
<b>Creditors: amounts falling due within one year</b>	(64,590)	145,511
Net Current Assets	(3,975)	6,068
Net Assets	32,362	59,163
<b>Represented by:</b>		
Reserves	32,362	59,163

# 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 045 989 678  
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 [kilkenny@iwa.ie](mailto:kilkenny@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 [cork@iwa.ie](mailto:cork@iwa.ie)

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

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

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

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

## resource and outreach centres

### Day Locations and 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 6472  
Cork 021 435 0282  
Cuisele 090 666 2277  
Drogheda 041 984 6614  
Dun Laoghaire 01 235 5410  
Ennis 065 684 4150  
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 051 295 655  
Wexford 053 912 4578

### Part-time Locations

Ardee  
Arklow  
Aughnaccliffe  
Ballymote  
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 and Family Affairs  
Department of Enterprise, Trade and Employment  
Department of Tourism, Sport and Recreation  
Department of Health and Children  
Department of Finance  
Department of Community, Rural  
and Gaeltacht Affairs  
Department of the Environment, Heritage  
and Local Government  
Local Authorities  
Health Service Executive  
Health and Safety Authority  
TDs, Senators and Councillors  
Vocational Education Committees  
FÁS  
RTÉ  
TV3  
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  
The Links Golfing Society  
Fiat Ireland  
Ford Ireland  
Nissan Ireland  
Citröen Ireland  
Renault Distributors  
Dublin City Food Bank  
Sponsored walkers  
Donors and friends  
And to all our Volunteers who give so generously of  
their time and their expertise throughout the year

Donations to support the work of IWA  
are welcomed and appreciated



# Cuisle

holiday centre

Donamon, Co. Roscommon.

T: 090 6662277 F: 090 6662646

E: [cuisle@iwa.ie](mailto:cuisle@iwa.ie) [www.cuisle.com](http://www.cuisle.com)

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& breaks to people with disabilities*



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Leisure Facilities**



**Holistic Therapies**



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in Harry's Bar**

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for further information on packages  
and themed breaks.**



**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

