

***Welcome to National Federation Newsletter
Issue 35 – Winter 2011***

Seasons Greetings



As we approach the festive season we would like to take this opportunity to wish all National Federation members and people who avail of intellectual disability services a very happy and peaceful Christmas!!

We would like to thank all of you who gave of your time throughout the year and contributed to the work of the National Federation through your involvement as Board, Sub Committee, and Working Group, members, also to volunteers and those who supported the National Federation in so many other ways.

Nollaig Shona agus Athbhliain Faoi Mhaise Daoibh

Budget 2012 – Disability Services

The National Federation of Voluntary Bodies would like to acknowledge the whole of Federation approach in respect of our Budget 2012 Campaign which saw all member organisation's contacting their local elected Government TDs and highlighting our 7 key messages as follows:

Key Messages:

1. The cumulative 10% cut in the intellectual disability budget already made has been met by reductions in administration, management and non-pay costs. There is no more scope for savings here. The 'low hanging fruit' has all been harvested.

2. While budgets have decreased, services have increased. Voluntary organisations are now doing more with less. As the population expands, the demand for services continues to grow. It cannot continue to be met with reduced resources.
3. Service providers have done everything possible to prevent cuts impacting on individuals with intellectual disability and their families. More cuts will make it impossible to protect all frontline services in future.
4. Strict implementation of the moratorium on recruitment of frontline staff is having a devastating impact on the ground.
5. Agencies providing services to people with intellectual disabilities are close to breaking point. Further cuts could be that point. Irish society and taxpayers are proud of the improvements in intellectual disability services. There can be **no going back**.
6. If there are no more cuts, the voluntary organisations will work in partnership with Government and HSE to ensure that even though the necessary resources will not be available, every effort will be made to respond to emergency requirements regarding school leavers, residential services and early intervention in 2012.
7. If there is **no going back on the pre-election pledges** of both government parties to protect services to people with intellectual disabilities, the service providers will not be found wanting. They will continue to do more with less.

The Minister of State, Ms. Kathleen Lynch, T.D., in her Budget Press Statement noted the challenges facing the disability services as a result of reduced resources in 2012. As members are aware an efficiency saving of 2% is being applied to the budget for disability services in 2012 and services will also have to make provision for savings in employment and procurement costs, up to a maximum of 1.5%. The precise levels of savings to be agreed with individual service providers within the context of the HSE's service planning process and in accordance with agreed criteria. It was noted that savings arising from employees availing of the Government's Early Retirement Scheme can be considered part of the overall savings requirement.

National Federation of Voluntary Bodies' New Sub Committee Structure

As members are aware, the National Federation of Voluntary Bodies recently completed a major strategic review, including a full review of our Memorandum & Articles of Association. The outcome is a re-structuring of the National Federation which now gives us five new Area Federation Committees and a newly elected Board of Directors. We also developed a Strategic Plan to cover the period 2011 – 2014.

An important part of the strategic review was an analysis of the role and function of the National Federation's many Sub Committees and Task Groups. Our Board of Directors acknowledged the critical role played by our Sub Committees in furtherance of the National Federation's aims and objectives. In particular, the Board expressed its appreciation to all members of the Sub Committees who gave of their time and expertise voluntarily. However, it was felt that the number of Sub Committees had

grown to such an extent that the servicing of them, including the provision of appropriate administrative support, had become very problematic, particularly having regard to the reduced resources of the Federation Secretariat office.

It was decided that in early 2012 the number of our Sub Committees would be reduced to four in number. Therefore, where there are meetings planned to discuss work in progress, these should go ahead with a view to finalisation of the work undertaken.

Each new Sub Committee will be chaired by a member of our Board as follows:

<u>Sub Committee</u>	<u>Chairperson</u>
■ HR, Training & Development	Ms. Patricia Doherty, St. Michael's House
■ Implementation of National Policy	Mr. Christy Lynch, KARE
■ Quality & Standards	Mr. Bernard O'Regan, Western Care Assoc.
■ Finance	Mr. John Hannigan, Sunbeam House Services

In the past we had Sub Committees for example in the areas of Community Participation & Inclusion, Vocational Training & Employment and Education, in future these issues will be considered by our Sub Committee on Implementation of National Policy which has the facility to establish Task Groups to consider issues which require urgent attention.

The Board would like again to thank all Sub Committee members for their participation on, and contribution to the work of, our Sub Committee over the past while which is very much appreciated.

We will of course be seeking nominations to participate on our new committees and will be writing separately in this regard to our five Area Federation Chairpersons.

Real Life Connections Guide presented to President Michael D. Higgins

To mark UN International Day of Persons with Disabilities, the Real Life Connections group from the National Federation of Voluntary Bodies presented President Michael D. Higgins with the *Real Life Connections* Guide in Áras an Uachtaráin on Friday, 2nd December, 2011. In his inaugural speech President Higgins eloquently articulated his vision of a radically inclusive citizenship where everyone is treated with dignity and respect and is an active, contributing participant in society - a 'people first' society where every person's abilities and talents are acknowledged as included



L-R: Brian O'Donnell, President Michael D. Higgins, Richard Collins, Anne Marie McDermott (presenting President Higgins with Real Life Connections Guide), Joe McGrath

citizens. Heartened by this empowering vision for a 21st Century Ireland the National Federation wanted to contribute in its own small way to its realisation through its work on Real Life Connections - supporting people with intellectual disabilities to have real lives in their own local community.



Left-right - President Michael D. Higgins, Richard Collins, and Joe McGrath

The Real Life Connections group is made up of people with intellectual disabilities and staff from services. The aim of the guidance document is to carefully consider how each person who avails of intellectual disability services can be supported to connect with their own community and have positive valued social roles within their community. Brian O'Donnell, Chief Executive of the National Federation said: "President Higgins is a staunch defender of human rights and a strong advocate of the rights of persons with disabilities to be included as equal citizens and we are honoured to present him with this guide towards inclusive citizenship." The guidance document is accompanied by a DVD, where a young woman shares her courageous and life-affirming journey from residential living to living and engaging as an active citizen in her own community.

In developing this guidance document the group considered the essential elements to a good life that lead to a sense of belonging for all of us: family; friends and relationships; people you can rely on; valued social roles; education: paid employment; hobbies and interests; respect and dignity; health and wellbeing; a home of your own, and; a chance to contribute to the world you live in. Great care and attention focused on fostering good community connections and the importance of real meaningful relationships in people's lives. Intellectual disability services were encouraged to focus on the resources and assets in their own local community in supporting people who avail of their services to have ordinary, everyday lives. The group agreed that to be truly included in your community, it is not just enough to be physically present; you need to be actively engaged and contributing to your community. Your community should be a place where you feel you truly belong and where you can fully flourish.

For further information on Real Life Connections, please contact: Maria Walls, Director of Research & Policy Development, National Federation of Voluntary Bodies maria.walls@fedvol.ie

Sharing Innovative Learning Event

“Effective Participation in the Decision Making Process”



The National Federation of Voluntary Bodies hosted a Shared Innovative Learning Seminar entitled: **“Effective Participation in the Decision Making Process” in October**. The main aim of the event was to promote effective ways of enabling participation in decision making by people supported by National Federation members in the personal decisions, within the organisation in the design and organisation of services in their community and nationally. The day was led by Rob Greig from the UK. Rob has been Chief Executive of the NDTi since May 2008. There was a strong participation from self-advocate projects included in the presentations.

The event focused on the right to participation that is strongly set out in Article 4.3 of the Convention on the Rights of People with Disabilities. Rob Greig gave detailed information of the advocate and family platforms that were developed to support the implementation of the *Valuing People Now* in the UK. Each region had a platform of advocates who were supported and resourced. This involved the appointment of a Co-Director in his role of National Director. The focus is on supporting people to have meaningful engagement and the right to be involved. The idea of a National Platform of self-advocates in Ireland emerged during the discussions on the day. A range of issues for further consideration emerged in how to support such involvement in Ireland. The presentations on the day, which had strong participation from self-advocate, gave examples of how involvement is being progressed.

All [presentations](#) for this event and all Shared Innovative Learning Events can be downloaded on our website www.fedvol.ie



Rob Greig during Roundtable Discussion with delegates at Decision Making Event

Supporting Citizenship through Individualised Supports Conference

The National Federation of Voluntary Bodies and the Centre for Disability Law and Policy (NUIG) jointly hosted a conference on individualised funding (3rd & 4th November 2011). This conference, entitled: "More Choice, More Control" - Supporting Citizenship through Individualised Supports had the specific aim of creating space for useful discussion and exploration with key international speakers on how to make the change to individualised supports a reality. The keynote speakers were Brian Salisbury, Director of Strategic Planning, Community Living British Columbia, Canada, Martin Routledge, Head of Operations of *In Control*, UK, and Pat Fratangelo, Onondaga Community Living, Syracuse, USA.



Madeleine Clarke (Genio) Christy Lynch (KARE), Marie Wolfe (Self Advocate) Pat Fratangelo (Onondaga Community Living, Syracuse, NY) and Brian Salisbury (Community Living British Columbia, Canada)

Brian Salisbury began by asking "How will what each of us does, thinks, or proposes enable individuals and their families lead a life that everyday citizens would regard as inclusive and meaningful, and which they have real control over? The British Columbia system aimed to achieve Individualized Funding as a legitimate option for individuals and families;

Individual and family involvement in system governance and a changed culture from needs based to citizen based. It aimed at encouraging and supporting innovation and individually tailored solutions; setting up tax relief for families, ending wait lists; and seamless supports from childhood through adult life. The key concepts underpinning the British Colombia approach are:

- Being included in and contributing to the fabric of community enhances quality of life;
- Opportunities for inclusion and contribution are further enhanced by using generic community services that typical citizens do;
- Informal supports provided by friends, families and neighbours can address emotional, psychological, social and material needs and help people gain access to the wider community.

Brian gave a detailed analysis on the challenges of introducing this new system which was complex and took time - his full [presentation](http://www.fedvol.ie) is available on www.fedvol.ie.

Pat Fratangelo spoke inspiringly about changing organisations from a menu of supports to developing the supports driven entirely by the will and preferences of the focus person. In posing the questions "can any (large) agency change?" she positively responded *Yes!!* Advising that this involves looking deeper not wider, looking beyond the already predetermined answers, learning to listen, and redistributing money. She concludes that when people are being supported in new ways this will help to teach others. Her full [presentation](http://www.fedvol.ie) is available on www.fedvol.ie

Martin Routledge gave a detailed account the personal budget journey in the UK since 2003, the positive outcomes achieved and the challenges in this journey. He focused in particular on the learning gathered from the UK experience focusing on the need to Invest in leadership (culture and capacity, professionals, people, families, user/carer led organisations), to prepare the ground in early phase and create a coalition across the sector by working with Government and other key bodies to make personalisation real. Martin also talked about the need to tackle barriers early, and to build sustainable support planning capacity (especially user and peer led), support underdeveloped elements e.g. primary prevention/social capital and other person centred approaches. His full [presentation](http://www.fedvol.ie) is available www.fedvol.ie.

Member Organisation's News

WALK with Santa and his One Horse Open Sleigh

WALK's Santa Sleigh Project is the first in a series of social enterprises designed by the Walkways Programme to create employment opportunities for people with intellectual disabilities.

The renovation of the sleigh began in August and the work was carried out on a voluntary basis by staff and service users. The sleigh is now revamped in festive red and white with bells, holly and Christmas lights. During December WALK, Walkways and Dublin City Council teamed up to



deliver the Lord Mayor and other special guests for some of the city's Christmas Tree Lighting Ceremonies. The experience of Santa, his elves and guests arriving on a one horse open sleigh brought a sense of magic to the occasion. The success of the sleigh project is due to its wonderful festive appeal throughout the community.

There was a fantastic atmosphere at all the events generated by excited children, running along the streets behind the sleigh. They chatted to Santa and had their photographs taken on the sleigh. The elves were on hand to give out sweets and lollypops to all the children. The service users, staff and family also got into the spirit of the occasion and volunteered as "Santa" and his "Elves" at the events.

Further appearances are expected before Christmas at Our Lady's Children's Hospital, Crumlin, Scoil Colm (Crumlin), South Dublin County Council's Winter Wonderland (Corkagh Park) and finishing up on Thursday 22nd December at the WALK day centre on Longmile Road, Walkinstown.

Yvette Hudson Public Relations Executive



National Advocacy Conference – Brothers of Charity Services

Over 300 people with an intellectual disability attended the Brothers of Charity Services National Advocacy Conference in the Radisson Blu Hotel on Tuesday, 15th November. The conference titled 'Our Lives, Our Future' was organised by disability advocates in Galway and participants came from all over Ireland.

There were ten presentations by people with disabilities at the conference, all of which told powerful stories about how they are pursuing a life of their choice.

Galway city man Richard Mannion captured the mood of the conference with his talk about how participation in the Blue Teapot Theatre Company and living independently has provided him with the 'life of his dreams'.



Anne Geraghty (Brothers of Charity) Christy Lynch (KARE) and Ann Mahon, Chairperson of Service Users Advocacy Council.

The conference was chaired by Donal Toolin. Delegates were addressed by Christy Lynch, Chairperson of the National Federation of Voluntary Bodies. Mr Lynch said "The conference was testimony to the abilities and capacities of people who have intellectual disability, and demonstrated that with the right supports they can participate as full and active citizens in Irish society."

The Acting Chief Executive of Brothers of Charity Services Galway, Anne Geraghty, told the conference "It is fitting that in the week following the inauguration of a President from Galway, who is taking citizenship and inclusion as the theme of his presidency, that a large group of people who have an intellectual disability is coming together in Galway to discuss those very issues."

"Get Your Voice Out There" – Co-Action West Cork's First Advocacy Conference

On Friday, 21st October, **Co-Action West Cork** held its first Advocacy conference. The conference was called "Get Your Voice Out There". Over 200 attended including Co-Action self advocates, staff and family members, and also guest speakers, Patricia Rickard Clarke, Law Reform Commissioners and Brian O'Donnell, National Federation of Voluntary Bodies



Delegates attending the CoAction Advocacy Conference

The conference was the exciting culmination to advocacy work done since Co-Action first employed an advocacy officer four years ago. Advocacy within Co-Action has been a gradual process, slowly building people's confidence and understanding of their own ability to speak for themselves on matters that are important to them. Advocates gave presentations, drama and interactive dance productions and workshops covering a wide range of topics such as independent living, relationships and sexuality and bullying. From the moment people entered the room until long after the closing address, there was an amazing sense of energy and power. The conference not only gave self-advocates a sense of their own power but also gave families and staff an awareness of advocacy and the need for change in the way services and supports are provided to people.

An important point, which came from the conference, was the powerful effect that the sharing of experiences has had in relation to the success of advocacy within Co-Action. Anita Lynch, Chairperson of the Co-Action Self Advocates Forum said, "I have been involved in advocacy in Co-Action for four years. With different people involved in advocacy it gets better all the time. By listening to others talking in groups we pick up and learn from each other, you listen to what people say and bring it back to yourself. This is what this conference is about, talking and listening and learning from each other."

It is certainly evident that what started out as a tiny whisper four years ago resounded as a shout from the roof tops on the 21st October and that this is only the beginning for our self-advocates on their individual, personal and chosen journeys into the future. We hope their voices will be a little (or a lot!) louder again next year when the conference returns, so watch this space!

Article by Emma Smith, Co-Action. Edited by Brian Donohoe, National Federation of Voluntary Bodies.

New CEO at Kerry Parents & Friends Association.

Tony Darmody retires from his post as CEO of Kerry Parents & Friends Association at the end of January 2012. Tony has worked in the Disability sector since 1966. He worked with the St. John of God Order in Islandbridge and S. Raphael's Celbridge between 1966 until he moved to Kerry in 1976 where he worked with the Kerry Mental Health Association until 1983. Following a brief sojourn in commercial work Tony was appointed as CEO of Kerry Parents & Friends Association in 1984. Since then, he has worked tirelessly to provide quality services for people with an intellectual disability in Kerry and influenced the approaches to service provision nationally. He retires after 46 years with many fond and happy memories of working with people with an intellectual disability, families and many colleagues in Kerry and throughout the Disability Sector nationally.



Marie Linehan will take over as CEO of Kerry Parents & Friends Association in January 2012. A Nurse by profession, Marie joined Kerry Parents & Friends Association in 1984. She initially worked in day and residential services and was appointed Assistant Director of Services in 2000. Marie has been a member of the Association's senior management team for the past 11 years. We wish her every success in her new post.



Supporting Persons with Intellectual Disability and Dementia: Quality Dementia Care Standards - A Guide to Practice.

The age profile of people with Intellectual Disability is changing and the number of people presenting with Alzheimer's Dementia is growing steadily and becoming a critical issue.

The experience and outcomes for people living and dying with dementia is highly dependent on, and strongly influenced by, skilled and sensitive care giving. Taking a collaborative approach with staff, families and service users the Daughters of Charity Service have developed a book of standards to guide practice that will help to frame a quality approach to supporting people with dementia within their organization.

The standards take into account that each individual with dementia is unique, and that their experience of dementia will be very individual –governed not only by their identified needs and life biography but also by their cultural values and religious and spiritual beliefs. They outline what a person with dementia and their family members/carer's can expect from the Daughters of Charity Service in terms of support and quality of care



Wally Freyne, Kate Hartigan, Sr. Zoe Killeen, Evelyn Reilly, Mary Keane, Mary McCarron

The standards are grouped under six main categories to reflect the central underpinnings of holistic person centred dementia care:

1. Appropriately Trained Staff
2. Memory Assessment Service
3. Health and Personal Care
4. Communication and Behaviour
5. Promoting Well-Being and Social Connectedness
6. Supporting Persons with Advanced Dementia

For more information please contact Evelyn Reilly CNS dementia at 01 8248658 or email evelyn.reilly@docservice.ie

Time Out Cafe in Ballinlough

The Brothers of Charity Roscommon are delighted to announce the recent opening of the Time Out Cafe in Ballinlough, Co Roscommon.



The Cafe opened on the 27th October, 2011 and is open Monday to Friday from 10am to 4pm. We support people with disabilities to run, develop and work in the coffee shop.



The Café sells a range of fresh bakery items from home-

made scones to delicious muffins along with a selection of sandwiches, warm apple-pie, snacks and freshly brewed coffees and teas.

The Cafe offers customers the chance to come in and relax while enjoying something from our extensive mouth-watering menu. Customers can avail of a computer area with full internet usage or connect to free wi-fi while they enjoy a cuppa! There is also a relaxing lounge area if you want to drop in and take time out while reading our complimentary daily newspaper. So call in if you are in the area, we would be delighted to see you.

Rebecca Martin, Geraldine McNamara & Olivia Hennigan

KARE Review of Website

KARE are currently holding a review of their website. As part of the review they are conducting a short survey to get the opinions of their website from members of the public, staff and service users. KARE wishes to gather the opinions of people who have had different types of experiences with KARE and would be grateful if you could complete the survey. Please go to www.kare.ie, a pop-up screen will appear asking to take part in the survey. Click on Yes and this will take you to the survey for your completion. Click the "Done" button at the end of the survey when you have finished to submit your response. Please complete by December 23rd, 2011.

*Lisa McDonald, KARE Online Group, Newbridge Industrial Estate,
Newbridge, Co. Kildare. Tel: 045-448700*

Why Social Inclusion Matters?

Cheeverstown's volunteer programme has been one way of helping people to become more connected within their community. Feedback from all involved is that they feel a greater sense of connection and belonging. Here are the views of one of the volunteers:

"I met Peter during the summer of last year in Cheeverstown. Since then, the two of us have been going on weekly outings. Most of the time, we go to the pub or the library and both enjoy it a great deal. Peter has very little communication abilities but has developed his own way of communicating with little sounds, signs and eye contact. He brings a smile on the face of everyone he meets on our outings. Peter gets a real kick of having people around him and saying hello to him. I really enjoy the outings as well. It is really rewarding to see Peter having a good time. I am also learning a lot. I have found that there are many more ways to communicate than by words. It requires a good deal of creativity but with patience and a willing attitude I learn more every time I "talk" to Peter. My time with



Marijke Sleven & Peter Adderley

Peter also provides me with a change to my daily routine. Our busy lives sometimes make us forget about the things that are important. A pint of Guinness in Peter's company is something I look forward to every week."

Article by Gerry O' Connor

DARA Residential Services office has moved

The new address is:
Dara Residential Services
Maynooth Road
Celbridge
Co. Kildare
www.dararesidential.ie
Tel: 01-6271484
Fax: 01-6272366



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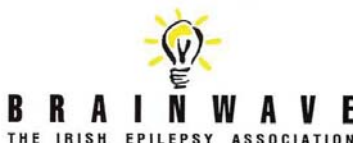
Websites and Resources

National Disability Authority launches a new eLearning tool

On Friday, 2nd December, 2011, the National Disability Authority launched a new eLearning module to train public sector staff to provide quality public services to people with disabilities. The eLearning module is available free of charge to public bodies, and allows public bodies to train large numbers of staff without paying for trainers or training venues.

The eLearning module is available online at <http://elearning.nda.ie>. It can also be provided on CD as required. The module can be used anywhere a computer with audio output is available. The training module includes a case study that follows Niall, a young man with an intellectual disability who is applying for his passport. Trainees get practical advice on dealing with customers with different types of disabilities. Assessment questions are spread throughout the training course, to help trainees to control their own learning.

Survey by Brainwave and The Irish Epilepsy Association



Brainwave, the Irish Epilepsy Association and Cardiff University are conducting an online European Survey on the experiences of those who provide support to people with intellectual disabilities who have epilepsy. This online survey will explore issues around medication, access

to appropriate clinical supports and the impact of epilepsy on quality of life. This research has been approved by the Research Ethics Committee at Cardiff University and participants should be aware that all responses are anonymous and untraceable. The information gleaned from this survey will provide valuable information to Brainwave, the Irish Epilepsy Association on future service need in this area. The survey will remain open to Irish participants to December 2011. If you wish to participate in the study please click on the link below for further information. <http://www.epilepsy.ie/index.cfm/spKey/news.brainwave/spld/94AB52B2-CE62-63F3-4454F2DE0FFD153C.html>



NCSE Announce New Booklet for Parents of Children with Special Educational Needs

Parents today can download a new publication “**Children with Special Educational Needs – Information Booklet for Parents**” which, for the first time, gives them information on the full range of educational supports available in schools for children with special educational needs.

A recent survey of parental views commissioned by the National Council for Special Education (NCSE) identified a clear need for greater availability of information for parents.

As well as giving information on the range of educational supports in schools, the booklet provides information on how a child’s educational needs are assessed and on what a child will learn at school.

Please go www.ncse.ie to view the information booklet.

HIQA Standards Training for the Residential Disability Services



The Open Training College is offering fundamental training opportunities to support staff in preparation for the implementation of the HIQA Standards.

The College offers three levels of training to suit your needs, budget and time constraints. Each level, offered **independently**, or as **part of a series**, informs participants about vital aspects surrounding the National Qualifications Standards: Residential Services for People with Disabilities. We go where the training is needed, either regionally or within your organisation.



For [more information about each level of training](#) and [to view workshop dates](#) for all levels of HIQA Standards training workshops please email Conor Murray at cmurray@opentrainingcollege.com or log on www.opentrainingcollege.com

Events & Dates for your Diary



The Irish Hospice Foundation 2012 Workshops on Loss and Bereavement

The Irish Hospice Foundation are holding a series of introductory workshops on a range of topics covering loss and bereavement. The workshops are targeted at professionals and volunteers who may wish to learn more about loss and bereavement and for those working with people who have experienced a major loss.

Location and time of workshops:

Irish Hospice Foundation Education and Bereavement Resource Centre, Morrison Chambers, 4th Floor, 32 Nassau Street, Dublin 2
9.15am - 4.15pm.

For more information and details of January to June 2012 programme please contact:

Iris Murray
Tel. 01 679 3188
Fax: 01 673 0040
Email: iris.murray@hospice-foundation.ie
Website: www.hospice-foundation.ie

NDA Conference on the 'World Report on Disability'

Date: Thursday, 19th January, 2012
Time: 9am - 1.15pm followed by a light lunch
Location: Radisson Blu Royal Hotel Dublin, Golden Lane, Dublin 8

To register click here: <https://www.surveymonkey.com/s/32GD3MC>

Our Worlds United

Our Worlds United are delighted to announce that they have secured Yannis Vardakastanis as a speaker for their 2012 event 9th September 2012 - Phoenix Park. Yannis is the President of the European Disability Forum and chairs many different Commission and Committees in several European and international disability NGOs. They are looking for volunteers so if you are interested in getting involved or would like to help – please register at www.ourworldsunited.org or come to our next meeting...

Please contact Audrey Boyle on 087 682 2030 for further information.



On occasion of the **International Day of Persons with Disabilities**, the Zero Report - a new international comparative study on the implementation of the UN Convention on the Rights of Persons with Disabilities is published. Initiated by the Austrian Essl Foundation, it is the first of its kind. The core elements of the study are indicators on social inclusion of people with disabilities, together with Good Practices and Good Policies.

Please find the Executive Summary of the Zero Report attached, meanwhile the full version is available at www.zeroproject.org

At the same website you will find soon all the information regarding our forthcoming **International Conference on "Good Policies for Disabled People"** on January 22-23, 2012, in Vienna.

Seasons Greetings



NATIONAL FEDERATION OF VOLUNTARY BODIES

Providing Services to People with Intellectual Disability

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