



# Impact Statement

IWA Annual Report 2017







## **Values**

**People are at the heart of everything that we do and this is enshrined in all of our values:**

**Integrity. Excellence. Leadership.  
Respect. Equality. Positivity.**

## **IWA Vision**

Irish Wheelchair Association (IWA) has a vision of an Ireland where people with disabilities enjoy equal rights, choices and opportunities in how they live their lives, and where our country is a model worldwide for a truly inclusive society.

## IWA Mission

Irish Wheelchair Association (IWA) works with, and on behalf of, people with physical disabilities to drive positive change in Ireland through the influencing of public policy, the provision of quality services and enabling accessibility to all aspects of society.

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# Chairman's / President's Address

Since the foundation of Irish Wheelchair Association (IWA) almost 60 years ago, the organisation has always been at the forefront of ensuring that people with disabilities could reach their full potential in social, economic and public life.

This is being done through the many services we provide such as; Sport, Transport, Housing, Assisted Living, Resource and Outreach Centres to name a few. The work done by IWA in Advocacy and Leadership within the disability sector has not always been evident. This is partly due to the huge pressure the organisation has been under to comply with the ever-growing governance and charity regulatory requirements.

In our recent consultation with our members, volunteers and staff it has become clear what is very important to you is that IWA will take up the baton and lead the charge in providing advocacy and leadership for people with disabilities within political and social life. With this in mind, our mission statement was amended to state:

***"Irish Wheelchair Association works with and on behalf of people with disabilities to drive positive change in Ireland through the influencing of public policy, in the provision of quality services and enabling accessibility to all aspects of society"***

Leadership is now enshrined within the core set of values of IWA. Integrity, Excellence, Leadership, Respect, Equality and Positivity. This is our pledge as an organisation to our members, that we will continue with full commitment to achieve an Ireland where people with disabilities enjoy equal rights, choices and opportunities in how they live their lives and where our country is a model worldwide for a truly inclusive society.

Leadership should never be solely from the top down, it should be all encompassing. Every member of IWA has the ability to be a great leader. Only a person who has first hand experience of disability truly knows what their needs, dreams and aspirations are. Be your own spokesperson, be your own leader. Mother Teresa said "I cannot do what you can do, you can not do what I can do, together we can achieve great things".

While IWA will continue to work hard and increase its efforts for its members at a national level, our Branches, Resource and Outreach Centres and Sports Clubs should continue to be leaders and advocates for our members at a local level within their communities. Through years of dedication and hard work, IWA has fostered excellent reputations with local, political and social organisations.

We want to encourage all our members to continue to capitalise on these relations in our work for the betterment of the lives of all people with disabilities. Whilst we welcome the ratification of the UNCRPD we must all work to ensure that all aspects of the convention are fully implemented. We are all leaders, we are all advocates, let's determine our own future.

Through all our efforts lets make Ireland a truly inclusive society for all and an example for all nations.

**Michael Hickey**  
Chairman

**Eileen O'Mahony**  
President



**“ Basketball  
has taught  
me that if you  
don’t try, you  
won’t achieve  
anything. ,”**

# Zane O'Hoistin

Twelve-year-old Zane O'Hoistin from Drogheda was introduced to wheelchair basketball at the age of five when his mum, Lorraine, brought him to a local IWA Sports Club. Participating in sport has helped him build confidence and focus on what he can do.

"Zane's first experience of sport came through IWA Sports Club in Dundalk," says Lorraine. "They have Monday night sessions where children can try out various sports. Zane was immediately drawn to basketball and once he started playing regularly I noticed how much happier he was. He wasn't as frustrated. Instead of always asking, 'Why can't I do this or that?' his focus turned to what he was able to do."

By the time Zane reached second class, his best friend at school, Tighe, had started playing wheelchair basketball too. "Tighe is able-bodied but he loved the sport and as a result their friendship has really grown over the years. When you watch them play, it's amazing. They know exactly what the other one is going to do next."

Zane and Tighe now play on the North East Thunders Basketball team. Zane says, "While we play for the same team, there is a healthy level of competition between us too! Basketball has taught me that if you don't try, you won't achieve anything."

Lorraine encourages other parents of children with disabilities to introduce sport as early as possible. "When your child first starts playing, you think, 'Maybe the changing facilities won't be accessible, maybe they'll be left on the side-lines, maybe they won't be able to participate. But that's not the case. There is no exclusion. IWA's coaches are so good. They will guide the kids and help them build confidence and belief in themselves."

She continues, "Remember the most important thing is that they are included. Being part of a team is a great thing for any child. And when they are playing, my advice is don't look! I used to jump up every time Zane bumped into someone or fell out of his wheelchair. But he doesn't want his mother making a fuss. He wants to get back up and back in the game! That's one of the things that sport teaches you!"

# Annual Report: CEO's Year in Review

Irish Wheelchair Association (IWA) works with, and on behalf of, people with physical disabilities to drive positive change in Ireland through the influencing of public policy, the provision of quality services and enabling accessibility to all aspects of society. This report captures the innovation and positivity of each service, sports club, programme or awareness campaign and the personal impact which permeates all that IWA does.

IWA's new Strategic Plan was formally launched in 2017 and as we reflect on the last 12 months it is evident that we are already well on the way to implementing actions that will achieve our strategic objectives.

Over the next three years, we will continue to raise IWA's national profile ensuring that we are recognised as Ireland's leading representative organisation and service provider for people with disabilities. IWA will continue to focus on advocating for fairness and equality for people with disabilities, and significant effort has gone into lobbying Government and opposition representatives for funding for better services.

In an environment where funding for disability services has not been increased in line with overall economic recovery, it is critical for IWA's future success that we ensure our long-term financial sustainability and resilience. IWA welcomes developments in governance and the environment in which we operate. However, with these developments come increased costs in providing essential services.

IWA is strategically focused on increasing our funding income streams and through collaboration and professional engagement, IWA has been able to grow our network of supporters, commercial partners and enhance our fundraising initiatives within local communities.

In 2017, we also grew our Commercial Development Directorate which will increase our presence on the high-street as we focus on expanding IWA's Charity Shops and other commercial entities including Wheelchair Solutions. IWA's commercial ventures aim to deliver vital income which will be immediately invested into our vital services and supports which are delivered to our members in their own homes and communities throughout Ireland.

IWA members, staff and volunteers were central to developing our strategy. They play an equally important role in ensuring IWA remains resolute in delivering this strategy. IWA's ethos of always keeping people at the heart of everything we do, while also focusing on high quality and standards has underpinned the success of the last year and each page of this report reflects IWA's dedication and commitment to achieving our vision of an Ireland where people with disabilities can enjoy equal rights, choices and opportunities and live their lives independently.

I am delighted to share our full year performance in this year's impact report.

**Rosemary Keogh**  
Chief Executive Officer, IWA



# Kevin Woods

Kevin Woods from Cork City struggled with depression after acquiring a spinal injury, but his outlook on life was transformed when he made contact with his local IWA centre and started availing of weekly Personal Assistant (PA) hours.

"When I had my fall in 2004, the trauma of it all left me feeling overwhelmed," says Kevin, "I became very withdrawn and depressed. My public health nurse suggested that IWA might be able to help, but for a long while I didn't want to accept any support. I was stubborn and found it hard to think of myself as a wheelchair user."

Several years passed and Kevin finally made contact with his local IWA centre. "Just a few days later I got a phone call from them asking would I like to go on a fishing trip. And, well, that trip turned out to be one of the best experiences I've ever had! I thought, 'So this is what IWA is about!' That day was the start of a new life for me."

Currently, Kevin attends his local centre two days a week and has the support of an IWA PA for six hours per week. "On Thursday, my PA and I normally go for a walk, which has helped me feel confident about using my wheelchair in public, and she has also been teaching me to cook. On Friday, my PA will drive me to the post office to collect my pension and pay my bills, or to collect my prescriptions and do my food shopping. If we've time, we might even stop for a coffee."

"The support of the PA service has really helped me get my life together. My mental and physical health, even my physical appearance, has improved. I feel more able to fend for myself. I also did an IWA course in personal development, and since then I've been using social media to make friends. I've gone from being stuck at home 24/7 to having to check my diary if I want to make plans! IWA has opened my eyes to what is available to me and now my life is so fulfilled."

**“ I've gone from being stuck at home 24/7 to having to check my diary if I want to make plans! IWA has opened my eyes to what is available to me and now my life is so fulfilled. ,”**



# IWA's impact in 2017

In 2017 Irish Wheelchair Association launched our Strategic Plan 2017 - 2020.

Our Strategic Plan is our roadmap for the next three years. IWA's Vision, deliberately aspirational, is of the world we want to operate in - the destination we ultimately want to reach.

Our mission - to work with, and behalf of, people with physical disabilities, to drive positive change in Ireland through the influencing of public policy, the provision of quality services and enabling accessibility to all aspects of society - represents what IWA is going to do in order to get there; and our Strategic Objectives are the areas which we will prioritise and where we will focus our energies over the next three years.

## Services

Older Persons Enhanced Homecare Service expanded to deliver **36,707 hours of service** in 2017.

## Advocacy

**8,000 signatures** for our pre-budget campaign.

**Three High Profile Campaigns** on radio, TV and online furthering IWA's message and highlighting the issues impacting people with disabilities.

## Transport

**27,462** Disabled Persons Parking Permits issued.

**70,935** IWA Bus Transports.

## Sport

**Over 50** IWA-Sport athletes competed in **9** major international events attaining **23** medals.

Launch of inaugural **IWA All-Ireland TY Wheelchair Basketball Championships.**

## Communications and Engagement

**98%** of staff survey respondents enjoy working in IWA.

Launch of "**Engage**" staff newsletter

## Profile

Public awareness of IWA up **4%** from 77% to 81%.

Facebook following increase of **148%** in 2017.

## Fundraising

2017 Angels campaign up **25%** on 2016.

Overall fundraising up **12%**.

## Housing

IWA completed and opened **seven new accessible homes** in Belmullet, Co. Mayo.

IWA provided **52 accessible homes** for people with disabilities.



# Deirdre Horan

Deirdre Horan has fibromyalgia & chronic fatigue syndrome and lives alone in Crumlin, Dublin 12. Regular short stays at Cuisle Respite Holiday Centre provide a much-needed break from daily life in a friendly and safe environment.

"Some people are lucky enough to have a great set-up at home, surrounded by family, friends and good food," says Deirdre, "but unfortunately I don't have that. I am quite isolated and sometimes weeks can pass without me leaving the house."

Deirdre gets a funded break at Cuisle Respite Holiday Centre once or twice each year. "I look forward to those trips so much. Getting out of Dublin gives me a real feeling of escape. On the way there, I get so excited. As the bus drives through the village of Castlecoote, I say to myself, 'I'm getting near!' When I arrive, the staff all give me a big hug and I feel so at home – like they're extended family.

"One of the joys of Cuisle for me is the hotel-quality meals. I don't have the energy to cook, so for the rest of the year a meal means a cheese sandwich or some noodles in the microwave! But at Cuisle the chef does lovely soups and vegetable curries. And the healthy salad bar – oh my gosh! I get hungry thinking about it!

"I would never be able to go on a regular holiday, but in Cuisle the bedrooms are so accessible, with gorgeous en suites, comfortable shower chairs, and bells beside the shower & the bed. I feel safe, like I can just relax.

"I always bring my camera and it's lovely to go round the grounds, smelling the trees and fresh air. I usually wander down in front of the castle, looking out over the River Suck. I might stop to watch the horses grazing and people will pass me by in their cars and wave!

"When I'm at Cuisle, I try to get out of bed as early as possible so I can enjoy being in nature and mixing with other people. This means a lot to me because when I go home, I won't have that opportunity for a good while."

**“ When I arrive, the staff all give me a big hug and I feel so at home – like they're extended family. ,”**

# IWA at a glance

Irish Wheelchair Association (IWA) is Ireland's leading representative organisation and service providers for people with physical disabilities.

We advocate for the needs of people with physical disabilities and provide services and support to over 20,000 members in their homes and communities throughout Ireland every year. On an annual basis we provide 2 million hours of essential services.



**57** Resource and  
Outreach Centres



**30** Volunteer  
Branches



**120** Accessible  
Buses



**11** Driving  
Schools



**2270**  
Employees



24 IWA-Sport  
Clubs



3 Rehabilitative  
Training Units



3 Respite  
Holiday Locations



2,000  
Volunteers



37 Youth  
Groups  
and Clubs



13 Charity  
Shops



52 Accessible  
Houses

# What our partners say

## Wilson Hartnell

"Irish Wheelchair Association is an exceptional organisation. They have a real understanding of the importance of good communications in the world in which we live today. Wilson Hartnell became involved with them in relation to a project in which they were seeking to create absolute clarity in the way in which they communicate with all of their many and varied stakeholders. This took in not alone their communications channels but also their vision, mission and values. They were both refreshing and challenging to work with.

They wanted to ensure that all of what they were communicating whether it was to members, staff or other stakeholders was crystal clear. They challenged us to keep on challenging them. I still hold them up as an example of best in class when it comes to communications policy and execution."

### Roddy Guiney

*Chairman, Wilson Hartnell*

## Hays

"Hays has been working with Irish Wheelchair Association for a number of years now, but in the last 12 months our understanding and connections to the organisation have deepened. Training sessions for IWA members, providing real-life advice on how to secure a new job, how to interview, how to write a CV etc. alongside IWA hosting 2 of our "development group" sessions – for new consultants to Hays to engage in activities that stretch their horizons.

Our development groups were involved in Wheelchair Basketball, under the close supervision and coaching of the IWA's sports staff. This year, we also worked with IWA and EDI on an event to promote the hiring of people with physical disabilities, something we believe is a big gap in the corporate worlds' consideration when thinking about a "diverse" workforce. The event was a huge success.

For Hays to have been involved alongside such a trusted and respected organisation like IWA was magnificent. We look forward to talking to IWA about how our relationship will develop"

### Mike McDonagh

*Director, Hays Recruitment*

# Acknowledgements

The President of Ireland, Michael D Higgins, Patron	Dublin Institute of Technology	Not for Profit Association
ALDI	Dublin Street Parking Services	Ombudsman for Children
An Garda Siochana	Education and Training Boards	Paralympics Ireland
Angels Ambassadors	EIQA - Q Mark	Physical Education Association of Ireland
BDO	Glennons Insurance	Pobal
Brownlee Charitable Trust	Goodbody Stockbrokers	Public Relations Institute of Ireland
Business in the Community	Grenval Insurance	Qualtrics
Citibank	Hays Recruitment	Regional Newspapers
City Electrical Factors	Health Services Executive	Regional Radio Stations
Clontarf Castle	Invacare Ireland	Road Safety Authority
Coaching Ireland	IPB Insurance	RTE
Dell Ireland	Irish Council for Social Housing (ICSH)	Senator John Dolan
Deloitte	IWA Sports Clubs	Sport Ireland
Department of Education and Skills	IWA Volunteer Branches	The Housing Agency
Department of Health	Kerry Group	The Ireland Funds
Department of Housing, Planning, Local Government	Kingfisher NUI Galway	The Lord Taverners
Department of Jobs, Enterprise and Innovation,	Leargas	The Sceptre Foundation
Department of Employment Affairs and Social Protection	Local Authorities	The Wheel
Department of Transport, Tourism and Sport	Local County and City Councils	Transition Year Ireland
Deputy Tommy Broughan	Mazars	Transport Infrastructure Ireland
Disability Federation of Ireland	Microsoft Ireland	TV3
Society of Divine Word Missionaries	Minister of State with special responsibility for Disability Issues – Finian McGrath T.D.	University College Dublin
Donors and Friends	Musgrave Charitable Trust Limited	Volunteer Ireland
Doyle Solicitors	National Basketball Arena	Volunteers who give so generously of their time
DPD Ireland	National Disability Authority	Waterways Ireland
Dublin Bus	National Lottery	Wheelchair Cars Ireland
	National Rehabilitation Hospital	Wilson Hartnell PR and Communications
	National Transport Authority	
	National Youth Council of Ireland	

# Statement of Financial Activities

	Notes	Restricted Operating Funds €	Unrestricted Operating Funds €	Designated Operating Funds €	Total Operat- ing Funds €	Restricted Fixed Asset Funds €	Total 2017 €	Total 2016 €
<b>Income from:</b>								
Donations and legacies	3	-	219,630	-	<b>219,630</b>	-	<b>219,630</b>	33,935
Charitable activities	4	48,496,542	4,981,006	-	<b>53,477,548</b>	276,470	<b>53,754,018</b>	52,824,931
Other trading activities	5	-	1,701,967	422,934	<b>2,124,901</b>	280,625	<b>2,405,526</b>	2,430,629
<b>Total</b>		<b>48,496,542</b>	<b>6,902,603</b>	<b>422,934</b>	<b>55,822,079</b>	<b>557,095</b>	<b>56,379,174</b>	<b>55,289,495</b>
<b>Expenditure on:</b>								
Raising funds	6	-	1,064,948	26,207	<b>1,091,155</b>	-	<b>1,091,155</b>	1,049,453
Charitable activities	7	49,939,273	4,660,195	509,279	<b>55,108,747</b>	1,213,146	<b>56,321,893</b>	54,818,488
<b>Total</b>		<b>49,939,273</b>	<b>5,725,143</b>	<b>535,486</b>	<b>56,199,902</b>	<b>1,213,146</b>	<b>57,413,048</b>	<b>55,867,941</b>
<b>Net expenditure</b>		<b>(1,442,731)</b>	<b>1,177,460</b>	<b>(112,552)</b>	<b>(377,823)</b>	<b>(656,051)</b>	<b>(1,033,874)</b>	<b>(578,446)</b>
Transfer between funds		1,442,731	(1,442,731)	(74,906)	<b>(74,906)</b>	74,906	-	-
Other recognised gains/(losses):								
IWA Branches and Sports Clubs	20	-	-	-	-	-	-	873,797
<b>Net movement in funds</b>		<b>-</b>	<b>(265,271)</b>	<b>(187,458)</b>	<b>(452,729)</b>	<b>(581,145)</b>	<b>(1,033,874)</b>	<b>295,351</b>
Total funds at 1 January		-	5,904,327	1,258,184	7,162,511	15,910,254	<b>23,072,765</b>	22,777,414
<b>Total funds at 31 December</b>		<b>-</b>	<b>5,639,056</b>	<b>1,070,726</b>	<b>6,709,782</b>	<b>15,329,109</b>	<b>22,038,891</b>	<b>23,072,765</b>

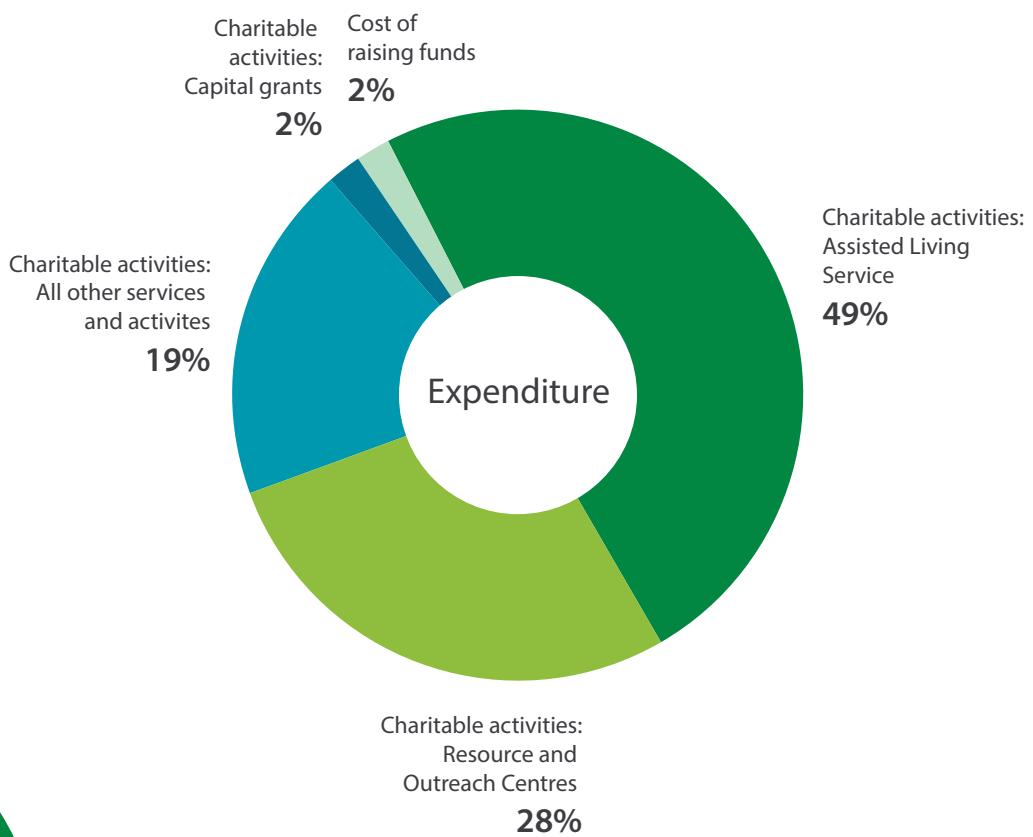
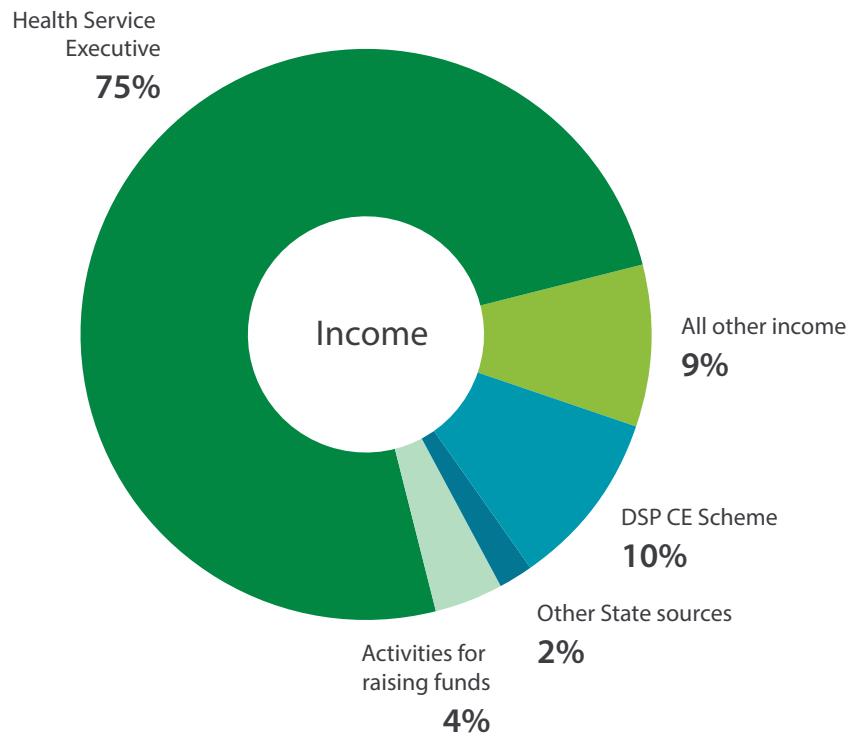
The Annual Financial Statements for the year ended 31 December 2017, which are prepared in accordance with the Statement of Recommended Practice (SORP) for Accounting and Reporting by Charities, are available on the Irish Wheelchair Association website at [www.iwa.ie/accounts](http://www.iwa.ie/accounts)

# Balance Sheet At 31 December 2017

	Notes	31 December 2016 €	31 December 2017 €
<b>FIXED ASSETS</b>			
Tangible assets	12	17,938,789	18,199,506
Financial assets	19	3	3
		<b>17,938,792</b>	<b>18,199,509</b>
<b>CURRENT ASSETS</b>			
Stocks	13	97,473	86,300
Debtors	14	5,173,312	4,149,925
Cash and cash equivalents	15	5,048,714	6,334,855
		<b>10,319,499</b>	<b>10,571,080</b>
<b>CREDITORS</b>			
Amounts falling due within one year	16	(6,219,400)	(5,697,824)
<b>NET CURRENT ASSETS</b>		<b>4,100,099</b>	<b>4,873,256</b>
<b>TOTAL NET ASSETS</b>		<b>22,038,891</b>	<b>23,072,765</b>
<b>FUNDS</b>			
Restricted funds	21	-	-
Unrestricted funds	21	5,639,056	5,904,327
Designated funds	21	1,070,726	1,258,184
Restricted fixed asset funds	21	15,329,109	15,910,254
<b>TOTAL FUNDS</b>		<b>22,038,891</b>	<b>23,072,765</b>

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# Income and Expenditure



# Notes







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