The Digital Arc: Evaluation of Enable Ireland's Virtual Service
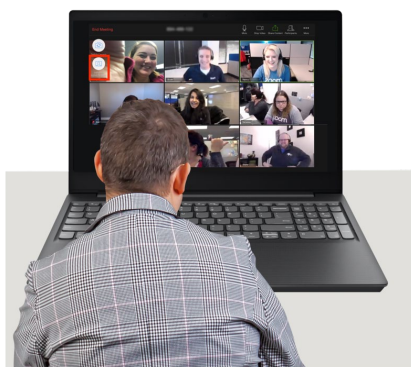
Easy Read

March 2025

What?

What is the Virtual Service?

Enable Ireland has a **Virtual Service** that supports people with disabilities.

This service allows people to **meet online, learn new skills, and connect with others.**

The Virtual Service started in **2020 during the COVID-19 pandemic** and has continued to grow.

What is the Virtual Service?

It helps people feel **included, independent, and able to advocate for themselves.**

The Digital Arc report reviewed this Virtual Service.

What?

Our Research Report

Why?

Why is the Virtual Service important?

More choice

People can take part from home or other places.

More independence

People can learn skills and work online.

More inclusion

The service helps people connect across Ireland.

Why?

Why is the Virtual Service important?

More advocacy
People can speak up and take part in decision-making.

More employment
12 Virtual Service Support Workers with disabilities now have jobs in the service.

Who benefits from the Virtual Service?

The Virtual Service helps many people, including:

People with disabilities who need an accessible way to join activities.

People living in rural areas who may not have transport to services.

Who benefits from the Virtual Service?

People who cannot travel because of health, weather, or other reasons.

Families and carers who see their loved ones happier and more independent.

What does the Virtual Service offer?

What?

The Virtual Service offers many activities, including:

Learning new digital skills (like using technology, creating videos, and running online events).

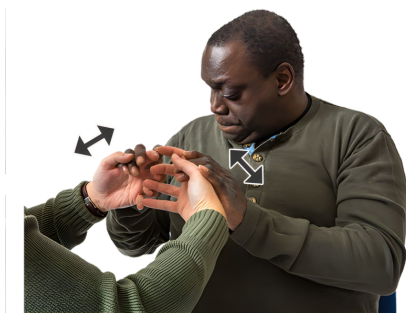**Advocacy and self-advocacy** (helping people speak up for their rights).

What?

What does the Virtual Service offer?

Social activities (meeting friends, joining discussions, and staying connected).

Employment opportunities (people with disabilities can work as support workers).

How has the Virtual Service helped people?

How?

The report found that people who use the Virtual Service feel:

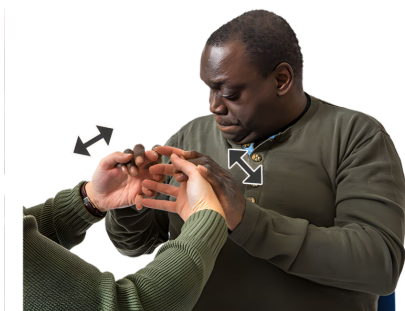**More confident**
Learning new skills helps people feel good about themselves.

More connected
People make friends and build strong relationships.

Connect

How?
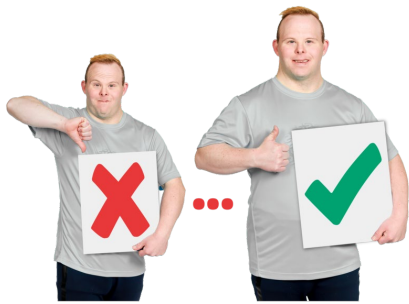
How has the Virtual Service helped people?

More independent
People can take part in work and advocacy.

Happier and healthier
People feel included and supported.

Challenges and areas to improve.

The report also found some challenges that need to be fixed:

Funding is not secure
More money is needed to keep the Virtual Service running.

Technology support
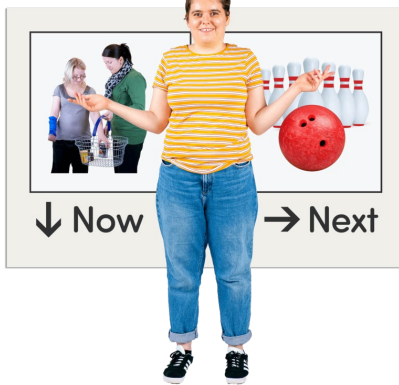Some people need better access to devices and internet.

Challenges and areas to improve.

Fair employment
Virtual Service Support Workers need equal pay and benefits.

More awareness
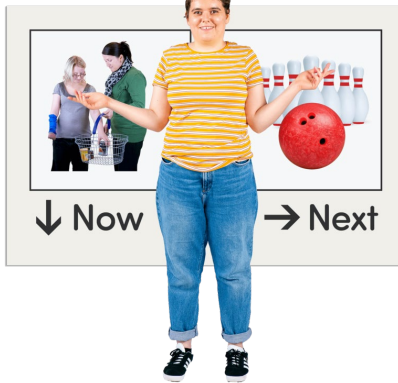Some people and staff do not know about the Virtual Service.

What should happen next?

The report recommends that:

The Virtual Service should continue
It is valuable and helps many people.

More funding should be found
This will help the service grow.

What should happen next?

More people should be able to join
Especially those in rural areas.

Better technology support
Make sure people have the right equipment.

Summary:

The **Virtual Service** helps people with disabilities live more **independent and connected lives.**
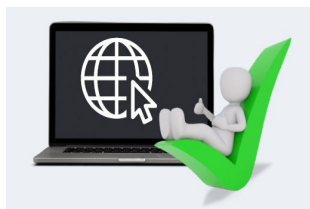
It is an **innovative** way to offer services and creates **new job.**

More funding and awareness are needed to **keep the service running and growing.**

The **Digital Arc** shows that the Virtual Service is **successful and should continue.**

Useful Links

Enable Ireland Virtual Service: https://enableireland.ie/services/adult-services/virtual-adult-service

Enable Ireland Website
[Enable Ireland | Taking Action on Disability](#)

The Digital Arc, Developmental Evaluation of the Virtual Service in Enable Ireland [LINK](#)

Created by [Enable Ireland's Virtual Adult Service LINK](#).