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Disability Services Life With No Limits

> Enable Ireland Annual Report 2018

Our Mission

Enable Ireland's mission is to work in partnership with those who use our services to achieve maximum independence, choice and inclusion in their communities.

Our Vision

A dynamic organisation – recognised for leading service excellence

Our Values

• The Social Model of Disability

Enable Ireland focuses on all aspects of an individual's life, particularly in the context of the community and society. We promote the idea that society and the environment must recognise and accommodate individual needs.

A Rights-Based Approach Enable Ireland recognises that

all citizens have equal rights.

Person-Centeredness

Enable Ireland recognises that all individuals have unique and diverse strengths, needs and preferences. We embrace and promote this diversity, and always respect privacy and confidentiality. We are committed to the continued development, deployment and promotion of person-centred services and activities.

Independence

Enable Ireland supports the rights of individuals to self-determination regarding life choices.

• Equity

Enable Ireland will ensure that all stakeholders are treated in an objective manner which is just and fair.

Equality

Enable Ireland promotes fairness, in line with equality of opportunity, equal access and legal rights.

Integrity

Enable Ireland is honest, trustworthy and impartial and will stand by its values.

Quality

Enable Ireland is committed to excellence in everything it does.

Transparency

Everything Enable Ireland does is visible, clear and easy to understand.

Accountability

Enable Ireland is responsible to its stakeholders and to the State for its actions and decisions.

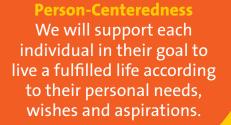
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Disability Services Life With No Limits

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Our Strategic Priorities 2018 – 2019



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Participation and Independence We will support individuals to develop valued social roles in their community, in line with their choices, needs and abilities.

Partnership

We will work in partnership with all of our stakeholders to deliver more equitable and person centred services.



Accountability

We will be open, transparent and accountable to all our stakeholders. **Chairman's Statement**

This annual report details the work of Enable Ireland in disability services for children and adults and demonstrates the impact we have had on the lives of those individuals, their families and the wider community. You will see evidence of our strategic priorities of Person-Centredness, Participation and Independence, Partnership and Accountability in action throughout this report. Enabling inclusion and independence for people with disabilities is the cornerstone of our mission as an organisation and, last year, this focus was evident in our work around the country. You will find in this report examples of Enable Ireland employees working with pre-schools, national schools, voluntary agencies, local businesses, sports organisations, swimming clubs, local councils, youth organisations and many more.

2018 was a milestone year for people with disabilities in Ireland. Following a ten year wait, in March the Government ratified the UN's Convention on the Rights of Persons with Disabilities (UNCRPD), meaning Ireland is now bound by international law to uphold rights for those with disabilities. This was an important and significant development and a gratifying day for the many activists who campaigned long and hard to achieve it. The UNCRPD has the potential to positively affect the lives of tens of thousands of people living with disabilities in this country. We welcomed the ratification of the Convention and were encouraged to see unanimous support for the Bill across all political parties in the Dáil. Ratification is just the first step in the journey towards real equality in Irish society for people with disabilities. We now need to see the principles contained in the Convention implemented for people with disabilities. For this to happen investment will be required to ensure that appropriate supports and services are in place for people with disabilities to avail of all their rights as equal citizens of this country.

2018 was also a milestone year for Enable Ireland as our Chief Executive, Fionnuala O'Donovan, retired in July following 17 years of service. I have been honoured to work with Fionnuala during her time as CEO and I want to thank her for her tremendous professionalism, personal commitment and work on behalf of people with disabilities and their families over those years. I wish her well in her retirement and many happy years of relaxation. I also thank Theresa Compagno for taking up the position of Interim CEO and overseeing the recruitment and appointment of a new Chief Executive. I was very pleased to announce the appointment of Mr John O' Sullivan as CEO with effect from 1 January 2019. John has been at the centre of our national disability services for 14 years as Regional and then National Director of Services. On behalf of the Board and all in Enable Ireland, I congratulate John. I wish him the best in his new role and pledge my support together with the Board of Directors.

I would like to thank my fellow board members for their significant work in 2018 and to the Senior Management Team and all the employees for the outstanding contributions made during the year. Their sense of purpose and commitment to the individuals and families using our services continues to inspire me.

I am grateful to our partners in the HSE and other voluntary agencies, whom we work with delivering disability services. I thank our State funders and the many individual donors, corporate donors and agencies who supported our work during 2018. Finally, on behalf of the Board, I express my thanks to the children, adults and families who use our services for their support and engagement throughout the year and reaffirm our commitment to each of them.

Donal Cashman *Chairman*

John O'Sullivan CEO of Enable Ireland

In 2018, we provided assessment, therapy and support service to 8,802 children and adults and their families over the course of this year. We did all this in the challenging environment of increased demand for our services, particularly in Assessment of Need applications, significantly increased administration burden of regulatory requirements and a growing gap between the State funded and self-funded elements of our service.

Funding Challenges

In 2018, the gap between the State funded and selffunded elements of the service we provide continued to grow. We were requested to assume the additional work load of new regulatory requirements, for example Health Information and Quality Authority (HIQA) and General Data Protection Regulation (GDPR) without additional state funding. All of this made it more challenging to continue to provide the excellent, person-centred services that we strive to achieve. These challenges were not unique to Enable Ireland, many of our fellow Section 39 organisations find themselves in precarious financial position with some looking at the drastic decision to terminate contracts and close services. In 2018, we managed deficits through cost saving measures, additional income from our fundraising and commercial division, and the prudent use of reserves. Despite the funding challenges facing the organisation, our committed employees continued to deliver high quality services to thousands of children and adults with disabilities in 14 counties across Ireland.

Children's Services

Throughout the year, we continued to work in close collaboration with the HSE, the Department of Health & Children and the Department of Education & Skills on supporting the rollout of the Progressing Disability Services for Children and Young Adults (PDS) initiative. The purpose of the PDS initiative is to reconfigure services for children with disabilities aged 0 – 18 around Primary Care Teams. We worked in partnership with

CEO's Review

the HSE and other partner agencies in managing this significant change in how disability services are delivered for children, families and employees in each local area. We were delighted to be confirmed as Lead Agency in 18 Children's Disability Networks, representing over 20% of services. The implementation of this initiative has not been without its challenges. One such challenge has been the issue regarding proposed Children's Disability Network Manager posts under the new model of service delivery. This is a critical post for the success of this project and we participated in a mediated process with the HSE and other lead agencies in an effort to resolve the matter. This work is ongoing and we hope that these positions will be filled in 2019. We shall then resume our work on the remaining reconfiguration activity. The goal of PDS is to ensure that all children with additional needs have access to quality services regardless of their diagnosis, age or home address and we are committed to working in partnership with the HSE and other agencies to achieve this.

Respite and Residential Services

There is an ongoing critical need to provide more respite options to families of children with disabilities and to adults with disabilities. Every week in 2018 we heard of the plights of families and carers in desperate need of respite for their children. We welcomed the Government's commitment made in 2018 to invest more in these services. For our part, we continued to invest in the respite services we offered to children and adults – complying with HIQA inspection reports, expanding our overnight respite options and also investing in day respite, in-home and community respite services. We commenced work on preparation for HIQA registration of two new respite services in Cork and Tullow, which are scheduled to open in 2019.

Our residential service in Cork "Harbour Lights" successfully achieved re-registration with HIQA. We continued our management contract at St Laurence's Cheshire Home in Cork. We also ran our own audit programme of internal unannounced inspections in our designated residential centres, ensuring a culture of ongoing compliance with HIQA regulations.

Bianca Paroczai (age 7) with the Minister for Health Simon Harris TD, Donal Cashman, Chairman of Enable Ireland and Fionnuala O'Donovan, former CEO of Enable Ireland.

We expanded our respite service in Wicklow in partnership with the HSE at both Silverpine House and Rathmore House and commenced day respite services on Saturdays from our service in Sandymount, Dublin.

We also celebrated 10 years of our community living service in Bailis, Meath, where five adults live independently supported by Enable Ireland.

"New Directions" and Adult Services

During the year, we continued to re-organise our adult services in line with the principles and standards of the New Directions National Policy. We identified new premises and completed or commenced renovation works on new hubs in Rialto (Dublin) and Nenagh (Tipperary) with a view to these services commencing in 2019. The move towards smaller, community hubs has been life-changing for the adults using these services. It has enable us to better realise our person-centred goals, allowing individuals to build a service around their needs and underpinning our commitment to inclusion and independence.

Investing in Capital Service Projects

Every child who comes into our service deserves to receive the best care and supports available, and for this reason we continued to invest in services to ensure we can meet this growing demand now and in future years.

We made further progress on building our new Lavanagh Centre and Respite House at Curraheen in Cork. This new state-of-the-art development, which includes assessment and treatment facilities, a hydrotherapy pool, meeting rooms, pre-school supports and family facilities with ample parking for many families and staff, will be completed on schedule in April 2019. The project generated enormous goodwill and support from the Health Service Executive, Cork business and political leaders, and the public through fundraising campaigns and philanthropic support throughout the year. We are very grateful to everyone who has supported us along the way and look forward to welcoming families to the new centre in 2019.

Towards the end of the year, we started work on upgrading the hydrotherapy pool at our Children's Service in Sandymount, Dublin and are confident of completing this project in autumn 2019. The pool is an invaluable facility not just for the children and adults in Dublin Services but also for the local community who have access to it for hydrotherapy and swimming lessons. Over time the existing facilities were no longer fit for purpose and needed modernising. As well as a new building, the work we are undertaking will include the installation of special equipment for changing and hoisting people from the changing rooms to the pool.

While we have invested in developing and enhancing our service centres over the last few years, there are still some centres where new accommodation needs to be identified, particularly to support the successful implementation of Progressing Disability Services (PDS). In particular, during the year we continued working with HSE on addressing issues identified with accommodation in Meath and in Tallaght however, viable solutions have yet to be identified. This will remain a focus for us in 2019.

Pay Restoration

The issue of pay restoration for Enable Ireland employees is the single greatest threat to sustainability and long-term continuity of service provision facing Enable Ireland. Public sector paycuts taken by our employees in 2010 have so far failed to be restored by the Department of Expenditure and Reform (DEPR) to the HSE, despite the restoration of pay for employees in the public sector. This has resulted in our pay scales falling further behind others in the sector and this negatively impacts our ability to attract and retain qualified professional staff. In October 2018, we welcomed the news that agreement was reached between the unions and HSE for a phased restoration of pay to our staff. We are not in a financial position to restore these pay levels ourselves, so we have continued to seek the additional funding from the HSE to re-align our employees' pay scales with those of the HSE. We will continue our focus on pay restoration throughout 2019 to ensure that Enable Ireland employees, who were subject to public sector pay cuts, have their pay restored to the same levels as their HSE colleagues. We are a service led organisation and our ability to provide quality person-centres services depends on our ability to recruit qualified employees. Without pay parity we will lose our ability to recruit and retain these vital employees.

Retail & Fundraising

During the year our Commercial Division and Fundraising Department transferred €900k to cover the shortfall in state funding to run our disability service. The true deficit for 2018 was in fact €1.51m however, a reversal of €640k accrued in 2017 reduced this to €900k. Eliminating the accrual in 2017, the comparative figure for the 2018 deficit would have been €1.4m. Every year the gap between state funding to deliver services and the actual cost of delivering those services grows, and our reliance on the additional income from our charity shops and fundraising activities increases. Since 2006, we have transferred €17,853,797 to support service activities not funded by the HSE and other agencies.

We continued the implementation of our fundraising strategy with new appeals, campaigns and initiatives. National Fundraising increased revenue from existing corporate partners and secured new fundraising streams and partnerships. In our Commercial Division we implemented significant cost reductions agreed under our 2017 Commercial review. We achieved further cost savings by renegotiating with all suppliers, including reviewing rents on our shops and changing location where necessary. All of this resulted in an increase of profit from our Commercial Division amounting to €166k.

2018 was a record-breaking fundraising year for our partnership with TK Maxx, with associates taking part in numerous fundraising events and activities. TK Maxx has supported Enable Ireland for over 20 years and in that time associates and customers have donated over 190,000 bags of clothes, accessories and household items and raised over €3 million for our services through customer donations, fundraising and the Give Up Clothes For Good Campaign. The support of TK Maxx has had a transformative and hugely positive impact on Enable Ireland Children's Services. We are extremely grateful for their work supporting our services for children and young people in 2018 and for their ongoing support.

Governance

The support we receive from state funders and donors is critical to us and we are committed to providing a high level of accountability and transparency into how we run our organisation and how we spend funds. We were very proud to have been awarded "Triple Lock" status by the Charities Institute Ireland, demonstrating our commitment to best practice in all aspects of transparent reporting, ethical fundraising and good governance. During the year, we were also awarded ISO27001 Certification, the international standard for best practice in information security. I take this opportunity to thank my predecessor Fionnuala O'Donovan for her commitment to Enable Ireland and Theresa Compagno, who led the organization as Interim CEO for the second half of 2018. I would like to thank our Chairman and the Board and senior management team for their work in 2018 and particular thanks to the Board for their faith in me as I take on this new position. I thank the 1,283 employees who worked with us during the year for the dedication and enthusiasm they bring to the job every day.

Above all, I thank the thousands of children and adults and their families who use our services around the country. All our services are delivered in partnership with these families and individuals, without their commitment to work with us, we would not be able to continue to deliver our services.

John O'Sullivan

CEO

Nadine Coyle, Aideen and Tommie at Spring Launch Feb 2018

Enable Ireland at a Glance

643,131

 643,131 people living in Ireland have a disability. That is 13.5 per cent, or 1 in 7 of the population in Ireland has a disability. (2016 Census)



• We provided services from 43 locations in 15 counties including 9 respite and residential centres



 8,802 children and adults benefited from our services during the year



• Expertise in physical disability, development delay, autism, developmental co-ordination difficulties, speech and language disorder, global development delay and intellectual disabilities



 87% of every euro received was spent directly on disability services



• 21 charity shops raised valuable funds for services



• 1,283 employees delivered vital therapy and support services



 Over 4,800 donors and 900 vounteers supported our charity shops, fundraising activities and services



• Our 198 textile banks recycled over 2,000 tonnes of donated clothing

Arlo's Story

Laura is mum to Arlo, aged three. Arlo was born 16 weeks premature in the Coombe Hospital in Dublin and at four months old he was referred from staff at the hospital onto Enable Ireland services in Tallaght as there was a concern that he was not reaching his milestones.

"Enable Ireland have been absolutely brilliant from the beginning. Our first meeting there was with the Social Worker and she made us feel much more relaxed. It was not like coming into a hospital and straight away they started on intense physiotherapy sessions with Arlo to work on his muscle strengths. Then we started to see the speech and language therapist for help with Arlo's feeding. He had sensory processing issues and was very delayed going onto solids. The therapist developed a plan for us to gradually work with him and get him onto eating normal foods. Now he eats anything! That was a huge step for us.

Arlo was also slow to be able to sit up on his own and the occupational therapist worked with us on building up his core muscle strength to enable him to do this. She visited us in our home and set up all the equipment we needed here to support Arlo. Frequently, we would get a double home visit from the occupational therapist and the speech and language therapist, which was great for us as it just makes life easier than having to attend multiple appointments when you have young children at home!

Our physiotherapist worked with Arlo on crawling and then on walking with a frame to support him. He took his first unaided steps just three weeks ago. We never thought we would see that day come and we know that we would not have been able to do it without the support of the Enable Ireland team in Tallaght.

We really couldn't have asked for a better service for Arlo. I wouldn't have managed without their support. Arlo loves coming to the service and he practically runs in the door to appointments!"

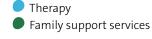
Children's Services Review

In 2018, we provided assessment, therapy and support services to 8,100 children and their families in centre and community based settings in 15 counties throughout Ireland.

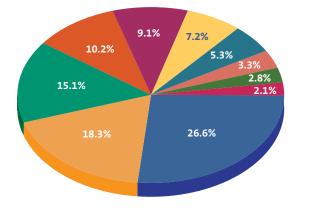
We used our expertise in assessment and intervention to achieve the best possible outcomes for these children and their families. We provided person-centred services tailored to meet the needs of each individual child and family. All our services were developed in partnership with our main funders, the HSE, and in accordance with local Service Level Agreements (SLAs). Whilst the type of service provided varied from region to region, they all focused on working in partnership with families to provide individual services plans delivered within the child's home, their local service centre and in school and community settings. Services were structured around Early Intervention Teams and School Aged Services. Significant resources during the year also went to the completion of Assessment of Needs (AON) under the Disability Act 2005.

The children's services we provided during the year included:

- Clinical assessment & diagnosis
- Residential & Respite
- Training
 Education



Historically, we developed expertise in the area of primary physical disability and developmental delay. More recently under Progressing Disability Services (PDS), our expertise has expanded to include working with children with a range of disabilities including autism, developmental



coordination difficulties, specific speech and language disorder, global developmental delay and intellectual disability. This is reflected in the breakdown of primary diagnosis of children accessing our services in 2018:

- Developmental Coordination Disorder
- Down Syndrome
- Spina Bifida
- Premature
- Developmental Delay
- Global Developmental Delay
- Autistic Spectrum Disorder
- Cerebral Palsy
- No Confirmed Diagnosis
- Diagnosis not Entered

Shannon's Story

Marie is mum to Shannon (aged 8) and lives in Boherbue, Co. Cork with Dad and sisters Lisa and Rachel. Shannon has attended Enable Ireland Cork Children's Services since she was two years old.

"When Shannon was just 13 days old she had to have heart surgery and in the months afterwards, she kept missing her development milestones – sitting, crawling, walking. At first, we put this down to recovering from the surgery and her time spent in an incubator but when she was two years old our public health nurse referred her for an MRI and this showed that Shannon had Cerebral Palsy. Shannon is very lucky in that only the lower half of her body is affected and her right side more so than her left side. Once we had this diagnosis, we were referred to Enable Ireland in Cork to start therapy there including physiotherapy, occupational therapy, speech and language and psychology services.

They have been absolutely amazing for Shannon from the first day we went along. Shannon's type of Cerebral Palsy means that her muscles can get very tight and this affects her particularly as she grows. We have regular physiotherapy sessions to keep her muscles strong and Shannon also uses ankle and foot orthotics, which help to give her extra support when she walks. Shannon had a big growth

Luke's Story

Leza O'Donoghue, mum to Luke O'Donoghue (aged 9). Luke attends Enable Ireland Kerry Children's services and last year Luke was one of six swimmers chosen to represent Ireland in the International Halliwick Gala in Poland. Halliwick is a method of swim teaching developed to teach people with disabilities to become independent in water.

"When Luke was one year old he had to have his foot amputated. Since then he uses a prosthetic leg. At the time the questions that went that went through our heads were 'would he ever walk?' and 'would he lead a normal life?' You feel a panic about what the future would hold for him.

I love to swim and so I brought Luke to our local pool when he was four and that's when we met Brid Browne, Luke's swimming instructor who introduced us to the services and benefits of Enable Ireland. I would never have known of the wonderful services they provide to children otherwise. When Luke first started swimming he didn't like it at all and didn't even want to put his face in the water. But Brid worked with him and he became confident in the water and learned to swim.

Enable Ireland literally has given him the belief that there are no limits. The confidence he has gotten from the swimming reaches into other aspects of life too

I used to help him into the water once he took his prosthesis off. Then when he got older, around six, he became very conscious of his leg and taking his prosthesis off for swimming and what other children in the pool would think or say to him. He had surgeries to fuse bones in his leg and as a result of this he needed a walker and this gave him the confidence to get into the water on his own with the aid of the walker. His class spurt this year and this has affected her even more than usual so we have to keep doing the physio with Enable Ireland and at home. She gets Botox injections every year to help reduce the stiffness in her muscles.

All the therapy she has received from Enable Ireland over the years has made a huge difference to Shannon. She has improved so much. When you are with one of the therapists they treat your child like they are the most important child in the service. This makes such a difference to them and to the families."



in school also started swimming lessons and at first Luke was anxious about that but it turned out that he is a better swimmer than a lot of his peers! So when he is in the pool his prosthetic is irrelevant. Now he is not self-conscious at all about taking it off for swimming, sometimes even leaving it by the edge of the pool or making up stories as to what happened to him. Last year in Spain, he told one boy he was bitten by a shark!

As parents, we don't push him but we don't let him get away with things either! Really, he is just another nine-year-old kid, and every kid should be given the opportunity to be the best they can be. This is what swimming with Enable Ireland has done for Luke."

Progressing Disability Services Review

Progressing Disability Services (PDS) for Children and Young People is a HSE initiative, the aim of which is to achieve a unified approach to delivering disability health services so that all children can get the services they need regardless of where they live, what school they go to or the nature of their disability or development delay.

In Children's Services, the preparation and on-going work for the re-organisation of Children Services under the Progressing Disability Services for Children with disabilities aged 0-18 project continued to be a priority. Under this model, services will be provided by Children's Disability Network Teams (CDNTs) made up of a mix of voluntary agencies (like Enable Ireland) and HSE staff, depending on the geographic area. As a voluntary organisation funded by the HSE, we are working with other voluntary agencies and the HSE to deliver this new model of service across the country. Some of our services are already operating under the model and remaining services will move to the new model of service delivery. We will continue plans for reconfiguration during 2019 in consultation and partnership with the HSE.

Throughout 2018, we continued to work on preparations for the reconfiguration of these services. We delivered services in eight of the nine HSE Community Healthcare Organisations (CHOs) and have been identified as the Lead Agency of 18 Networks across the country. One challenge we have faced this year around PDS, has been difficulties in identifying suitable accommodation for newly established Network Teams. We will continue to work with the HSE and partner agencies on resolving these issues with a view to all services completing their transition to operating under the PDS model.



Rachel Cooney using Drivedeck at our service in Sandymount, Dublin. Drivedeck is a driving tool which supports Occupational Therapists to prescribe the right power wheelchair

Matthew McNulty accepting his Gold Gaisce award from President Michael D. Higgins

ENT'S

A MEDAL OF RECOGNITION AN ACHIEVEMENT FOR LIFE

Matthew McNulty -Gold Gaisce Award Winner

Matthew McNulty was diagnosed with Dyspraxia and Developmental Coordination Disorder (DCD) at age 6 and with the help of the Enable Ireland team in Wicklow he learned not just to cope with the daily challenges of Dyspraxia but to excel. In December 2018, Matthew was awarded a coveted Gold Gaisce award by President Michael D. Higgins.

"My name is Matthew McNulty and I was diagnosed with Dyspraxia/DCD at 6 years old. Throughout my primary school years I struggled with concentration, organisation and team sports. With the help of the Aontas team at Enable Ireland and many invaluable tips from Dyspraxia Ireland, I learned to cope with the daily challenges that I faced. Although the transition to secondary school is particularly difficult for people with DCD with the help of a great resource team and Enable Ireland, I learned valuable skills to help me cope. I learned the importance of communicating with the staff and faculty members I trusted and as my confidence grew I decided that I was not going to let my Dyspraxia prevent me from achieving personal goals. The Gold award is very challenging as you have to complete 52 weeks of all the challenge areas. I chose: soccer, volunteering and acting, I also spent a week in Barretstown residential camp for children with illnesses. The biggest challenge of all was an 80km hike through the Wicklow mountains. Despite weak muscle tone and co-

ordination challenges, I managed to complete the Wicklow way in its entirety in 4 days and 3 nights. There were moments where I wanted to give up but I kept going to prove to myself that I could do this despite my dyspraxia.

Since completing the Gold Gaisce I have continued volunteering and have become a President's award leader. My proudest moment was when President Michael D Higgins presented me with my Gold award. This was the moment that I realised dyspraxia is part of who I am and with it I can face anything.

My advice to anyone with Dyspraxia/DCD is to always believe in yourself and DREAM BIG."

Mary Fitzgerald

My name is Mary FitzGerald and I am a 19 year old international para athlete from Kilkenny. I am of short stature, standing at just over four foot tall. I am currently in my first year of Occupational Therapy at University College Cork, where I was one of five students awarded a Sports Scholarship under the Quercus Talented Students' Programme.

I first starting attending the Enable Ireland centre in Kilkenny when I was just a few months old. Even though I had a 'disability', I was struck with a can-do attitude from day one. I was able to avail of a wide range of services, such as physiotherapy, speech and language therapy and occupational therapy. I always looked forward to going into the centre. The staff were always so welcoming and friendly. It did not matter whether you were of short stature, in a wheelchair or an amputee, you could do anything, maybe just in a slightly different way to your peers.

I was always a very active person, and I hated sitting down doing nothing for more than five minutes. From kicking around a football playing with the boys at school and ice skating, to horse riding and ice hockey with Kilkenny City Storm, I didn't see the fact that I was a little shorter than my friends as a reason to hold back.

I cannot emphasise enough how important sport has been in my life. In everyday life, it is often difficult to avoid being faced with the negatives of having a 'disability'. It's often what you are not able to do that is highlighted, whether in public or in the media. I believe that the word 'disability' is inappropriate, as it doesn't represent these amazing people, who despite their challenges, are able to do pretty much anything, just in a different way to how a 'normal' person would do something.



At the moment, my next goal is to qualify for the World Para Athletics Championships which will be held in Dubai in 2019, and of course the next Paralympics in Tokyo, Japan in 2020. As far as I'm concerned, I may be four foot tall, but I feel there is no limit to what I can do! As the saying goes; **"Never tell me the sky is the limit when there are footprints on the moon!"**

Adult Service Review

The supports offered to adults include:

- Training
- Individual Advocacy
- Supported living
- Supported housing
- Supported employment

We provided a range of community based day services and individual support programmes throughout 2018. During the year, we supported a number of adults in receipt of individualized funding. We supported adults using services to develop valued social roles and to maximise their independence in their communities. This included supporting adults to join community groups such as local arts groups, gyms, sports groups and men's sheds.

During the year, we provided PA support to adults to enable them to to take part in social activities such as bowling, cinema, concerts, shopping and trips to local attractions, including overnight stays. We supported adults in independent living settings and provided training on topics including money management, home management and cookery. We provided training and support to adults to facilitate them to develop skills in communication and decision making to better manage their own lives in line with their choices, needs and abilities. These included computer training, creative art and design, relationship support and safety, social media training, adult literacy, programmes and training for independent living.

New Directions

We continued our work on the rollout of standards and regulations under the New Directions policy. In Dublin, we completed renovation works to the new hub in Rialto with a view to the service commencing in early 2019. In the Mid-West, we started refurbishment work on a new hub in Nenagh, Co. Tipperary. This service will commence fully in 2019, becoming part of the local community and eliminating the long commute to access services in Limerick City. Our investment in the move to smaller, community based hubs continued to pay dividends in 2018 with adults reporting strong levels of satisfaction with the new services. In 2018, we provided services to 373 adults in eight counties. We provided a centre-based service to adults in Cork, Dublin (Sandyford, Crumlin, Dun Laoghaire), Kerry, Clare and Limerick, and a Personal Assistant (PA) based service to adults living in Galway and Mayo.

- Work Sampling
- Respite
- Transport
- PA services
- Sports and leisure opportunities

Transport

Transport continued to be a significant issue for people with disabilities and a lack of accessible public transport can significantly negatively impact the lives of people with disabilities. In particular, in rural Ireland there is a lack of both public and private accessible transport. Our Adult Service in Kerry worked

with HSE and other disability agencies during the year to address the issue in their county. Many of the adults using Enable Ireland services were involved in highlighting these transport access issue around the country during the year.

Make Way Day 2018

On September 26th staff and service users from Enable Ireland joined with colleagues in the DFI, other disability organisations and local councils to highlight the obstacles that people with disabilities face on a daily basis getting from A to B. Hundreds of activists went out and about in their local communities and took photos of obstacles they encountered and shared them on social media with #MakeWayDay to appeal to motorists, cyclists and the general public to stop blocking their way. The campaign garnered significant media coverage and a wide reach on social media.



Crumlin Adults Services out and about on Make Way Day 2018

Gary Morris, Alan Koppenhofer and Rev. David Nixon at the official opening of the Sensory Garden in Enable Ireland Dun Laoghaire Adult Services in September

National Disability Employment Awareness Month

To highlight the important creativity, innovation, and skill that people with disabilities bring to the workforce, we took part in National Disability Employment Awareness Month in October and featured stories from adults like Fiona Walsh and Francis Moore' who use our services and are in employment. Fiona Walsh has been working for Irish Life since 2003.

"I began working in Irish Life fifteen long years ago! Enable Ireland gave me a job coach, who encouraged me to sample some duties in Irish Life offices. I did some work experience and realised that I was very good at some tasks. Fifteen years later I am still there. The people there are nice to me ...I love them very much."

Francis Moore works at Communicorp media with stations like 98FM and NewsTalk.

"I have been working radio since 1997. It's a pleasure to work there, I am very lucky to work with the top names in radio. They treat me like royalty; I am one of the team. I look forward to going in there. I do be counting the days in between my work days."



Francis Moore celebrating National Disability Employment Awareness Month

Brandon Warren Dowling

Brandon is 20 years old and uses the Enable Ireland Adults Hub in Rialto. Before that Brandon went to the Enable Ireland Sandymount School. Moving from school to the adult world can be an unsettling time for young people with disabilities and Brandon is keen to share his experiences with other young people in a similar situation. Since he finished school, Brandon has returned to talk to 5th and 6th year pupils about the positive aspect of moving on to the next stage in their lives.

"I was very nervous leaving school and moving onto something new. I didn't want to leave it. I was much more cautious back then. Leaving school was a big change. In school you can't make up your own rules. It's the teacher's rules and you have to follow them. Once you leave school, it's all about you – you make the rules. In school, if I needed something other people would do it for me or advocate for it on my behalf. Now, I have to do things for myself. If I want something to change I have to advocate for it. I want to be an advocate not just for myself but for everyone in the hub in Rialto.

The most important thing to me are my PA hours. If I didn't have PA hours I'd be stuck in my house or would have to rely on my mum for everything. PA hours give me my independence. I can get to appointments and attend events that are important to me. Like the Community Hub for Accessible Technology (CHAT). It's a meeting where people who use AT can get together to learn about new technologies and share their experiences. I have much more freedom now than when I was in school.



My goals at the moment are to advocate for others and to live independently with PA supports. My message to anyone coming to the end of their time in school is - Don't be afraid because leaving school is good!

I'm really glad that I am in the Rialto hub and I hope Enable Ireland will open more hubs for adults with disabilities."

SeatTech Custom Posture & Mobility Services Review

The Custom Posture & Mobility service was provided by a team of clinical and technical staff from the Enable Ireland campus in Sandymount, Dublin 4, and on an outreach basis to centres in Dublin, Wicklow, Kildare and Kerry.

We also worked in partnership with Progressing Disability Services network teams in other Enable Ireland centres and with the Community Occupational Therapy Services in the Health Service Executive to provide a high-quality specialist service to children aged 0 – 18 years, and with HSE and Enable Ireland Occupational Therapists to support adults in the community.

SeatTech continued to be a leading national provider of special seating and mobility equipment, assessment and provision, working with individuals to provide them with the best possible seating, wheelchair and positioning equipment to meet their individual needs.

- Custom Posture & Mobility Service
- We continued work on our ongoing four year employment-based PhD project on Digital Seating Systems to improve the design of complex seating systems.
- We began a collaboration with DCU on the delivery of training to Rehabilitation Engineering undergraduates.
- We held our annual equipment evaluation day for suppliers
- We delivered six SeatTech Seating Solutions training courses and hosted one Equipment Evaluation Day with a total of 181 participants

SeatTech continues to be a leading national provider of special seating and mobility equipment

National Assistive Technology Training Service Review



Enable Ireland's National Assistive Technology Training Service developed and delivered a range of training programmes and provided assessment and technical supports to Enable Ireland and partner agencies. We also managed a national online AT Loan Library and online information resources via our AT Blog: www.atandme.com

- Our AT loan library loaned items to 268 borrowers nationally with a cumulate value of €136,206.
- We were commissioned by the Malta Communications Authority to deliver our Foundations in AT courses in January to 25 participants. The course was accredited and hosted by Malta College of Arts, Science and Technology and forms part of a larger national strategy to develop AT services across Malta.
- We collaborated with our corporate partner Microsoft on the development of games accessible to those using eye gaze technology.
- 29 students completed our Foundations in AT course.

A group from Enable Ireland Sandyford were delighted to be involved in a consultation process about an innovative new device, called the 'Enable Arm'. It's a headset shaving device, designed to give independence to those with limited upper limb mobility. Another example of the potential of Assistive Technology.

- To support our presence at Bloom, we developed a Virtual Reality video to demonstrate how innovative technology can be used to bring our garden to a larger number of people and ensure Access For All. We also used 3D printing to create a tactile book to render plants from our garden accessible to visitor with vision impairments. We were delighted to receive such a positive reaction to this from visitors at Bloom. This project was kindly supported by the Institute of Art, Design and Technology, Dun Laoghaire.
- During the year, in partnership with the Disability Federation of Ireland we held two CHAT (Community Hub for AT) meetings with over **130 participants** from a cross sector of representative groups including service providers, AT users, developers, researchers and industry.

Our AT loan library loaned items to 268 borrowers nationally with a cumulate value of €136,206.

Corporate Services Review

Human Resources

- We expanded the use of our software system 'CoreHR' to ensure optimum efficiency and maximum use of technology on administration of personnel records.
- We continued development of our National Policy Programme with an emphasis on establishing evidence of employees' knowledge of same, through a monthly awareness programme and recording confirmation on MyCompliance software programme.
- We streamlined our recruitment process, reducing the time lags from vacancy to appointment.
- We undertook two high profile recruitment competitions resulting in the successful appointment to the posts of Chief Executive Office and National Director of Service.
- We invested significant time and expertise to meet our compliance obligations under the 2018 data protection regulations: General Data Protection Regulations (GDPR). This was an organisation-wide training and implementation programme for all employees dealing with personal data. To minimise data breaches, a comprehensive administrative practice to protect the privacy and security of sensitive data has been implemented. There has been high compliance to date on this important initiative.

Training & Quality

We continued our high volume of training provision throughout the year. During the year, all Enable Ireland frontline employees undertook Children First training in line with the roll out of the Children First 2015 legislation.

Research

Our Research, Ethics and Quality Committee reviewed six research projects during the year

Procurement & Energy

- During 2018, our Board adopted our updated Procurement Policy which underpins the work of the Procurement & Energy Group.
- We are committed to implementing energy efficient practices throughout the organisation through careful management and continuous improvement of our environmental performance. Our target is to achieve an energy saving of 33% from our baseline by 2020. In 2018, we achieved a reduction of 32.9% from baseline, putting us well on track to achieve this goal.

Health & Safety

We successfully undertook a pilot audit of Health & Safety processes in a selection of locations. Following review, this audit will be rolled out to more locations in 2019.

Communications

- We recorded over 290 editorial mentions of Enable Ireland during the year across national and local print and broadcast media. Coverage highlights included Bloom, the TKMaxx Give Up Clothes For Good campaign, Life with No Limits, Make Way Day and the official opening of our new Children's Service centre in Marino.
- Our social media exposure increased during the year on all platforms, and we added an Enable Ireland Instagram account to our channels. Our FaceBook followers increased to over 21,000 and our Twitter followers increased to over 5,000.
- We had 154k visitors to our website and 221k sessions were recorded.

Information Technology

- In 2018, we completed the migration of some IT services, including email and our intranet, to Microsoft's Cloud platform, Office 365. We are very grateful to Microsoft for donating the use of Office 365 to Enable Ireland and supporting our move to Cloud services. The support from Microsoft enabled us to introduce technological change and to deploy key systems securely to staff working from any location. This has advanced our collaboration with our partners in disability service provision and has had a positive effect on value for money.
- In March 2018, we were awarded the ISO27001 Certification, the international standard for best practice in information security. This achievement followed an extensive review of all processes, procedures and documentation by our IT Department and series of audits.
- As Enable Ireland's technological needs continue to grow it is necessary to plan for the future and our IT Department started work on an IT strategy for the development of a new IT change program. Work on the IT strategy will be completed during 2019.

Governance

- During the year we achieved compliance for the Triple Lock quality logo of the Charities Institute of Ireland under Governance Code for Type C Organisations.
- We completed and signed the schedules of the HSE Service Arrangement in all areas within the required timeframe of end of February 2018. In May 2018, we completed and submitted the HSE Annual Compliance Statement (2017) for Section 39 agencies. The Statement covers governance, internal codes of practice and financial frameworks. We are currently implementing an action plan to achieve full compliance.
- We continued to be fully compliant with SORP, the Statement of Recommended Practices, Accounting and Reporting by Charities and, in accordance with Enable Ireland's obligations, we submitted a full report on the activities of the organisation, including financial details and audited accounts, to the Charities Regulator in 2018.

Enable Ireland's Beyond Boundaries garden in association with Solus Light Bulbs

For the second year running, we entered a show garden in the Bloom Festival in the Phoenix Park on the June bank holiday weekend. Our 'Beyond Boundaries' garden was an accessible place which people of all abilities could enjoy and supported our vision for making Ireland a more inclusive place for everyone. We used the garden to showcase innovative ways technology can be used to make gardens a more inclusive experience for every visitor regardless of ability. For example our 3D Tactile Garden Guide for people with visual impairments.

Designed by Belfast-based designer Linda McKeown, our garden was awarded a Silver Gilt media and won the Best in Category Award for a Medium Sized Garden.

We achieved significant media coverage and engagement on our social media channels over the festival, raising awareness for our disability inclusion message and raising the profile of our Garden Centre and Gift Store in Sandymount, Dublin 4.

We are very grateful to sponsor Solus and supporters Caragh Nurseries, Cuprinol, Moore Concrete and Living Walls.

Over 120,000 people visited the festival over the five days and volunteers on our garden distributed 20,000 Enable Ireland information leaflets.

Hailey and Luke volunteer during the Bloom festival.

Pg 22 Hailey Bowes with Fionnuala O'Donovan and garden designer Linda McKeown.

> Rory Barnes (age 4) enjoying the Enable Ireland Beyond Boundaries garden at Bloom in the Park.

Fundraising Department Review

2018 was an exciting year for our Fundraising Department. During the year we:

- Increased public awareness and engagement both nationally and regionally
- Launched the Friends of Enable Ireland Network
- Launched the Disability Awareness Shield for Secondary schools nationwide
- Held our 2nd No Phone Survival Day Challenge
- Increased our Fundraising profits to over €1.44 million
- Increased our Corporate Partnerships

National Fundraising Activities

In March 2018, we launched our Friends of Enable Ireland Network. This is an initiative to share information about services, events and offers from corporate partners with individuals and families using our services across the country. In 2018, over 750 'friends' joined this network.

As part of our outreach work into schools we launched a new Disability Awareness programme to Transition Year (TY) students. The Enable Ireland Disability Awareness Shield is a four module programme focussing on Disability Awareness and the work of Enable Ireland. Students taking the Enable Ireland Disability Awareness programme received a shield for their school and many also held fundraisers or took part in our Enable Ireland No Phone Challenge where students gave up their phones for 24 hours to raise vital funds for Enable Ireland.

We held our Life With No Limits fundraising and awareness week in September in conjunction with our corporate partners.

Our Donors - a vital part of our work

During the year, we had over 4,829 donors and supporters and 26 Corporate Donors and partnerships. Through the generosity of our donors, we supported the delivery of front line services.

In 2018, National Fundraising generated income of €799,959. This income was used to fund capital projects and contributed to the funding shortfall for the cost of running services across the country.

Events and community fundraising initiatives play an important part in how we raise funds across the country. In 2018, Community Fundraising raised €638,109 from activities around the country. A sample of these events included:

- Ring of Kerry Cycle 2018 (Main Charity Partner)
- Liam Miller Tribute Match in Cork (Beneficiary)
- Blackwater Valley Opera Festival in Waterford (Charity Partner)
- Annual Lavanagh Ladies Lunch in (Cork)
- Fire & Ice Ball (Cork)
- Prom to Paddock during the Galway races
- Lord Mayor and County Mayor's Charity balls Cork (Beneficiary)
- Rockfall Music Festival (Kilkenny)

Cork Region

Community Fundraising Manager Maria Desmond won 'Network Ireland Cork Branch Employee of the Year' for her activities and engagement with her local community.

Sean Hall, a driver and PA at Enable Ireland Dun Laoghaire, undertook a gruelling 15km sea swim to raise funds for a meditation room in the centre. Sean is one of the thousands of committed supporters around the country who took part in events for us in 2018.

New Development for Cork

Throughout 2018, we fundraised specifically for a capital development project for Cork, building the new Lavanagh Centre for children with disabilities at a 7-acre site in Curraheen. Fundraising has been key to allowing this project to begin and the centre is due for completion mid-2019.

Our corporate and community supporters in Cork made significant contributions towards our new Children's Centre.

We are incredibly grateful to all our supporters including:

O'Leary Insurances
KPMG
ARUP

Many thanks due also to:

Johnson & Perrot

Mainport Holdings





We are also grateful to our Major Donor Committee for their support over the year.

The new centre and respite house will cost €8.7million to build and by the end of 2018 we had raised over €6.4million for the project. This included a €2million capital allocation grant from the HSE, €2.2million from Enable Ireland and the remaining €2millon will be covered by bank and other borrowings. Fundraising efforts for the centre are still ongoing for 2019.



Our Corporate Partners

TK Maxx, together with Homesense Ireland, generated an amazing

€422,470

of fundraising and Commercial Division income. *Give Up Clothes For Good* the annual clothing collection, fundraising and customer donation campaign, raised a record

bags of donated items in 2018.

Our Corporate Partners





Our Fundraising Partners & Committees

Facebook (North East & Dublin) / Siúcra (North East & Dublin) / The Hospital Saturday Fund (Kerry) / The Central Bank of Ireland (North East & Dublin) / Castletownkinneigh Fundraising Committee (Cork) / Curry's PC World (Limerick) / Dell (Cork & Limerick) / Bon Secours Tralee (Kerry) / FEXCO (Kerry) / Shorcontrol Safety & Naas Cycling Club (Kildare) / Sinead McGrath & The Strictly Group (Cork) / Kerry Group (Kerry) / Allergan (Galway) / Lavanagh Pitch & Putt (Cork) / KFFL & Eamon Cleere (Kilkenny) / Permanent TSB Staff Charities (North East & Dublin) / Tralee Lions Club (Kerry) / Kerry Group (Kerry) / UPS (North East & Dublin) / Keating Connolly Sellors (Limerick)

> During 2018, Boston Scientific raised

€98,583

through staff fundraising which they are going to donate for the refurbishment of our Children's Centre in Galway Milano restaurant chain held 'Yellow Week' in June 2018 raising valuable funds for Enable Ireland service centres and Assistive Technology supports around the country, we thank Milano staff and management across the country for their support.

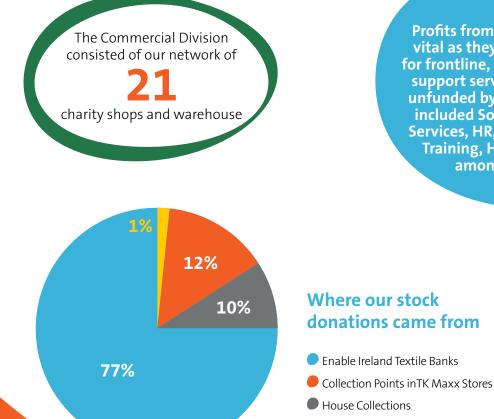
Jack McCaffrey teamed up with Brandon Nolan Burke (11) to launch TK Maxx's Christmas Sock Day #Socksie in aid of Enable Ireland 2 Martine Martine

Commercial Division Review

During the year, we implemented a number of agreed cost reductions following on from our 2017 Commercial Review.

These included an operational review of our warehouse, textile banks and all our shops whereby new processes were put in place resulting in increased efficiencies and higher output, which, with full year effect, will lead to increased profits in 2019.

We also renegotiated all supplier rates and successful renegotiated some of our higher rent leases or changed shop location where the rents remained excessively high. These measures resulted in cost savings which contributed to the growth in profits of **€165,739** over 2017.



Direct Donations to Enable Ireland Shops

Profits from this division are vital as they are used to pay for frontline, management and support services which were unfunded by the State. These included Social Work, Adult Services, HR, IT, Accountancy, Training, Health & Safety amongst others

people volunteered in our shops during the year

We recycled

tonnes of donated clothing

> 198 textile banks on 151 sites around the country

We had

Thanks to our 2018 Bring Back Day Partners

Thanks to all the businesses, schools and community groups who supported our charity shops during the year by running a Bring Back Day and donating their unwanted items

Adobe / Dept. Agency / ESB Head Office / Elavon / Elavon (Cherrywood) / Mallinckrodt / Sanofi / Twitter / Western Union

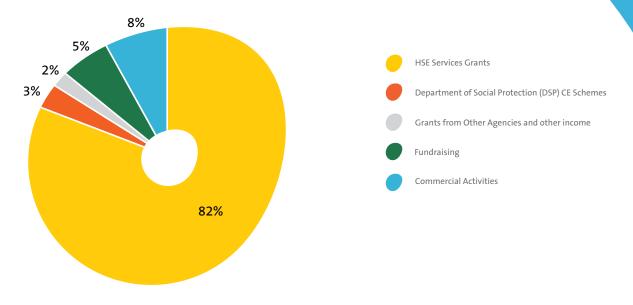
Thanks to our Corporate Stock Donors

Enable Ireland Kilkenny Shop moved during the year to St. Kieran Street

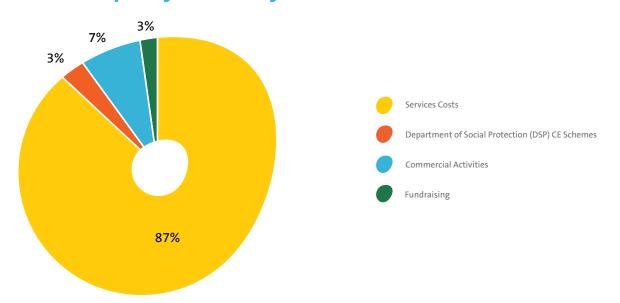
Deck Clothing / Floraville / Harold Elmes / Hugh Jordan / Hummel / Lidl / Noyeks / Sofa House / Stafford Lynch / Vans Corporation / Whelans

Enable Ireland Income & Costs

Where our income came from in 2018



How we spent your money in 2018



Enable Ireland Employee's Salaries

As required of a Section 39 funded agency, Enable Ireland has, and has always had, regard for Government pay policy and pays salaries to staff in accordance with public sector pay norms, specifically HSE consolidated payscales and Civil Service salary scales.

The number of senior employees whose total remuneration paid for the year (including taxable benefits in kind and redundancy payments but not employer pension costs) exceeded €60,000 was:-

	2018 Number	2017 Number	
€60,000 - €70,000	27	30	
€70,001 - €80,000	10	13	
€80,001 - €90,000	7	6	
€90,001 - €100,000	5	5	
€100,001 - €110,000	-	1	
€110,001 - €120,000	1	-	
€120,001 - €130,000	-	2	
€130,001 - €140,000	2	-	
€140,001 - €150,000	-	1	
Total	52	58	

Statement of Financial Activities for the Financial Year Ended 31 December 2018 (Continuing Operations)

	Restricted Capital Fund €	Restricted Services Fund €	Unrestricted Development Fund €	Totals 2018 €	Totals 2017 €
INCOMING RESOURCES					
Incoming Resources from Generated Funds					
Voluntary Income					
Donations	-	-	724,420	724,420	1,148,353
Activities for generating funds					
Commercial and fundraising	-	-	6,689,530	6,689,530	6,426,586
Investment income	-	-	241	241	26,626
Incoming Resources from Charitable Activities					
Health Service Executive grants	1,030,000	44,032,284	-	45,062,284	43,368,954
Grants from other agencies	86,400	1,850,815	-	1,937,215	1,811,604
Other income	-	932,240	-	932,240	1,077,224
Other Incoming Resources					
Gain on disposal of fixed asset	-	-	-	-	2,200
Total Incoming Resources	1,116,400	46,815,339	7,414,191	55,345,930	53,861,547
Resources Expended					
Cost of generating funds:					
Fundraising costs	-	-	1,330,879	1,330,879	1,411,253
Commercial division	35,406	-	3,825,082	3,860,488	4,186,234
Total cost of generating funds	35,406	-	5,155,961	5,191,367	5,597,487
Charitable Expenditure:					
Costs of activities in furtherance					
of the charity's objects:					
Disability services	1,170,521	45,669,866	421,755	47,262,142	46,870,782
Management & administration					
including governance costs	-	2,014,415	-	2,014,415	2,019,734
	1,170,521	47,684,281	421,755	49,276,557	48,890,516
Total Resources Expended	1,205,927	47,684,281	5,577,716	54,467,924	54,488,003
Net (Outgoing) / Incoming Resources					
Before transfers and	()	()			
other recognised gains and losses	(89,527)	(868,942)	1,836,475	878,006	(626,456)
Transfer between funds	-	868,942	(868,942)	-	-
Net (Outgoing)/Incoming Resources					
Before other recognised gains/losses	(89,527)	-	967,533	878,006	(626,456)
Other recognised gains and losses:					
(Loss) Gain on investments	-	-	(106,133)	(106,133)	64,420
Net movement in funds	(89,527)	-	861,400	771,873	(562,036)
Total funds/(deficits) at beginning of year	27,150,717	(12,615,977)	33,697,697	48,232,437	48,794,473
Total funds/(deficits) at end of year	27,061,190	(12,615,977)	34,559,097	49,004,310	48,232,437

DIRECTOR: MR D. CASHMAN

DIRECTOR: MR P.O'TOOLE

DATE: 08/05/2019

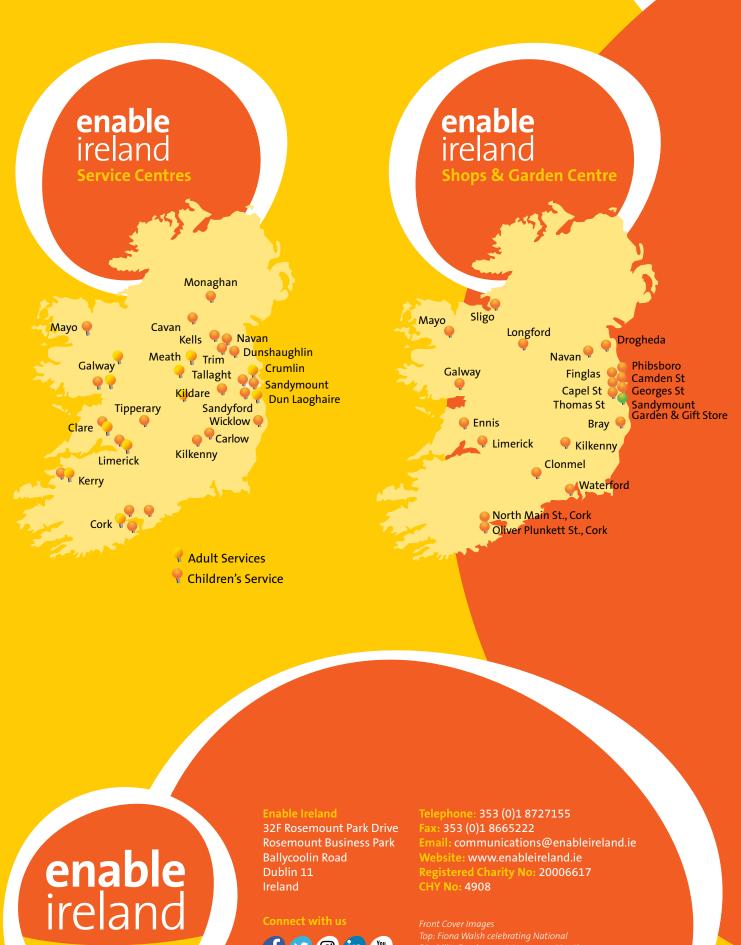
BALANCE SHEET AS AT 31 DECEMBER 2018

	2018	2017
	€	€
ASSETS EMPLOYED		
Fixed Assets	51,036,519	46,353,640
Investments	1,951,485	2,057,618
	52,988,004	48,411,258
CURRENT ASSETS		
Stocks	160,056	177,584
Debtors	4,031,376	4,463,092
Cash at bank	866,785	4,946,156
	5,058,217	9,586,832
CURRENT LIABILITIES		
Creditors	(4,989,333)	(5,532,559)
Creditors Restricted	(442,130)	(216,523)
	(5,431,463)	(5,749,082)
NET CURRENT (LIABILITIES) ASSETS	(373,246)	3,837,750
TOTAL ASSETS LESS CURRENT LIABILITIES	52,614,758	52,249,008
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR		
Long Term Bank Loans	(3,610,448)	(4,016,571)
NET ASSETS	49,004,310	48,232,437
FINANCED BY		
Restricted Services Fund	(12,615,977)	(12,615,977)
Restricted Capital Fund	27,061,190	27,150,717
Unrestricted Development Fund	34,559,097	33,697,697
TOTAL FUNDS	49,004,310	48,232,437

The directors approved and authorised the financial statements for issue on 8th May 2019

D. Cashman DIRECTOR: MR D.CASHMAN

P. O'Toole DIRECTOR: MR P.O'TOOLE



Disability Services Life With No Limits



Front Cover Images Top: Fiona Walsh celebrating National Disability Employment Awareness Month; Bottom: Lily Starrs Murray (age 6) enjoying the Enable Ireland Beyond Boundaries garden at Bloom in the Park.