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A Word from the President

As President of the EPR, the Annual Report 2011 allows me to share a few thoughts on our network, as well as on some significant developments that took place in our sector during the past year. The publication and dissemination of this Annual Report at a wider scale contribute to the EPR’s strategic objective to be a relevant and recognised player in the process of modernizing the sector of disability-related health and social services. And it is also in line with the EPR’s fundamental belief in transparency and accountability towards both its members and the external stakeholders.

2011 was both the last year of the implementation of the EPR strategic plan 2009 – 2011 and the year during which the new strategic plan 2012 – 2014 was developed. The Board of Directors recognised that strategic planning allows the EPR to implement its activities in a more consistent and effective way. Moreover, the development process proved to be a good way to enhance understanding and commitment amongst the members’ directors, and conforms as such to the key principle that the members are the real drive of the EPR, rather than the organisation itself or its structures.

EPR focused in 2011 on professional development activities for the staff of its member organisations. This domain saw several innovations, such as the fine-tuning of international benchmarking and the increased use of information and communication technology (ICTs) for training and exchange of practices. The latter will definitely remain a priority during the coming years, as it meets the growing need to make international

co-operation more cost and time-effective. The system of Centre Action Plans with clearly defined activities and outcomes per member remains a unique selling point of EPR, and the main instrument to support its members to be successful, competitive and sustainable social service providers.

From a financial point of view, it should be noted that EPR managed to maintain its turnover and balanced budget during 2011, even without structural funding from the European Commission. This complies with the EPR philosophy of financial independence, and was possible thanks to increased contributions from the members, and a financial valorisation of the expertise within the EPR network. Besides, the establishment of an Internal Audit Committee strengthened the financial governance, and closely monitored the transformation of EPR into a VAT-registered association.

On 31 December 2011, my term as EPR President ended, and Angela Kerins, CEO of the Rehab Group in Ireland, was elected to take over. I am fully confident that the EPR will under her leadership continue successfully its double mission to support its members and to improve the disability and social services sector. Holding the EPR Presidency over the last two years has not only been an honour and true pleasure, it has also been a fantastic personal learning experience. I would like to thank all those who supported me during this period, and I feel confident that the future of EPR will be successful.

Bjørn Paulsen
EPR President



**Bjørn Paulsen, CEO,
Durapart AS, Norway**

Bjørn Paulsen has been for 13 years CEO of Durapart, a provider of employment and rehabilitation services to people with disabilities and other disadvantages in the South of Norway.

Before that he worked as technical manager and logistic director of Kitron – an Electronic manufacturer. Bjørn Paulsen graduated from the University of Agder as a technical engineer. While working at Kitron and Durapart, he completed courses and trainings in management, leadership, economics, brand management and strategic planning.

Bjørn Paulsen has been a member of the EPR Board of Directors since 2007, and was elected as EPR President for the period 2010-2011.

I. Strategy & Organisational Development

Implementation and review of EPR Strategic Plan 2009 - 2011

All the EPR activities performed in 2011 contributed to achieve the goals of the Strategic Plan 2009 – 2011. An in-depth evaluation of the three-year plan by the Board of Directors confirmed that it was indeed a valuable instrument for consolidation and monitoring, and to better frame EPR activities in relation to each other as well as over time. In terms of outcomes, it was agreed that most objectives were achieved, taking into account that the overall goal was to increase the growth, relevance and attraction of the EPR, and not drastically change the nature of the network.

Development of the EPR Strategic Plan 2012 - 2014

In order to ensure ownership and commitment from the directors and the members, the development of the Strategic Plan 2012 – 2014 has been a long step-by-step process of about ten months. The final Plan was approved by the EPR Board of Directors on 10 November 2011 in Athens. The EPR Strategic Plan 2012-2014 is organised around 7 pathways and 3 strategic objectives:



This progressive Plan includes brand new areas of work for the EPR, such as business development and research. The new strategy features strong initiatives to deepen the involvement of the members, in order to move the EPR on to a new phase. The primary objective of EPR remains to directly support its members, and the results of all those actions will be used to contribute to the further development of the entire disability and social services sector.

Definition of the disability and social services sector

To define this sector, we include, in addition to health services (mainly medical rehabilitation), the definition used by the European Commission (*EC COM (2006) 177 on social services of general interest*). This definition encompasses two main aspects, which are not equally relevant to the EPR's scope of work. The first aspect relates to the social security schemes and their benefits (predominantly cash benefits). The second – and most important for EPR's work – includes all essential services directly provided to the persons:

- assistance to persons faced by personal challenges or crises
- services to reintegrate disadvantaged persons into society (rehabilitation and social inclusion), and in particular into the labour market (occupational training and reintegration)
- activities to integrate persons with long-term health or disability problems
- social housing for disadvantaged citizens

EPR Annual Conference 2011

The year 2011 ended with a bang in the grandiose city of Athens, Greece with the EPR Annual Conference (10-11 November 2011) which proved once again to be the central event in the life and activities of the network. The beautiful surroundings and the outstanding commitment of the two co-organisers, the Theotokos Foundation and the Workshop Panagia Eleousa, made for an extremely enjoyable Greek event.

The conference dual programme reflected the growing number of key issues on the members' agenda, and combining two different – but equally important – themes increased the value and impact of the conference. Day 1 was dedicated to the increased interest in reintegrating young people with disabilities, and Day 2 shed light on the role of professionals in rehabilitation services.

“They are not difficult young people, but definitely people with difficulties.”

Jim R. Asphaug and
Nina M. Wang, Rehabil (AVRE)





In keeping with the usual and efficient Annual Conference format, both days were filled with a combination of keynote speeches, workshops and satellite meetings. The programme left ample space for the participants to become actively involved in discussions, with a panel debate and a round-table session. Among the speakers were high-level representatives from the Greek ministries, Yannis Vardakastanis, President of the European Disability Forum and some well-loved favourites like Fred McFarlane, Guus van Beek or Jan Spooren.

With an outstanding attendance of 150 participants from nearly all member organisations, the Annual Conference was a great platform for professionals to share expertise and meet with fellow colleagues and friends from other countries. Participants also got to experience first-hand the warm-hearted hospitality of Greece at the exuberant conference dinner, filled with traditional music and dance. A theatrical performance by Panagia Eleousa clients and staff members ended the event on a bright note.

EPR Innovation Prize

The third EPR Innovation Prize competition crowned the HeadsUp project as the most innovative practice entered in the contest, and as the one with the most added-value for the service users. HeadsUp is run by the Rehab Group, and aims to reduce the number of youth suicides in Ireland.

HeadsUp Project Manager Collette Ryan attended the Innovation Prize Awarding Ceremony, who took place in November 2011 during the EPR Annual Conference, and took the floor to highlight the successes of her project. She explained to the attendants how HeadsUp adopts an innovative approach which promotes mental health in order to interact with young people before they reach a point of crisis. HeadsUp tries to prevent youth suicide by intervening with the target group (15-24 years) as early as possible, increasing their resilience by teaching them essential life skills, highlighting where to go for help and advice, and de-stigmatising mental health. Moreover, HeadsUp actively encourages and seeks the involvement of young people in the design, delivery and promotion of the project, to ensure it meets the needs of the age category. By using new and innovative techniques, which are accessible and usable to this age group, the project is better positioned in targeting this susceptible age category.

The Innovation Prize, which started out in 2009, once again reached its objective to boost the exchange of innovative practices between the members, and showcased the invaluable and diverse expertise that can be found within the EPR network.



Satisfaction review of the members

Each year EPR members have the opportunity to express their satisfaction and/or opinion about their EPR membership and about the EPR as an organisation via a satisfaction questionnaire. The questionnaires aim to collect qualitative information and suggestions on how the EPR could improve satisfaction among its members. Their format has been approved by the Board of Directors, and the scoring scale goes from 1 (very low satisfaction) to 4 (very high satisfaction).

The satisfaction questionnaires cover 6 main topics, each including up to 5 questions:

- benefits from membership
- relevance/usefulness of members in the EPR network
- achievement of EPR's external strategic objectives
- governance and performance of the EPR Secretariat
- general evaluation.

In 2011 the response rate for all EPR members reached about 50%, with a higher participation for full members (around 70%). The scoring for the overall satisfaction about EPR membership, reached 3.5 on average. The questionnaires show that the EPR governance was especially well perceived by the members, as well as the EPR general activities, such as dissemination of information, direct support and assistance. The analysis of data shows clearly that the Centre Action Plan activities represent the biggest added value for full members (average score: 3.8). Associate members on the other hand value more the aspects related to learning, innovation and increased quality of services. Networking and international project opportunities are also largely valued by the members, with an average score of 3.5.

The questionnaires also allow for members to add suggestions on how to improve the quality of service. The 2011 survey showed that members were keen on introducing more ICT in the EPR activities, and on increasing the visibility of EPR in the countries where the members are located.

Introducing the newest EPR members



- **GREP (Kompetanseutvikling Grenland AS)** is a Norwegian rehabilitation and growth company, which offers rehabilitation, development, and monitoring of people who are entering the labour market. GREP has the largest VTA centre (permanent individually adapted jobs) of Norway, combined with a centre for health and rehabilitation, and deals with more than 1000 service users a year. GREP joined the EPR as a **full member**.



- **TBG Learning** operates from 34 sites throughout the UK and Ireland and delivers a wide range of vocational and employability trainings which focus upon the needs of disadvantaged groups in the communities it serves, particularly the long-term unemployed and people whose barriers to progress include lack of Skills for Life. TBG Learning joined the EPR as a **full member**.



- **Berufsbildungswerk Südhessen** (Bbw-Südhessen) in Germany focuses on training and vocational integration of people with disabilities and disadvantaged young people. The company boasts a workforce of almost 200 employees and an extremely high success rate in its user group in passing state recognised exams, whilst also ensuring that they are well prepared for the transition into working life. Bbw-Südhessen joined the EPR as an **associate member**.



- **Fundação AFID Diferença** serves people with disabilities, children and elderly people in Portugal. The organisation is located in the city of Amadora and currently caters for around 1300 people, 250 of which are disabled. The activities of the organisation are carried out in four different centres. AFID adopts a multidimensional and multidisciplinary approach, centred on the client by creating individual development plans, and also promotes community-based activities and intergenerational relationships. AFID joined the EPR as an **associate member**.



- **GTB** is an NGO working in the Flemish speaking part of Belgium and specialized in guidance and professional integration for persons with a vocational disability. GTB is involved at the very first step of the process by designing individual guidance contracts with each service user. It also supports their clients to find other organisations, enabling them to follow more intensive rehabilitation programmes or training. GTB sees about 10.000 clients every year, and joined the EPR as an **associate member**.



- The **Rehabilitation Centre of People with Physical Disabilities** (Mozgássérült Emberek Rehabilitációs Központja - **MEREK**) provides rehabilitation services to people with physical disabilities. MEREK is a leading Hungarian rehabilitation centre, and places integration and independence of people with physical disabilities at the centre of its programmes (medical, physical, educational, psychological, social, and vocational rehabilitation). MEREK currently offers rehabilitation services to approximately 300 people. MEREK joined the EPR as an **associate member**.

II. Professional Development

Over the years, EPR has developed a tailor-made framework for professional development: every full member of EPR benefits from a specific two-year Action Plan designed according to their needs. This concept allows for members to gain a very focused and efficient added-value from their EPR membership. Joint activities are designed to encourage member organisations to learn together and from each other, while individual activities offer specific in-house consultancy services provided to member organisations.

In 2011, EPR organised 13 joint professional development activities in the framework of the Centre Action Plans, following different formats. While seminars provide participants with new knowledge in a more traditional style, benchmarking and benchlearning activities invite participants to learn from their differences and to create synergies to develop innovation. As for learning partnerships, they offer two organisations the possibility to exchange in a more focused way on themes of common interest. Action learning activities aim at supporting participants in the implementation of centre improvement plans.

Below is an overview of the joint activities that took place in 2011:

Format	Topic		
Training seminar	Active Inclusion of young people	EU funding opportunities	Mental health and recovery
Management seminar	Engaging staff in change processes	Leadership in rehabilitation	
Benchmarking groups	ICF	EQUASS Excellence	Services to clients with acquired brain injury (ABI)
Benchlearning groups	Outcome measurement in vocational rehabilitation	Outcome measurement in medical rehabilitation	
Learning partnerships	Pathways to active citizenship in social care		
Action learning	R&D Forum	Inter-disciplinary approach in medical rehabilitation	

50% of these professional development activities were hosted by member themselves, which ensured a stronger involvement of the professionals from the host organisation and a wide range of centre visits for all participants. The average evaluation score given by participants for the joint activities reached 8.7 on a scale of 10. Each activity is carefully evaluated in order to allow EPR to improve its delivery formats.

In 2011, EPR also increased its use of Information and Communication Technologies (ICTs) with the launch of web-meetings. In addition to clear cost-saving benefits, web-meetings have proven to be an effective tool to monitor the work-in-progress of the different long-standing working groups of EPR. ICTs also successfully supported the efforts made to guarantee a quality preparation and follow-up to once-off trainings.

Tendering of social services

Johan Visser (a Dutch consultant) and Jan Spooren conducted a training seminar on tendering of rehabilitation services in Dublin, Ireland in May 2011. The training was designed for and carried out to a group of 21 managers from the National Learning Network and RehabCare. The seminar was capped off with a workshop on the situation of NLN in relation to tendering; an action plan was subsequently drafted. In-house activities made the seminar beneficial to more professionals from the organisation and allowed for an in-depth and fully tailor-made programme.

Leadership in social services

On the 16 and 17 June 2011, EPR organised its seventh Strategic Workshop for Directors in Sicily, Italy, in the beautiful resort of Taormina. 27 directors and senior managers of EPR member organisations were present to reflect and exchange experiences on leadership in the rehabilitation sector. Directors exchanged views on the role of values in leadership in rehabilitation and analysed strategies from other sectors. A particular emphasis was put on demonstrating leadership in crisis situations. The workshop was very participative with participants being asked to report on real cases they faced. The directors also had to do role plays such as facing bad press, managing internal strategic conflicts within the organisation or ensuring leadership while undergoing organisational like mergers or takeovers.

The second day of the Workshop was dedicated to the EPR Strategic Plan 2012-2014, where participants actively shared their views on the scope and membership of EPR, the type and fields of activities to be initiated, the internal organisation and processes, and the external profiling and positioning of the network. The outcomes of these discussions were then taken into consideration when drafting the new Strategic Plan 2012 – 2014.

Next to these professional activities, a social programme facilitated networking and informal exchange. A guided tour of the city of Taormina entertained the group, exploring the charming and magical atmosphere of the town.



Mental Health and Recovery



The two day training seminar, kindly hosted by INTRAS, EPR Spanish Associate Member, on the 21-22 September 2011, reflected the growing interest of EPR members for people with mental health problems. The seminar addressed the present insufficiency of specialised services throughout Europe to assist people with mental health problems, whilst highlighting the benefits that would be gained from deploying more specific methodologies based on the recovery approach.

The first day involved a review of current practices and experiences, which allowed for skills exchange. Tom O'Brien, senior psychologist at HSE/EVE Limited, a major provider of community-based vocational and psychosocial rehabilitation services in Ireland, provided participants with up-to-date expertise on recovery and facilitated the discussions between professionals.

The second day was dedicated to a visit of the highly specialised services of INTRAS, in particular the psychosocial rehabilitation centre of Zamora as well as selected pre-labour workshops, therapeutic flats and day centres. The visits enabled participants to witness first-hand the range of assistance services available and obtain more information about them.

Training Seminar on EU-funding opportunities



On 15 September 2011, 19 professionals from 15 EPR member organisations participated in a training seminar on EU-Funding opportunities, organised in the city of Leuven, Belgium. The EPR runs this seminar every two years as a way for members to stay updated on the latest developments in the relevant funding programmes.

The trainer Kerstin Weertz, a veteran EPR collaborator, shared her invaluable expertise in EU funding with a special focus on areas of interest for providers of services to persons with disabilities. Participants learnt about the latest developments on PROGRESS, Lifelong Learning, Youth programmes, and on the 7th Research Framework Programme, along with their requirements, objectives and procedures. Practical exercises helped them figure out the challenges in setting-up partnerships and answering calls, and provided them with advice and practical tips to write successful proposals.

Engagement of staff in Internal Change Processes

This two day training seminar took place in Brussels on 26 and 27 September 2011, and was attended by representatives from 6 EPR member organisations. The aim of the training was to enable participants to learn new methods and develop appropriate mind-sets and to meet the increasing demands and challenges encountered by their organisations in an ever-changing environment.

This innovative training addressed the need to renew and modernise established and well-known processes, in order to ease the burden placed upon professionals and staff alike. The session tackled the core principles to understand what change is and how it happens, and the interpretation of failures in undertaking organisational change. Participants actively contributed through presentations on their own positive and negative experiences. The importance of internal communication and the need to develop appropriate strategies to lead change were thoroughly discussed. The participants returned home with guidance for further action and met online for a follow-up discussion a few months later to address potential arising issues.

EPR, an active platform for innovative benchmarking

The benchlearning group does it again: Outcome measurement in vocational rehabilitation



The benchlearning group, which started out in 2009, strengthened its actions by renewing its commitment to develop and pilot an outcome measurement tool. The activities undertaken in 2011 therefore built upon the Quality of Life Impact of Services (QOLIS) tool developed in the previous years.

The group met two times in 2011 in addition to regular web-meetings, and gained 2 new member organisations. With 10 organisations represented, the work focused on a second and more systematic piloting phase from 2011 onwards. Next to the collection of and benchmarking on outcomes, the group made a remarkable work in developing a manual for the administration of the tool, an easy-access version of the QOLIS, and in perfecting this tool via reliability tests and constant review. Some EPR members have now started using the QOLIS in their own national networks.

Benchmarking on Services to People with Acquired Brain Injury (ABI)

Heliomare kindly hosted the initial session of this benchmarking group in its Centre, on 25, 26 and 27 October 2011. The benchmarking session focused on the current approaches used by participating organisations within their service provision to people with traumatic brain injuries. The current approaches being used incorporate the fields of medical, educational/vocational rehabilitation and social care.

The seminar was attended by representatives from 6 EPR member organisations, who have become engaged in this action as part of their Centre Action Plan. The meeting, facilitated by the expert Jan Albers, combined discussions and site visits in order to strengthen the practical approach and effectiveness of the learning process in rehabilitation. The interactive approach used during the seminar allowed participants to share experiences, methods and techniques and spurred constructive bilateral cooperation between centres.



Outcome measurement in medical rehabilitation

The benchlearning group on outcome measurement in medical rehabilitation met in Athens on 10 November 2011 to ensure activities previously undertaken were completed, to analyse the data gathered and to make further recommendations from the results obtained. The seminar resulted in the development of appropriate methodologies to compare the outcomes of medical/therapeutic interventions and to create a comparative assessment into the current practices in each centre.

The seminar also allowed the group to generate meaningful discussions on the key recommendations needed for further improvement, enabling the methods and advantages of outcome measurement to be better understood and to provide greater clarity on their use. The group will fine-tune the methodology to collect and administer data in 2012, incorporating the dimensions of etiology and location of the lesion in the outcome measurement.



Bilateral learning partnership

A small RehabCare delegation from Ireland visited Pluryn, in the Netherlands at the end of May 2011. This event was the second meeting between the key staff of the two organisations active in social care. Both delegations exchanged knowledge and information in an intensive and focused manner, and shared views on how best to measure outcomes in the social care and on how to set up and run efficient social enterprises.

III. Research & Innovation

Launch of the Research and Development Forum

Following a request from EPR members to give research and development (R&D) and innovation activities a higher priority on the EPR agenda, a survey on on-going and planned activities in this field was conducted and presented to the Board of Directors in 2010. The majority of the EPR members were already actively engaged in research and development activities, covering an impressive diversity of themes, with many potential synergies identified. R&D is a fundamental condition for innovation to flourish, and innovation in turn is a key success factor for nurturing competition and sustainability within a rehabilitation service provider.

Following this exploration phase, EPR set up the R&D forum as an open platform for research managers and researchers from member organisations to discuss the mutual interests and possibilities for cooperation in the network.

The two meetings of the Forum in 2011 shed a light on the approaches of EPR members in organising and financing R&D, including the research methods used in the rehabilitation sector. Participants explored various options for resourcing and supporting the R&D function and possible areas for cooperation. The participants produced guidelines and recommendations on how to evaluate R&D, the rationale for R&D and ways of communicating the results.

EPR Promotes Assistive Technologies and Inclusive Solutions for All

ATIS4All Thematic Network



EPR has taken part in a new and exciting European project in the field of assistive technologies: ATIS4all, a European Thematic Network partially funded by the Programme ICT-PSP (Information and Communication Technology - Policy Support Programme) of the European Commission as part of the Competitiveness and Innovation Framework Programme.

ATIS4all aims at facilitating everyone's access to the most suitable Assistive Technology (AT) or accessibility device and service according to their needs, preferences and contextual characteristics. For this purpose, ATIS4all will start and maintain an open, collaborative portal offering reliable information on AT and inclusive products and services, and cutting-edge technological trends. ATIS4all will contain Web 2.0 participation tools in order to encourage online exchange of knowledge and expertise, and the sharing of information among key actors and end users.

The project is led by Technosite, a technology and consultancy company belonging to the business corporation of the ONCE Foundation (EPR full member). The EPR was brought into the project consortium as a representative of the professionals working in the disability sector, and for its expertise in the field of research on assistive technologies, thanks to the AEGIS project. Several project partners' meetings and phone conferences took place during the year, and the ATIS4All network struck up close cooperation with several other networks, including ETNA (European Thematic Network on Assistive Information and Communication Technologies) and Cloud4All (Cloud platforms Lead to Open and Universal access for people with Disabilities and for All).

For more information about the project, visit www.atis4all.eu





AEGIS Open Accessibility Everywhere: Groundwork, Infrastructure, Standards

In 2011, EPR stepped up as a key partner for the AEGIS project consortium. In addition to the regular dissemination and testing activities, EPR was also in charge of organising the AEGIS Final Workshop and Second International Conference.

The event, entitled “Accessibility Reaching Everywhere”, took place from 28 to 30 November in Brussels. The aim was to bring together people with disabilities as well as platform and application accessibility developers, representative organisations, the Assistive Technology industry, and policy makers. The Workshop offered attendees the opportunity to try out the material created through the project to remove the barriers in accessing desktop, mobile and web applications. The International Conference programme featured presentations, workshops and keynote addresses on the scientific and policy developments in accessible technology. High-level speakers participated to the event, including Ms Helga Stevens, Senator and Flemish Member of Parliament, and Mr Paul Timmers, the Head of Unit of ICT for Inclusion in the European Commission. They were both given the honour of officially opening the AEGIS exhibition, which showcased a wide variety of products and research results.

For more information about the project, visit www.aegis-project.eu



AEGIS is an international project aiming at empowering people with disabilities, the elderly and anyone else experiencing disadvantages when using Internet services, desktop PCs or mobile devices by developing accessible and open source ICTs solutions.



Experts from EPR close the project on Vocational integration of persons with disabilities in Romania (VIP)

The three year VIP project drew to a close with the final conference in Bucharest, which took place on the 24-25 October 2011. VIP has made momentous progress over the past three years thanks to the intensive collaboration between EPR experts and Romanian professionals from three different localities.

The project was aimed at improving the integration of people with disabilities within the Romanian labour market, primarily through the review of the pre-existing legislative framework, the development of competent services and the training of professionals. The National Learning Network, the Rehab Enterprises and Pluryn demonstrated their ability to provide high-quality, focused and sustained expertise, in order to design and implement methods of vocational assessment, develop services for vocational preparation and training, employment enterprises and supported employment.

The final conference was the perfect platform to disseminate the results of the project to more than 160 Romanian providers of services to people with disabilities and representatives of local and national authorities. Stakeholders recognised the significant efforts made, lauded the lively debates, and expressed further recommendations in order to safeguard the results reached so far and to ensure the sustainability of the project. Before the conference concluded, the EPR took the opportunity to reinforce their longstanding commitment and allegiance in supporting the Romanian partners, by emphasising the continuation of their support.

This project was funded by the European Commission through the European Social Fund 2007-2013.

Active Inclusion of young people with disabilities and health problems

EPR was involved in a research project funded by the European Foundation for the Improvement of Living and Working Conditions (Eurofound). This flagship initiative covered in total 11 countries and exposed the alarming relevance of the topic, highlighting the increasing number of young people out of employment, education or training, and relying on benefits in many countries.

The research brought to light the structural challenges related to accessing social services, income, integration in the labour market and lifelong learning opportunities, but also identified a sample of 44 good practices of active inclusion.

All national reports are gradually being published on the Eurofound website: www.eurofound.europa.eu (go to Area of expertise Social Cohesion, then click on the link Active inclusion of young people with disabilities or health problems). A consolidated report on the status of active inclusion in the European Union will conclude on the outcomes of this substantial research.

Seeing the efforts made by EPR members to develop services fostering active inclusion, EPR organised on 30 and 31 May a seminar based on research carried out on behalf of the European Foundation for the Improvement of Living and Working Conditions into Active Inclusion.

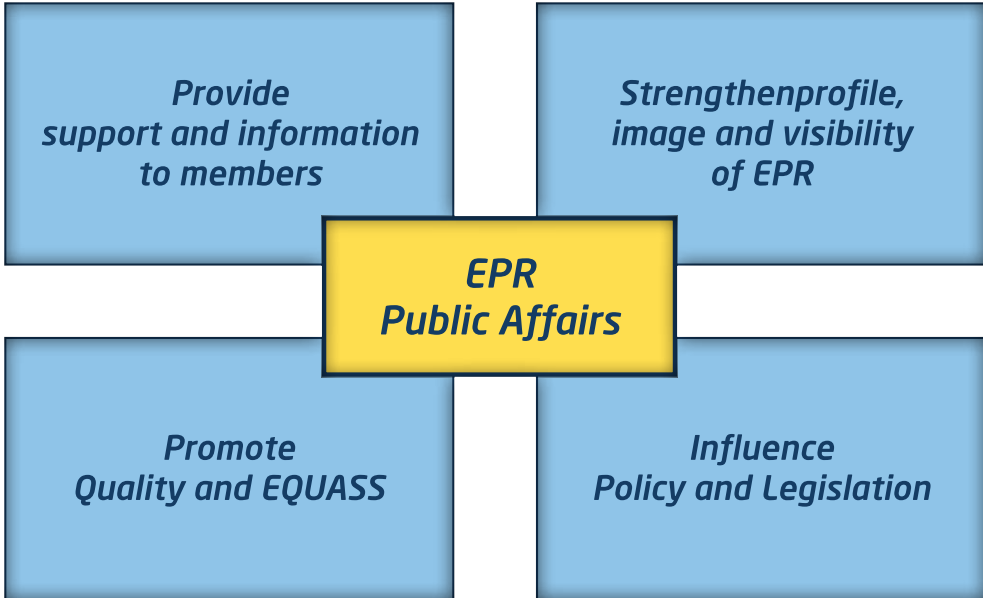
With Donal McAnaney as the trainer, 7 EPR member organisations actively engaged to learn and reflect on the meaning of Active Inclusion, and to analyse how far the criteria for good practice are being met. Participants identified challenges and successful strategies to improve joined-up services to young people and to foster effective active inclusion within their own centres.

“It seems that in many countries people with health problems move directly from special education into incapacity schemes. To identify effective strategies to tackle this trend, there is clear need to understand the reasons.”

Eurofound

IV. Public Affairs

Objectives of Public Affairs



The cross-border dimension of health and social services

On 2 March 2011, the European Platform for Rehabilitation (EPR) - in collaboration with Mrs. Frieda Brepoels, Member of the European Parliament (MEP) and of the Group of the Greens/ European Free Alliance - organised its first Dinner Debate in the prestigious premises of the European Parliament in Brussels.

The event was built around a dinner punctuated by three presentations on issues related to cross-border service provision. Each speech was followed by a short informal debate whereby participants were given the opportunity to exchange views and ask questions. Prof. Yves Jorens from the University of Ghent and Mr. Paul Kurvers from Adelante also acted as key-note speakers alongside Mrs Brepoels.

One of the conclusions reached during the evening was that service providers in the European Union increasingly have to deal with the cross-border dimension of their activities. It is therefore of great importance for service providers to acquire a better understanding of the financing mechanisms and regulatory frameworks of cross-border service provision. The newly approved Directive on the protection of patients' rights in cross-border health care as well as the reviewed EU Regulation 1408/71 on the coordination of social security systems across Europe are key instruments in this respect.



EPR co-founder of “Social Services Europe”, the largest social services network in Europe

On 12 December 2011, a new European network named ‘Social Services Europe’ was launched. The overall aim of the network is to strengthen the profile and position of social services, and to promote the role of not-for-profit social service providers throughout Europe. During the first General Assembly held in Brussels, the Presidents and Secretary Generals of seven major Europe-wide networks of not-for-profit providers of social and health care services signed the statutes of Social Services Europe. Besides the EPR, EASPD, FEANTSA, Solidar, Eurodiaconia, CEDAG and Workability Europe were also present around the table.

Social Services Europe has an important contribution to make to the overall success of the EU 2020 strategy and in addressing the social impacts of the present crisis. Major areas of concern will be the current debates around Europe 2020, the European quality framework for social services, state aid, public procurement and social innovation. It is generally recognised that there is currently a momentum where providers of health and social services can have an impact on the development of EU strategies on social services of general interest (SSGI).

“Following the increasing demand for our input in consultations and in public fora, we decided to transform our fruitful informal co-operation over the last years into a formal grouping. Pooling public affairs capacity, exchanging views and enhancing the representativeness will strengthen each of the members of Social Services Europe while respecting the own identity and agenda of all partners.”

Jan Spooren, EPR Secretary General and Board member of Social Services Europe

Key structural cooperation of EPR in Public Affairs

- EPR represents the Civil Society in the **High Level Expert Group on Disability** which gathers all EU Member States, the European Commission and the Civil Society. This group met three times in 2011 and focused on monitoring the implementation of the EU Disability Strategy 2010 – 2020 and the UN Convention on the Rights of People with Disabilities.
- EPR renewed its membership to the **European Platform of Social NGOs**, the alliance of representative European Federations and networks of non-governmental organisations active in the social sector. Within the wide thematic spectrum covered by this organisation, EPR has focused itself on social services.
- The **European Disability Forum (EDF)** launched a campaign on “Free Movement for all” in which the EPR acted as a partner. The good cooperation between the two networks was also reflected in the participation of the EDF President Mr. Vardakastanis as a key-note speaker to the 2011 EPR Annual Conference. Several bilateral meetings between the EPR and EDF also took place in Brussels during the year.
- **Rehabilitation International** (Europe) and EPR signed a letter of intent to enhance their cooperation. Concrete actions include a strengthened cooperation on professional development activities, the possibility of pooling research capacity and the participation of RI-Europe in the EQUASS Awarding Committee.
- The **Disability Intergroup of the European Parliament** organised a hearing in June 2011 on the future of the European Social Fund (ESF) in the disability sector. The main message was that the procedures and justification of the correct use of funding would be simplified. Responding to an intervention of EPR, the European Commission recognised that the use of ESF in Romania was a major problem, with as consequences a non-take up of available funds and a bureaucratic approach to payment of NGOs involved.

EPR Analytical Policy Papers

EPR intends to keep its members informed about the most relevant policy developments at EU level, and tries to analyse the impact on national or regional level. The EPR analytical policy papers published in 2011 focused on the themes of the European Disability Strategy 2010 – 2020, the impact of EC Legislation on concessions of social services and the issue of quality approaches to social services at the European level.

Apart from those analytical papers, which require substantial background research and interviews with key actors, EPR also issues monthly ‘e-bulletins’ featuring relevant news from the social services, health care and disability sectors. The bulletins provide very concise information, with links guiding the user easily to more comprehensive information.

Funding opportunities at EU-level: a growing priority

The EPR updates its members on a permanent basis on relevant funding opportunities via ad hoc “Funding Alerts” which summarise the objectives, guidelines and deadlines of each funding opportunity, and often include advice on how to apply. 20 funding alerts were issued in 2011. In addition to this standardised service, the EPR Secretariat also provided support and advice to individual members on partner search, the most adequate funding streams and project proposals.

In response to the growing interest of members towards funding issues, EPR also organised a training seminar entirely dedicated to EU-funding opportunities in September 2011. More information about this seminar is available in the “Professional Development” section.

Positioning and representation at key European events

• **EU Presidency conference on disability in Budapest (April)**

Jan Spooren (EPR Secretary General) participated as a key note speaker in the EU Presidency conference on disability which was organised in Budapest on the European Disability Strategy 2010-2020. In a session on employment for people with disabilities, EPR took part in a panel with the European Commissioner for Employment and Social Affairs (Mr. Andor) and the Hungarian Minister of Social Affairs and Inclusion (Mr. Soltesz).

• **Inter-Agency Support Group for the UN Convention on the Rights of Persons with Disabilities (July)**

Jan Spooren (EPR Secretary General) was invited by the International Labour Organisation (ILO) as a key-note speaker in a seminar on ‘Inclusive Vocational Education and Training’ organised in Geneva. Other key note speakers included representatives from the European Commission, the International Disability Alliance and some academic experts from various universities.

• **FEANTSA Conference on quality in social services in Luxembourg (October)**

EPR was invited to present EQUASS and its applicability in the sector of homeless services at the FEANTSA annual conference in Luxembourg. The EPR’s presentation showed how EQUASS could be valuable for an area as specific and challenging as the homeless sector.

• **ESF (October)**

EPR gave a key note speech at an international conference in Leuven on services to people with mental health problems. The conference was organised in the framework of an ESF project and was run by the new EPR member GTB and the University of Leuven.



“Leading change and innovation in a rights-based and market-driven disability environment”

www.epr.eu

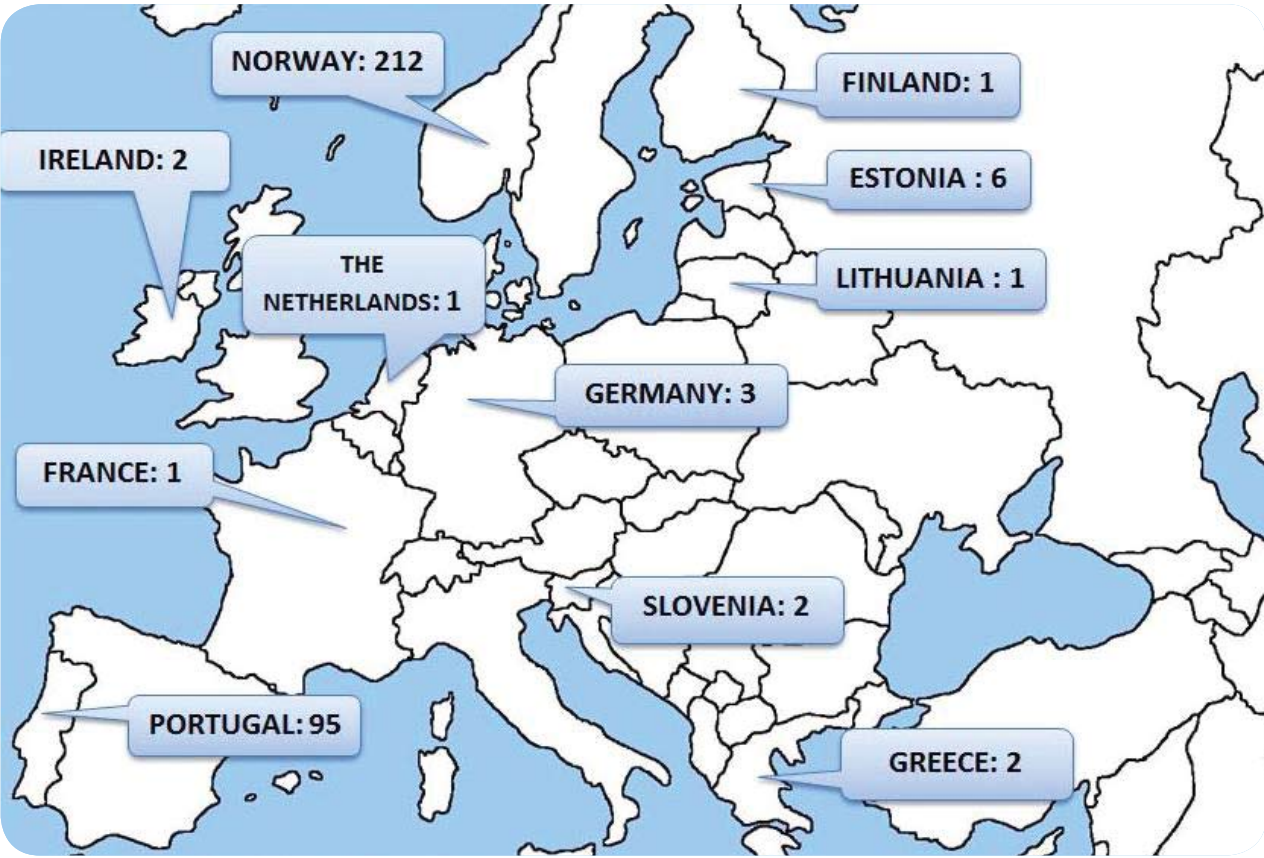
V. European Quality in Social Services



The European Quality in Social Services (EQUASS) is an initiative of EPR, and provides comprehensive services of certification, training and consultancy in the area of quality. With its multi-stakeholder approach, EQUASS aims to enhance the social service sector by engaging social service providers in quality and continuous improvement and by guaranteeing service-users quality of services throughout Europe. Since its creation, EQUASS has successfully found its place in the European market and is certifying more and more organisations every year. Service providers certified with EQUASS gain an invaluable competitive advantage and are able to distinguish themselves from other service providers with their proven quality of service provision. Through its work, EQUASS contributes to the modernisation of the social sector.

Overview of EQUASS certifications in 2011

319 new organisations were certified with **EQUASS Assurance** in 2011, which represents a total of over 57 000 persons served, and over 13 000 staff members. 7 new organisations were certified with **EQUASS Excellence** in Slovenia, France, Portugal, Lithuania, Ireland and Greece.



EQUASS Awarding Ceremony 2011

The EQUASS Awarding Ceremony was held in Athens during the Gala dinner of the EPR Annual Conference, where delicious Greek food, live music and dance were offered to the attendants. Among all the organisations certified since the last Awarding event (November 2010), 18 came to receive their EQUASS Assurance certificate, while 7 organisations received their EQUASS Excellence certificate.

The following organisations were awarded with EQUASS Assurance:

- | | | |
|---|-------------------------------------|--|
| • AS Rehabil (Norway) | • iFokus AS (Norway) | • Mølla Kompetansesenter (Norway) |
| • Astangu Vocational Rehabilitation Center (Estonia) | • Imastu Koolkodu (Estonia) | • Pluryn - REA College Nederland (the Netherlands) |
| • Berufshilfsdienst Hamm, JG-Group (Germany) | • iVekst AS (Norway) | • RehabCare (Ireland) |
| • Fretex Norge AS (Norway) | • Jõhvi Hospital (Estonia) | • Tallinn Mental Health Center (Estonia) |
| • Haapsalu Neurological Rehabilitation Center (Estonia) | • Kristiine Social Center (Estonia) | • Theotokos Foundation (Greece) |
| | • Link Arbeid kf (Norway) | |
| | • Luovi (Finland) | |
| | • MjøsAnker AS (Norway) | |

The following organisations were awarded with EQUASS Excellence:

- | | |
|--|--|
| • APPACDM Vila Nova de Gaia (Portugal) | • URI (Slovenia) |
| • C.R.M Mulhouse (France) | • Valakupiai rehabilitation centre (Lithuania) |
| • Fundação AFID (Portugal) | • Workshop "Panagia Eleousa" (Greece) |
| • National Learning Network (Ireland) | |



EQUASS trainings: overview and new format

Three auditor trainings took place in 2011 (not including projects), with two dedicated to EQUASS Excellence and one to EQUASS Assurance. The trainings took place in Lisbon, Oslo and Brussels, and were attended by a total of 35 participants.

2011 saw an evolution in the trainings format. The trainings used to last for two days but the participants' feedback, while being generally very positive, showed that the length of the training was too short. Therefore, EQUASS decided to extend the auditors and consultants training to three days, in order to make sure that participants are adequately prepared to tackle their role as auditors and consultants.

The new auditor training format offers more opportunities to exchange and to calibrate individual performances of potential auditors while giving ample space to practical training session in writing the audit report, preparing the site visit and interview techniques.

The new consultancy training format pays more detailed attention to all the implementation phases of the EQUASS Excellence and the EQUASS Assurance programmes: self-evaluation process, writing the implementation plan, supporting the implementation process, internal auditing, organising test audits and reporting and preparing the final external audit.



EQUASS Assurance and EQUASS Excellence new system

The new EQUASS system, developed in 2011 and launched in 2012, takes its origins in the voluntary European Quality Framework (EQF) for Social Services developed by the Social Protection Committee, which itself came from the Common Quality Framework (CQF) for Social Services of General Interest (SSGI), developed by the Prometheus Project.

This quality framework describes a set of domains, preconditions and principles, as well as a set of key criteria that influence the quality of social services. Based on the EQF and the CQF, the EQUASS Awarding Committee decided to adopt the new principles and quality criteria in its certification programme, so that all EQUASS certification programmes comply with these Quality Frameworks.

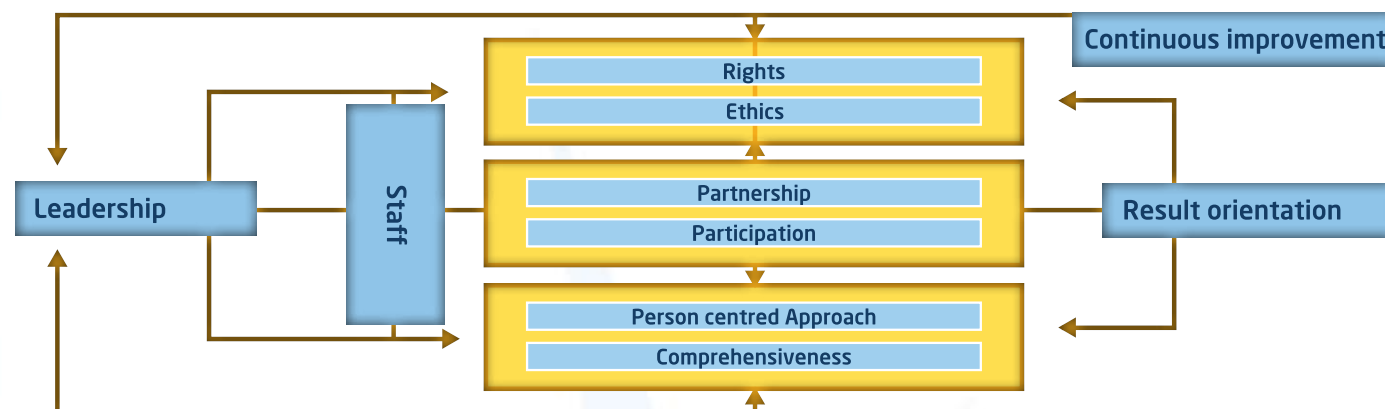
Therefore the EQUASS certification can be considered as an expression of adopting the requirements of the European Commission, and adapting to the changing demands of stakeholders and the European Commission, and the changing context in the social sector.



What are the major changes of the EQUASS 2012?

The EQUASS certification programmes will be offered at three levels:

1. EQUASS Assurance
2. Stairway to Excellence
3. EQUASS Excellence



All EQUASS certification programmes are based on the same framework: the 10 Principles for Quality and 50 underlying criteria.

In the **EQUASS Assurance certification programme**, the 50 criteria are assessed on 100 Performance Indicators for Assurance, all of which have to be met in order to receive the 2-year certification.

The **EQUASS Excellence certification programme** is assessed on a self-evaluation report in which the applicant describes its performance on the 50 criteria from the perspective of approach, deployment and achieved results. The performance of the social service provider is then evaluated and reported to the Awarding Committee.

The **Stairway to Excellence certification** is given once to those organisations that cannot provide 3 years trends in results on the 50 criteria yet. Fixed criteria for performance on approach, deployment and results will be applied for this certification. The certification is valid for 18 months.

Because all EQUASS certification programmes are based on the same 50 criteria, they facilitate and encourage a natural way of quality development and improvement in organisations for social services.

The updated programmes also include new elements taken from the latest developments on quality in the social sector. Additional issues, such as self-determination, informed choices and empowerment of service users, proximity of services, competences of staff, position of volunteers, benefits for service users, added value of partnership and stakeholders, quality of life of service users and innovation are therefore included in the new certification programmes and must be addressed properly for EQUASS certification.

ESF project in Estonia



The ESF project, which ended in December 2011, has accomplished its objectives: to pilot the EQUASS Assurance system in seven rehabilitation service providers in Estonia, to raise awareness on quality of rehabilitation services to a wider sample of sectorial stakeholders, and to build capacity for a further roll-out of the EQUASS approach on quality throughout Estonia in case of a positive evaluation.

The project was implemented by the Astangu Rehabilitation Centre in Tallinn and EQUASS expertise was provided by the secretariat. The following activities took place in 2011:

- Training events (one consultancy training and one auditor training)
- Information event and Pilot meeting in March 2011 (state of play of the EQUASS Assurance implementation in the pilot sites and awareness raising)
- Induction training for Local Licence Holder (LLH) (role and responsibilities of the LLH)
- Market Development seminar (topic: Quality and market development in the social sector)
- Audits (as a result of the project, 6 pilot sites have received EQUASS Assurance)
- Final project conference (closing and conclusions of the project)

EQUASS Benchmarking event

On the 4 and 5 October 2011, 16 participants from 11 organisations and from 5 European countries participated in the Benchmarking event organised by EPR in collaborating with the EQUASS Unit, and facilitated by Guus van Beek, EQUASS Key Expert. The participants represented various branches in the rehabilitation sector: vocational rehabilitation, vocational training for persons with a disability and residential care services for disabled persons.

The objectives of the event were to allow its participants to:

- learn how to get around specific challenges of the EQUASS certification and find the most appropriate strategies to achieve goals, and share experiences with other centres complying with EQUASS quality principles.
- get insight in concrete examples and approaches to improve an organisation's practices in the areas covered by EQUASS, and ultimately improve the EQUASS score.
- be engaged in international benchmarking which is one of the EQUASS Excellence requirements.

The Benchmarking event allowed participants to discuss and share various views on benchmarking and benchlearning, the aim and types of benchmarking, the process of benchmarking and the challenges in defining common agreed Key Performance Indicators (KPI) for approaches. One conclusion was the potential future development of a dedicated EQUASS benchmarking platform.



VI. EPR Structures

Board of Directors

The Board of Directors is the decision-making body of EPR. Its main task is to supervise all EPR activities and to set the strategic, financial and organisational framework of EPR. The three pillars report on their activities to the Board of Directors and work within the framework that has previously been decided upon. The Board consists of the Chief Executives/Directors of all full members.

In 2011 the Board held four meetings to discuss and approve EPR policies and activities in Belgium, Germany, Italy and Greece.

The Board was composed of the following persons:

Durapart AS	Bjørn Paulsen, EPR President
Adelante	Jean-Paul Essers
A2G	Sigurd Gjertsen
Centre de Réadaptation de Mulhouse	Bernard Barthe
Centro de Reabilitação Profissional de Gaia	Jerónimo de Sousa
Fretex AS	Thor Fjellvang / Trine Gjermundbo
Fundación ONCE	Sabina Lobato
Heliomare	Frits Wichers
Institute for Rehabilitation-Republic of Slovenia	Robert Cugelj
Josefs-Gesellschaft	Manfred Schulte
Luovi Vocational College	Tarja Mänty
National Learning Network	Frank Flannery
Pluryn	Tessa Zaeyen
RehabCare	Angela Kerins
Stiftung Rehabilitation Heidelberg	Jörg Porath
TBG Learning	Andrew Conlan-Trant

Executive Committee

The Executive Committee is a sub-group of the Board of Directors whose main responsibilities are to prepare policy decisions for the Board and to oversee the activities of the secretariat. Board members are also welcome to attend meetings of the Executive Committee. The Committee met four times in 2011.

The 2011 Executive Committee was composed of the following persons: Bjørn Paulsen (Durapart, Norway) as the President, Angela Kerins (RehabCare, Ireland) as the incoming Vice-President, and Jean Paul Essers (Adelante, The Netherlands), Frank Flannery (NLN, Ireland) and Jerónimo de Sousa (CRPG, Portugal) as additional members.

Centre coordinators

All full and associate EPR members have a centre coordinator who acts as the direct link between EPR and its member organisations. Centre coordinators disseminate EPR information throughout their organisation and are active in implementing the decisions taken by the Board of Directors. Their double mission includes generating inputs from the centre in EPR initiatives and ensuring maximum return on investment via dissemination of EPR results and products. The coordinators have two plenary meetings a year and hold additional bilateral meetings in the margin of other EPR activities they attend. They have the following responsibilities:

- Managing contacts and exchange of information between the Directors, all levels of the centre, the EPR secretariat and other centres of the EPR
- Implementing at centre level the decisions taken by the Board of Directors
- Generating ideas and fostering a proactive attitude within the EPR
- Coordinating the organisation of EPR meetings hosted in their centre, including the EPR Annual Conference

The EPR coordinators met twice in 2011 (March and September) in the Brussels Secretariat and in Leuven. The meetings were a great opportunity to discuss on-going and forthcoming activities in EPR, as well as to address the internal functioning of the network.

The following persons acted as EPR coordinators in 2011:

ORGANISATION	COORDINATOR(S)
A2G	Wenche Iren Warberg
Adelante	Paul Kurvers
Association of Vocational Rehabilitation Enterprises	Paal Haavorsen
Astangu	Marika Hass and Keiu Talve
Centre de Réadaptation de Mulhouse	Jean-Claude Schrepfer
Centro de Reabilitação Profissional de Gaia	Andreia Mota and Ana Pinto
Comitato Regionale Lombardo AIAS	Gaetano Santocito
Durapart AS	Grete Kristiansen
Fretex AS	Ingvald Hansen
Fundación ONCE	Virginia Carcedo Yllera
Heliomare	Frank 't Hart
Josefs-Gesellschaft	Nina Louis
Institute for Rehabilitation-Republic of Slovenia	Jurij Svajger
LOS	John Anderskou
Luovi Vocational College	Mari Kontturi
Momentum	Nicky Neilson
National Learning Network	David Muldoon
Panagia Eleousa	Mina Kyziridi and Efi Karaiskou
Pluryn	Cees Jonkheer
RehabCare	Laura Keane
Stiftung Rehabilitation Heidelberg	Renate Bauder
Theotokos Foundation	Alexandra Roussou
Valakupiai Rehabilitation Centre	Rasa Noreikytė and Grita Kriauciunaite
Veneto Investimenti Sociali	Valentina Danese

EPR Secretariat

The EPR secretariat is the main unit responsible for the development and implementation of the network's activities. Based in Brussels, it acts as the interface with EPR member organisations and with external stakeholders. The Secretariat is composed of a core team of staff members and benefits from the additional expertise of external consultants.

The members of the EPR secretariat speak most major European languages: English, French, German, Spanish, Italian and Dutch.

Based in the heart of the European quarter in Brussels, the Secretariat office provides its staff member with a pleasant and functional working space. The office includes a fully equipped meeting room, used for many EPR management meetings and available to all EPR member organisations who wish to host an event in Brussels."

The EPR Secretariat is located in Rue de Spa 15, B-1000 Brussels, Belgium.

The following persons were part of the EPR Secretariat in 2011:

Jan Spooren
Secretary General

jan.spooren@epr.eu



Claude Delfosse
Project Coordinator

claudedelfosse@epr.eu



Laurence Meuret
Financial/Office
Administrator

laurence.meuret@epr.eu



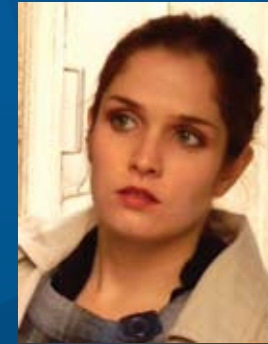
Sarah De Roeck
Financial/Office
Administrator
(until May 2011)

sarah.deroeck@epr.eu



Julie Buttier
Communications/PR Officer

julie.buttier@epr.eu



Clare Sturla
Project Assistant

clare.sturla@epr.eu



Marie Dubost
EQUASS Coordinator

marie.dubost@epr.eu



Guus van Beek
EQUASS Key Expert

equass@xs4all.nl



Jonathan Coyle
EPR and EQUASS Intern
(from April to September 2011)

intern@epr.eu



Dimitri Fatralis
IT Expert

sysadmin@epr.eu



Donal McAnaney
Senior Expert

donalmcananey@gmail.com



Jan Albers
Senior Expert

albers.jan@home.nl



VII. Financial Information

Item	Budget	Results (in Euro)
Revenues	821618	932776
Membership fees	385000	399500
Consultancy activities	282390	291511
Projects	148228	217474
Interests	500	1728
Extraordinary income	2000	20135
Staff tax refund	3500	2428
Expenses	818015	925099
Staff costs	358810	336553
Office costs	107058	123166
Operational costs	331347	422423
Depreciations	20219	18412
Bank fees	500	823
Contingencies	81	23722
Balance	+3603	+7677

Internal Audit Committee

In an attempt to strengthen its governance model, and as the financial transactions of EPR were becoming more complex over the years, EPR decided in 2011 to set up an Internal Audit Committee. This Committee met four times during the year, and was composed of three Board members:

- Jean-Paul Essers (Adelante) (chair)
- Robert Cugelj (URI)
- Jörg Porath (SRH Neckargemünd)

On behalf of the Board, the Internal Audit Committee controls the budget, provides general advice regarding the budget cycle, and performs internal controls prior to external audits. It also monitors the provision of information on EPR finances and the implementation of the recommendations of the independent auditor.

EPR became as of 1 January 2011 a mixed VAT liable organisation (BE0864.922.670).

VIII. Membership

Description of members

Full members



A2G (formerly known as ÅstvedtGroup) is a Norwegian group of vocational rehabilitation enterprises and a member organisation of the Association of Vocational Rehabilitation Enterprises (AVRE). It provides on-the-job training in its own business units, but the external non centre-based training represents 25% of its vocational rehabilitation capacity. A2G is a leader in the use of new technology for around 1,200 persons with vocational disabilities.

A2G
P.O. Box 173, 5876 Bergen, Norway
Director: Sigurd Gjertsen
Tel: +47 55 536 700
Fax: +47 55 536 790
E-mail: wiw@a2g.no
Website: www.a2g.no



Adelante (formerly known as Rehabilitation Foundation Limburg) is an expert in health rehabilitation, audiological care, special education for children with physical or multiple disabilities and vocational rehabilitation. It supports children and adults in restoring their health and achieving maximum participation in society in spite of their disabilities due to a disease, illness or accident. Involvement of family and friends is essential in achieving the clients' goals. Besides its service provision task it also invests in the development and dissemination of knowledge through scientific research, education, training and innovation.

Adelante
Zandbergsweg 111, 6432 CC, Hoensbroek, The Netherlands
Director: Jean-Paul Essers
Tel: +31 45 528 22 03
Fax: +31 45 52 82 009
E-mail: P.Kurvers@adelante-zorggroep.nl
Website: www.adelante-zorggroep.nl



Centre de Réadaptation de Mulhouse is one of the largest centres in France for vocational rehabilitation. It provides functional and professional rehabilitation mainly for adults with spinal cord injuries, brain injuries, hemiplegics, orthopaedic and rheumatological diseases.

Centre de Réadaptation de Mulhouse (CRM)
57 Rue Albert Camus, 68093 Mulhouse Cedex, France
Director: Bernard Barthe
Tel: +33 3 89 32 46 46
Fax: +33 3 89 43 55 76
E-mail: jean-claude.schrepfer@arfp.asso.fr
Website: www.arfp.asso.fr



Centro de Reabilitação Profissional de Gaia in Portugal strives for excellence in service provision, aiming to fulfil the needs and expectations of clients and other stakeholders, through continuous innovation and improvement. It provides a comprehensive range of services, namely: rehabilitation and reintegration of people with acquired disabilities; technical support to employers; support in the youngsters' transition from school to professional life; and consultancy to national authorities, employers, and other disability-related social services providers.

Centro de Reabilitação Profissional de Gaia (CRPG)

Av. João Paulo II, 4410-406 Arcozelo, VNG, Portugal
 Director: Jerónimo de Sousa
 Tel: +351 22 7 537 718
 Fax: +351 227 629 065
 E-mail: andreia.mota@crpg.pt
 Website: www.crpg.pt



Durapart AS was founded in 1971 and is located in the city of Arendal and Risør in the southern part of Norway. The company is a non-profit organisation and is owned by the nearby municipalities to which it provides a spectrum of rehabilitation services. Durapart's vision is to be the first choice for people who want to return to work. Durapart is a member of AVRE in Norway.

Durapart AS

Bedriftsveien 9, P.O. Box 1653 Stoa, N-4857 Krøgenes, Norway
 Director: Bjørn Paulsen
 Tel: +47 97 14 34 16
 Fax: +47 37 05 65 01
 E-mail: grete.kristiansen@durapart.no
 Website: www.durapart.no



Fretex Norge AS, established in 1905 and a member of AVRE, is a social enterprise providing vocational services to unemployed people, socially disadvantaged groups such as immigrants, prisoners, elderly, and people with disabilities. Through its activities, Fretex is a major contributor in the field of recycling in Norway.

Fretex Norge AS

Torneroseveien 7, 4315 Sandnes, Norway
 Director: Trond Ivar West
 Tel: +47 51 95 13 00
 Fax: +47 51 95 68 81
 E-mail: Trine.Gjermundbo@fretex.no
 Website: www.fretex.no



Fundación ONCE (21 companies in 70 centres) was set up to improve the conditions of people with disabilities in Spanish society. The fundamental aims of Fundación ONCE are training and job creation for people with disabilities, the elimination of architectural and communication barriers, and cooperation with other institutions.

Fundación ONCE

Y.Bernardino, Obregon, 26, 28012 Madrid, Spain
 Director: Sabina Lobato
 Tel: +34 91 506 88 88
 Fax: +34 91 539 34 87
 E-mail: vcarcedo@fundaciononce.es
 Website: www.funadiononce.es



GREP or Kompetanseutvikling Grenland AS was founded in 2008, by a merge of 6 local providers of vocational rehabilitation and adapted work. GREP is located in Grenland, in the east-southern part of Norway. The company is a non – profit organisation, and is owned by the nearby municipalities to which they are providing their services. The highly qualified workforce of 205 employees provides assessment, educational and vocational training to approximately 1200 people each year. Moreover GREP is a member of AVRE, the Norwegian Association of Vocational and Rehabilitation Enterprises.

GREP

Postboks 1603 Down Town - 3902 Porsgrunn, Norway
 Director: Thor Fjellvang
 Tel.: +47 93 02 50 25
 Fax: +47 35 55 92 74
 E-Mail: Thor.Fjellvang@grep-as.no
 Website: www.grep-as.no



Heliomare was established in 1932 and has about 1.600 employees and more than 30 locations throughout the province of Noord-Holland in The Netherlands. Heliomare supports clients with a physical or multiple disability, TBI or autism. Heliomare offers programmes of medical and vocational rehabilitation, special education, independent living programmes and training, daily occupation, sports and R&D. It strives to offer these diverse services in a well-coordinated manner.

Heliomare

Relweg 51, 1949, EC Wijk aan Zee, the Netherlands
 Director: Frits Wichers
 Tel: +31 251 75 10 20
 Fax: +31 25 12 88 312
 E-mail: F.t.Hart@heliomare.nl
 Website: www.heliomare.nl



The **University Rehabilitation Institute, Republic of Slovenia**, is the main national health institution offering comprehensive rehabilitation services to persons with disabilities of motor functions and work abilities. The Institute carries out rehabilitation programs and cares for the balanced development of all health and other professional branches related to the issue of rehabilitation at the national level.

University Rehabilitation Institute, Republic of Slovenia

Linhartova 51, 1001 Ljubljana, P.O. Box 3121, Slovenia
 Director: Robert Cugelj
 Tel: +386 1 47 58 252
 Fax: +386 6 11 37 20 70
 E-mail: jurij.svajger@mail.ir-rs.si
 Website: www.ir-rs.si



Josefs-Gesellschaft, established in 1904, is a large Catholic society running 24 centres nationwide. It offers a wide range of rehabilitation services and facilities to around 7.000 people with disabilities, patients in hospitals and the elderly. Josefs-Gesellschaft has approximately 5.700 employees who provide educational and vocational training and ensure suitable occupation and daily care of people with disabilities.

Josefs-Gesellschaft (JG)

Custodisstraße 19 – 21, 50679 Cologne, Germany
 Directors: Manfred Schulte
 Tel: +49 221 88 99 81 16
 Fax: +49 221 88 99 860
 E-mail: n.louis@josefs-gesellschaft.de
 Website: www.jg-gruppe.de



Luovi Vocational College is Finland's largest vocational special education institution. It offers vocational qualifications, preparatory and rehabilitative training and guidance and vocational adult education and training. Luovi also acts as a development and service centre for special needs education and plays an active role in shaping attitudes and taking initiatives in society. Luovi is a part of the Pulmonary Association Heli, which is the largest non-profit organisation for people with disabilities in Finland.

Luovi Vocational College

Nahkatehtaankatu 3, 90100 Oulu, P.O.Box 389, Finland
 Director: Tarja Mänty
 Tel: +358 40 31 93 264
 Fax: +358 88 84 85 29
 E-mail: Mari.Kontturi@luovi.fi
 Website: www.luovi.fi



National Learning Network is Ireland's largest non-governmental training organisation with more than 50 locations nation-wide catering to over 4.500 learners each year. The organisation offers more than 40 different training programmes which carry nationally and internationally recognised certification and are designed to lead directly to jobs or progression to further education.

National Learning Network

Roslyn Park Sandymount, Dublin 4, Ireland
 Director: Frank Flannery
 Tel: +353 1 20 57 276
 Fax: +353 1 20 57 232
 E-mail: david.muldoon@nln.ie
 Website: www.nln.ie



Pluryn is a Dutch organisation that provides care and support to approximately 2.000 persons with physical, cognitive, intellectual or multiple limitations. It offers support in all aspects of daily life, including education and training, in job- (re)integration, housing, domestic affairs, and personal care as well as leisure time. Pluryn has a strong focus on the self-determination of its clients.

Pluryn

P.O. Box 9002, 6560 GC Groesbeek, The Netherlands
 Director: Tessa Zaeyen
 Tel: +31 26 33 49 819
 Fax: +31 24 39 97 300
 E-mail: cjonkheer@pluryn.nl
 Website: www.pluryn.nl



RehabCare provides health and social care services to people with disabilities and the older person throughout Ireland. Underpinned by the values of person-centredness and quality, RehabCare provides these services through a range of service models, which are Resource Centres, Respite Services, Residential and supported living services, home support and outreach. RehabCare currently provides services to 2.600 people.

RehabCare

Roslyn Park Sandymount, Dublin 4, Ireland
 Director: Angela Kerins
 Tel: +353 1 20 57 398
 Fax: +35 1 20 57 282
 E-mail: laura.keane@rehabcare.ie
 Website: www.rehab.ie



The Berufsbildungswerk Neckargemünd (subsidiary of the **Stiftung Rehabilitation Heidelberg – SRH**), established in 1974 in Germany, is a company offering off-the-job vocational training for young people who need special support. The services it provides include a broad range of in-patient and out-patient measures of vocational rehabilitation, youth welfare and job placement. These services are rounded off by medical, therapeutic and psychological care.

Stiftung Rehabilitation Heidelberg (SRH)

Berufsbildungswerk Neckargemünd GmbH, 69151 Neckargemünd, Germany
 Director: Jörg Porath
 Tel: +49 62 23 89 29 83
 Fax: +49 62 23 89 21 39
 E-mail: rene.bauder@bbw.srh.de
 Website: www.srh.de



TBG Learning Limited is an independent, not-for-profit organisation. It operates from thirty four sites throughout the UK and Ireland. It delivers a wide range of vocational and employability training which focuses upon the needs of disadvantaged groups in the communities it serves, particularly the long-term unemployed and people whose barriers to progress include lack of Skills for Life.

TBG Learning

Lombard House, 145, Great Charles Street - Birmingham, B3 3LP, United Kingdom
 Director: Andrew Conlan – Trant
 Tel: +44 1212001140
 Fax: +44 0121 233 0573
 E-Mail: act@tbglearning.com
 Website: www.tbglearning.com

Associate members



AFID Diferença Foundation is a public utility institution dedicated to rehabilitation, education, training and social and professional integration of persons with disabilities. AFID promotes a wide range of activities of community support and close to home services in the areas of social assistance, infant care and senior assistance, as well as environmental care services. The Foundation aims to be a “voice” of awareness fighting against the tide of prejudice that stubbornly persists in societies even today regarding people who suffer from disability.

AFID Diferença Foundation
Quinta do Paraíso, Bairro do Zambujal -
2720-502 Amadora, Portugal
Director: Domingos Rosa
Tel.: +351 214 724 040
Fax: +351 214 724 041
E-mail: Domingos.Rosa@fund-afid.org.pt
Website: www.fund-afid.org.pt



The Association of Vocational Rehabilitation Enterprises (AVRE) is an employer and interest organisation in the field of vocational rehabilitation. AVRE represents 110 non-profit enterprises spread across Norway. These enterprises provide various types of vocational rehabilitation programmes to approximately 35.000 disadvantaged persons yearly. The secretariat is located in Oslo with 10 employees.

Association of Vocational Rehabilitation Enterprises (AVRE)
POB 5473 Majorstua, 0305 Oslo, Norway
Director: Johan Martin Leikvoll
Tel: +47 23 08 86 67
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The **Astangu Vocational Rehabilitation Centre** was established in 1995 and operates under the administration of the Ministry of Social Affairs. The function of the Centre is to provide professional training and adjustment courses along with various rehabilitation services to persons with disabilities. The main aim is to contribute to the social coping of people with special needs and to support their transfer to the labour market.

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BBW, Berufsbildungswerk Südhessen, is a vocational rehabilitation centre for young people with learning and mental disabilities and for young people with Asperger autism syndrome. The Centre, established in 1983, is based several kilometres north of Frankfurt am Main in Germany, and through its subsidiaries and its 200 employees, provides vocational support to about 600 young people with disabilities. BBW provides different services such as career guidance services, vocational

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trainings in about 30 different professions and focused support for the integration into working life. In addition, the centre provides advisory services in the field of “transition from school to work” for students with disabilities and students from disadvantaged educational and living conditions.



The **Coalition for Rehabilitation and Social Inclusion (CRIS)** from the Arad Region in Romania brings together seven Romanian rehabilitation service providers with expertise in the area of systemic therapy, counselling families of people with disabilities, person-centred rehabilitation and social work with different disadvantaged groups. The goal of CRIS is to assist its members to achieve continuous improvement on a professional level, best practice and substantial development in every aspect of the services offered to people with disabilities or other disadvantages.

Coalition for Rehabilitation and Social Inclusion (CRIS)
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Comitato Regionale Lombardia A.I.A.S., in Italy, has for mission to provide rehabilitation services to people with neurological disabilities. The A.I.A.S. group has been active in the rehabilitation and social inclusion field for the last 50 years and operates in 110 departments, ten of which are in Lombardy. Comitato Regionale Lombardo cares for about 3.000 clients in their physiotherapy, logotherapy, and occupational therapy facilities

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The **Fundación INTRAS** is a non-profit organisation founded in August 1994 by a group of professionals working in the field of research and intervention with people suffering from social exclusion due to mental health problems. It aims to develop and promote activities concerning social and socio-health assistance, training and education, R&D and awareness-raising about mental health and other disabilities. INTRAS operates a wide range of specialised services for people with mental health problems in Central Spain, around the cities of Valladolid and Zamora.

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GTB is an NGO working in the Flemish speaking part of Belgium and specializes in guidance and professional integration for persons with a vocational disability. GTB is involved at the very first step of the process by designing individual guidance contracts with each service user. GTB also supports their clients to find other organisations, enabling them to follow more intensive rehabilitation programmes or training. GTB sees about 10.000 clients every year.

GTB

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MEREK, known also as the Rehabilitation Centre of People with Physical Disabilities (in Hungarian Mozgássérült Emberek Rehabilitációs Központja, MEREK) is a national rehabilitation organisation operated by the Hungarian Ministry of National Resources. MEREK aims to promote the integration of people with physical disabilities through the provision of complex rehabilitation services based on a detailed assessment of client's individual needs. MEREK also offers temporary housing in order to improve the physical condition of clients, develop abilities for independent living and to promote inclusion in the labour market.

MEREK

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The **National Organisation of Residential Homes and Special Schools in Denmark (LOS)** counts about 650 member centres that provide services to approximately 4.200 persons. The education and other services offered by LOS are addressed to children at risk, drug abuse victims, people with various psychiatric and psychological problems, as well as to people with mental disabilities.

National Organisation of Residential Homes and Special Schools in Denmark (LOS)

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Theotokos Foundation is a private, non-profit organisation based in Athens Greece. It offers comprehensive services to children and young adults with learning and other developmental disabilities. Theotokos was established in 1954 and is partially funded by the local authority of Attica and supervised by the Greek Ministry of Health and Solidarity. Theotokos serves over 600 clients and families yearly.

Theotokos Foundation

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The **Valakupiai Rehabilitation Centre (VRC)** was established as a public organisation in 2000 in Lithuania. The mission of VRC is to provide, constantly improve and develop complex rehabilitation services for persons with a physical disability in order to develop their self-sufficiency, full-fledged participation in public life, full self-realisation and better quality of life. VRC's main services include vocational rehabilitation, medical rehabilitation, job search and employment services. Its residential sector is adapted for 49 residents and 80 out-patients.

Valakupiai Rehabilitation Centre (VRC)

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Veneto Investimenti Sociali - VIS was founded in May 2009 and is active in the North of Italy for the quality of service delivery in the fields of education and training, reintegration, medical rehabilitation and social care for people with special needs and other disadvantaged groups. VIS is a joint venture of 4 partners: two social service providers, one in the field of vocational training, and second in the field of residential and (home) care services to elderly and other groups (children, psychiatric clients, people with disabilities). The third partner is an operator of tourism and leisure activities and the fourth partner is an Investment Bank. The services of VIS are mainly located in the Veneto Region.

Veneto Investimenti Sociali (VIS)

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The **Workshop "Panagia Eleousa"** provides services in the Region of Western Greece. Founded in 1990, it is a Greek private-law legal entity, a non-profit organisation of social and public interest supervised by the Ministry of Health and Social Solidarity and the Region of Western Greece. It provides education, training, additional support services and social rehabilitation in two education centres in Messolonghi and Agrinio. It also provides lifelong care free of charge to people over fifteen years old with mild or severe intellectual and related disabilities. The centre in Messolonghi also operates a Nautical Sports-Environmental Centre/Summer Camps.

Workshop "Panagia Eleousa"

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What is EPR?

European Platform for Rehabilitation

Vision

EPR contributes to a society where every person with a disability or other disadvantages accesses the highest quality services that create equal opportunities and independent participation in society. EPR intends to 're-think' and 're-invent' service provision as well as service-providers with the aim to match reintegration and participation of clients with the newest developments of a market driven by objectives and outcomes.

Mission

The goal of the network is to assist its member organisations to achieve continuous professional improvement, best practice and sustainable growth in every aspect of service delivery to people with disabilities and other disadvantages (vocational training and vocational reintegration, employment, medical rehabilitation, social care and housing services). Through its Public Affairs activities, the association also intends to enable service providers to contribute to the formulation of European social policy and legislation, as well as facilitating access to EU funding.

Values

- Innovative and entrepreneurial pioneering
- Openness to share and exchange expertise, knowledge and information
- Solution-orientation
- Independence and neutrality
- Professionalism
- Partnership



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