

epr

european platform for rehabilitation



Content

	A Word from the President	3
I	Strategy	4
II	Professional Development	7
III	Quality of Services	12
IV	Research & Innovation	15
V	Consultancy	18
VI	Public Affairs	20
VII	Organisational Development	23
VIII	Governance & Management	25
IX	Financial information	31
X	Membership	32



A Word from the President



Stefano Schena - EPR President

At the end of my second mandate as President of the European Platform for Rehabilitation (EPR), I would like to reflect briefly on some of the main results achieved during the last year.

Today EPR is an increasingly **strengthened and vital network** that can count on an enlarged membership. Approved for full membership in 2007 were Durapart and Fretex from Norway, Heli from Finland, Heliomare from the Netherlands and the Institute for Rehabilitation from Slovenia. New associate members welcomed included Chaseley Trust and Momentum from the UK and LOS from Denmark.

Furthermore, EPR consolidated its **identity and mission**, confirming its profile as a Network of Excellence with a core mission focused on quality in service provision and the enhancement of the sector.

With a **broader range of activities and products** developed within the network EPR improved its package of services to the members and the functioning of the management structures. Particularly, the second cycle of implementation of the *Centre Action Plans (CAPs)*, confirmed that the methodology chosen is appreciated and effective. Moreover, three ambitious European projects carried out by EPR (Opti-Work, EQUAVET, PROVET) concluded with high-level successful events.

2007 was also the year when the EPR finally consolidated its offering of quality products with the **launch of EQUASS**, the European Quality in Social Services. Streamlining a range of services in the field

of quality, EQUASS can enhance the personal services sector by engaging service providers in quality and continuous improvement, and by guaranteeing service users quality of services throughout Europe.

One other very important result achieved was that EPR significantly strengthened its Public Affairs activities, increasing its **impact in policy-making at European level** and becoming aware of its crucial and **active role in the modernisation of the sector**. EPR's mission and identity is clearly acknowledged by the European Institutions and by other relevant stakeholders in the sector, and it is widely recognised for its expertise in the field of quality as was shown by the outstanding contribution made to the Disability High Level Group position paper on Quality of social services.

Last, but not least, I consider that one of the most relevant and significant results, even if less tangible, achieved in 2007 is the extraordinary **renewed enthusiasm** within our network. That is certainly the best baton to hand on for the next few years. At the end of my four years' mandate, which professionally was a positive and rewarding experience, I would like to thank you for the support I received as EPR President and I wish a fruitful job to my successor, Jeronimo de Sousa.

Stefano Schena
EPR President

Stefano Schena plays an active and committed role in the social sector in Italy. Acting as General Director of the Don Calabria Centre (Verona, Italy), one of the founding members of EPR, Stefano Schena also presides over the Civic Institute of Social Services based in Verona, which carries out social and charitable activities in favour of people experiencing disadvantage.

Mr Schena is a renowned Professor at the University of Verona, and the author of numerous publications in the field of disability, vocational training and brain injury. At European level he represents EPR in the EU High Level Group on Disability and contributes significantly to the efforts of the organisation in the Public Affairs domain.

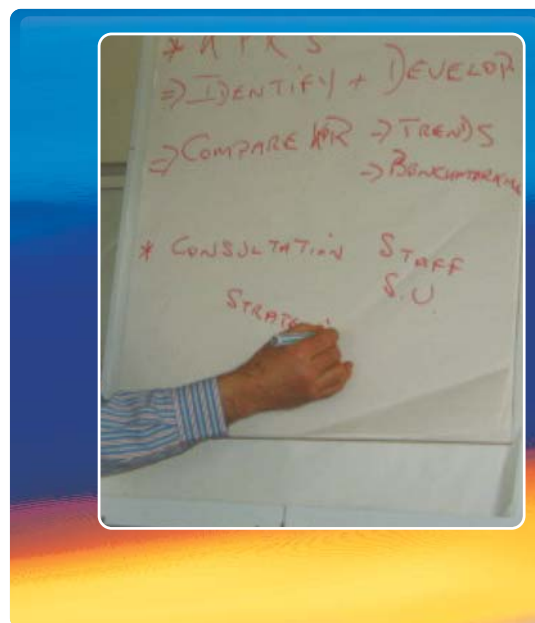
The President of EPR has been closely involved in the network, performing various roles since the inception of the network. As Chairman of the European Rehabilitation Academy from 2002 to 2004, he made a key contribution to the EPR's success in the sphere of professional development. Stefano Schena is a member of the Executive Committee and a member of the Board of EPR. He became President in July 2004, when he succeeded Jan Albers, and was re-elected in December 2005 for the term 2006-2007.

I. Strategy

During 2007 EPR used its Strategic Framework as a point of reference for all plans and activities. Progress is regularly evaluated according to both quantitative and qualitative criteria. At the last Board meeting of 2007, the implementation of the Annual Work Plan was presented in the light of the Strategic Framework. The Board very much appreciated this approach to reporting, and concluded that major parts of the strategic objectives were achieved during 2007.

The long-term Strategic Framework is based on seven key objectives:

- Maintain EPR as a network of leading organisations
- Focus on excellence in service provision
- Provide tangible benefits to members
- Emphasise empowerment of service users
- Review cooperation with other international networks
- Develop consultancy activities in a mission-oriented way
- Optimise the functioning of EPR management structures



Growth of EPR membership

One of the most significant developments for EPR in 2007 was the increase of its membership, in particular the number of full members. In less than one year time, the network grew from 9 to 14 full members, and negotiations with a 15th full member are nearly finalised. New members that joined EPR are Durapart and Fretex from Norway and LOS from Denmark. Upgrades from associate to full membership include Heliomare (the Netherlands), Heli (Finland) and the Institute for Rehabilitation (Slovenia).

This growth not only strengthens the representativeness of the network but also opens a new window of opportunities in terms of access to high-level and diversified expertise and a more dynamic participation in the various activities. In this way, both EPR and its members will benefit from the enlarged

membership which provides an excellent springboard from which to engage in new ground-breaking activities. Starting from the main objective of EPR to provide concrete services to its members, new organisations entering the network represent a large responsibility which obviously reflects on the Annual Work Plan 2008. Therefore, the focus shifts slightly from external projects to the Centre Action Plans (CAPs). In this context, the optimisation of internal communication is also defined as a priority. Having more members, in combination with the setting up of sophisticated and innovative activities, calls for a new governance model which will be explored in the coming year. Finally, the Board of Directors decided to reinforce the EPR secretariat in 2008 with additional staff and more office space.

Centre Action Plans (CAPs)

The Centre Action Plans – representing a package of tailor-made services available to full members only – completed an important and successful phase. The CAPs fall into two categories – *joint activities* representing activities for several members and *individual activities* responding to specific requests of single members. The current cycle of CAPs covers the period 2007-2008.

A mid-term evaluation of the CAPs revealed that over 50% of the joint actions and 60% of the individual activities were implemented by the end of 2007. A final evaluation will be carried out at the end of 2008 and a new generation of CAPs will be put in place for the period 2009-2010.

Some preliminary conclusions can be drawn at this stage. The balance is on the side of joint actions as opposed to individual ones. This is positive for any network that aims to pool resources and expertise and to exchange knowledge. Another trend observed is the greater emphasis on medical rehabilitation and social care services provided by EPR members. This tendency reflects developments at the EU level where the debate on safe, high-quality and efficient cross-border healthcare is also gathering momentum. Finally, the CAPs employ a wide variety of formats to respond to members' needs but the majority of events take place on a once-off basis. For efficiency purposes, EPR increasingly tries to integrate joint activities into existing EPR events such as the Strategic Workshop for Directors and the Centre coordinators meetings.

As stated above, the growth of the EPR network and the philosophy to provide to members value for money will require the investment of more energy into the implementation of the CAPs in 2008.

"The CAP gives a good indication of the benefits you can get from EPR full membership."

Eric Demandt, Director, PWG

Strategic Workshop for Directors 2007

In September, EPR organised its third annual *Strategic Workshop for Directors*. The high-level Workshop, which this year was built around the theme of competition, has become a traditional item on the EPR agenda. Hosted by PWG in the Dutch city of Wolfheze, the event gathered about 25 participants from 13 EPR members. Not-for-profit service providers are looking for strategies to balance the principles of a market environment with their mission and the specificities of social services. In this respect EPR offers a unique forum to exchange experiences and opinions between Directors and managers of leading organisations throughout Europe. A first objective of the Workshop was that the participant acquire a better understanding of the potential impact of these developments in a European context, and to reflect on possible solutions. Secondly, EPR sees it as its role to disseminate its combined expertise and experiences on this theme to other stakeholders at the European and national levels, and to make in this way a constructive contribution to the modernisation of the social services sector.

The Workshop dealt with subjects such as tendering, financing mechanisms and identifying the added value of not-for-profits in social service delivery. The opening set the scene by presenting the European policy context and its impact at the national level. Another session focused on the impact of competition on funders and funding mechanisms. >



During the event, participants visited an industrial site where they had the chance to witness some work-based training activities and to have lunch prepared by clients of PWG. The afternoon session analysed different business strategies to handle competition. During this time, participants worked in smaller groups to discuss and identify the added value of not-for-profit providers vis-à-vis for-profits.

Summarising the outcomes of the Workshop, EPR President Stefano Schena stated, "For me this Workshop showed once again that despite our diverse national contexts, the challenges we all face are very similar. As the rehabilitation market becomes increasingly 'Europeanised', the value of EPR to look for common solutions and a common direction is more evident than ever. At the same time, we have to continue to work hard to reaffirm public trust in what we do. Investment in consumer satisfaction and quality standards will be key factors in our daily work."

"You have to be big to compete successfully, but you have to think very small to serve each individual client."

Rob de Jong, CEO, PWG



II. Professional Development



As a network with a strong focus on professional development, in 2007 EPR continued to offer a range of learning and exchange opportunities to staff from its members. Some of the activities were integrated in the Centre Action Plans of full members, whereas others were built in the regular agenda of forums open to all members such as the Coordinators meetings. In all cases training was delivered in a demand-driven way responding to the actual needs of professionals and to the challenges faced by their centres.

Discussion Group on Relations with Service Users

The Discussion Group on *Relations with Service Users* met in June in Brussels. The Group was facilitated by Jan Albers and supported by Martin Ohriski. It featured presentations from five EPR members – NLN, PWG, SRL, ODC and CRPG – and contributions from three representative organisations of people with disabilities – European Disability Forum, Autism Europe and Mental Health Europe. The Group developed a set of basic recommendations of good practice for service user involvement, for example: providing for a democratically elected Client Council; promoting a Charter of Rights; holding regular meetings with disabled persons' representatives; providing resources for Clients Council and improving suggestions and complaints procedures for collective and individual matters. Certain additional requirements for better relations with service users as well as external strategies for engagement were also proposed. The evaluation forms indicate high satisfaction with this activity and the members expressed their wish to continue work on the topic of relations with service user groups in 2008.

"Social services are of utmost importance to ensure fundamental rights of people with disabilities"

Bas Treffers, Vice-President, EDF



Discussion Group on Decentralised Services

The Discussion Group on *Decentralised Services* met in September in Brussels. It was facilitated by Jan Albers and supported by Martin Ohridski. It featured presentations from four EPR members (NLN, PWG, CRPG and ODC) and inputs from an external consultant. The Group developed a set of recommendations of good practice for successful operation of decentralised (vocational) rehabilitation, education and employment services by providers. Key proposals put forward included: reaching consensus about Vision and Mission and demonstrating that they ultimately serve the client; building good relationships by mutual trust; defining clear objectives in terms of results and specifying different roles and mandates; taking enough time for consultations, discussion, communication, feedback in own organisation and involving high level decision makers; paying attention to good leadership and setting out practical elements of cooperation (communications, meetings, logistics, structures, etc). Equally important is investing in continuous professional development; monitoring and evaluation of activities, processes and partnerships (in consultation with clients/service users); publicising success stories and outcomes; sharing best practices; and finally, striving for common goals but respecting diversity and special interests.

The Discussion Group members evaluated the meeting as interesting and fruitful, creating an 'open-door' for future contacts. The EPR centres shared the opinion that the exchanges helped them to learn more about approaches and strategies used in different countries. It was comforting for the members to learn that they were all facing the same complex issues. In this context, the developed recommendations will be useful, even though greater reflection is needed on how to implement them in practice.



ICF Learning Group

The Learning Group called *Using the ICF to structure assessment and interventions in rehabilitation* held two meetings both facilitated by Donal McAnaney. The ICF provides professionals with a systematic approach to developing holistic, person centred solutions to complex disability issues. The concept of 'Learning Group' intends to give every participant the chance to develop and implement an individual project within his/her own centre. The main objective of the Learning Group was to assist professionals to explore the relevance of the ICF approach in day-to-day practices in service provision to people with disabilities. Representatives from the following EPR centres took part in this joint activity: NLN, RehabCare, SRL, CRPG, ODC, JG and PWG.

The first meeting of the Learning Group took place in May in Mulhouse in the margins of the EPR's Annual Conference. The Group met for a second time in Brussels in December, where participants presented their work so far and their learning experiences. The last meeting will take place in the first half of 2008, when the participants will present the implementation of their project in their own centres, the concrete impacts and the difficulties encountered, and will reflect on possible future steps.

Training Seminar on Funding Opportunities

In March, EPR co-organised a Training Seminar in Brussels entitled *A New Cycle of Funding Opportunities for the Disability Sector (2007-2013)*. The Seminar was a timely occasion to acquire an insight into the new streams of funding that will soon be available for the disability sector, and to understand how NGOs might benefit from them. >

The Seminar was well attended, attracting 24 persons from 14 European countries. The trainer was Jan Dröge - a top consultant in the field of funding opportunities. He was assisted by Jan Spooren and Martin Ohriski who contributed with their specific experience and knowledge of the disability sector. Overall, the Seminar balanced professional expertise with theoretical and practical approaches, allowing participants to become familiar with the main upcoming funding opportunities under different programmes such as PROGRESS, ESF, Lifelong Learning and 7th Research Framework, including specific projects that can be funded.

The specific funding-related services which EPR and WE offer to their members were also described. Judging from the evaluation forms collected, the Funding Seminar was very well received.

Training Seminar on PR and Marketing

The coordinators of EPR members met in Brussels for a half-day Training Seminar on the theme of *PR and Marketing Strategies in the Rehabilitation Sector*. The Seminar was built into the agenda of the biannual coordinators' meeting and was conducted by Harm Beijer, a Dutch consultant.

In his introduction, H. Beijer spoke about the current situation of service providers and their need to adapt their marketing strategy to support their main objective: *sustainability*. He mentioned the rapidly changing care situation in Europe, which includes a variety of factors that have made the environment of service providers more complex. Among these factors, he highlighted the multiple needs of service users as well as the needs of funders that service providers should take into account.

The trainer drew attention to the fact that providers of health and social services should begin to apply the same marketing strategies as the commercial sector and he encouraged them to focus their approach on relations management. Service providers were encouraged to develop their relations with training institutions as a way to ensure a flow of future workers and face the growing staff recruitment difficulties. He also suggested that they analyse the impact of technological developments on society and establish a cooperation basis with the companies selling these new products (car, ICT companies, etc). H. Beijer stressed the fundamental role of the public domain in rehabilitation, and its influence on building a positive profile of an organisation or creating a negative image and reputation. He pointed out that organisations should take advantage of establishing good relations with the media to advertise their services and expertise in their field. During the first part of the meeting EPR coordinators worked in groups and reflected on what constitutes effective marketing strategies. According to evaluation forms completed by the participants, the Seminar was very informative, enjoyable and particularly relevant to the sector.



"The trainer was great! His presentations were clear and I found his practical examples very helpful."

A participant



Training Seminar on Communication Strategies

Communication has a major impact on the success and effectiveness of an international network. In this respect, the main focus of the second Coordinators' meeting of 2007 was on *Communication Strategies*. As EPR members and the secretariat invest a lot of time in communicating with each other, the aim of the session was twofold: (1) to reflect upon the practices and instruments within the network and to generate ideas for improved communication and (2) to gain an understanding of what constitutes effective communication and to familiarise the participants with some key principles and tips.

EPR contracted *GELLIS* – an expert communications company – to facilitate the session. The approach proposed by *GELLIS* was based on the active involvement of the centre coordinators. The session confirmed that EPR is a growing organisation which needs to rationalise its communication patterns to reflect its evolution. No major problems or risks concerning the communications within EPR were identified. In general, the available tools and practices are being used in the right circumstances. EPR members feel enthusiastic about their participation in the network and a positive internal dynamic exists. Nevertheless, better partnership facilitation and the creation of a culture of engagement should be continuously stimulated. Three additional issues must be addressed as a matter of priority: streamlining the large volume of information; collecting feedback from coordinators; and exploiting the full potential of the website.

GELLIS presented the main findings and recommendations from the groups and described the different communication instruments used by EPR. The secretariat will now use the results of the work to streamline and improve the way it communicates both internally and externally.

"We sensed a real 'spirit of camaraderie' among EPR members."

GELLIS consultancy



English Language Course for Rehabilitation Professionals

In June-July, EPR and its partners organised a two-week *English Language Course for professionals working in the disability sector*. The Course took place on the island of Malta and was attended by 10 participants from Austria, Germany, the Netherlands, Norway and Poland. The tailor-made programme combined study of general and specialised rehabilitation English with exciting social, cultural and learning activities. The interactive programme featured plenty of discussions and practical exercises. Professionals also had the chance to talk about their daily work and to exchange experiences.



Individual services to members

Each full member is offered individual activities within its CAP to respond to its specific needs. The scope of activities ranges from vocational training, to medical rehabilitation, to social and care services, to addressing the needs of specific target groups. The following examples illustrate the variety of topics tackled in 2007:

- **European policies (in-house Seminar)**
- **Assistance with project application (consultancy service)**
- **Transition services for youngsters (site visit)**
- **Assistive Technology (site visit)**
- **Social Firms (self-directed learning)**
- **Job retention (self-directed learning)**
- **Assessment of people with Traumatic Brain Injury (site visit)**
- **International Classification of Functioning, Disability and Health (in-house Seminar)**

Exchange visits

EPR facilitated a number of exchange visits between members from Germany, Italy, Ireland, Slovenia, Norway and the Netherlands. The visits gave the opportunity to staff to learn about innovative ways of working, to draw inspiration from common challenges and to discuss possible areas of cooperation. The transnational exchange of experience once again proved its value in complementing theoretical knowledge with learning from practical situations. The exchange visits that took place are another demonstration of the belief of EPR that the strength of the network lies with the members and the relations between them.



III. Quality of Services

Integration of EPR quality activities

In 2007 the EPR Board of Directors took the strategic decision to integrate the quality activities of the organisation (EQRM and EQUASS) into one Business Unit which is part of EPR. The Business Unit is called 'EQUASS' and stands for 'European Quality in Social Services'. The decision was taken due to the growing interest in EPR's quality services, the revised EPR strategy and the possible business opportunities.

EQUASS aims to enhance the social services sector by engaging service providers in quality and continuous improvement, and by guaranteeing service-users quality of services throughout

Europe. EQUASS aims to contribute to the creation of a European market and the modernisation of personal services of general interest where service providers can distinguish themselves and use the quality of their service provision as a competitive advantage.

The EQUASS Business Unit will work with annual objectives (operational plan) and an allocated budget. A Management Committee, composed of EPR Board Members, will steer the Business Unit. The strategic decisions remain in the hands of the EPR Board of Directors.

Services

EQUASS services are divided into three categories:

1. Certification of the service provision on three levels

- Level 1: EQUASS Assurance
- Level 2: EQUASS Excellence
- Level 3: EQUASS Award

2. Training

- Information & induction seminars
- Initiation programme (including Quick Scan)
- Auditor training
- One-to-one training of applicants

3. Consultancy services

- Advice
- Support
- Internal reviews
- Information / lecturing



EQUASS customers include business units of larger organisations or dynamic, small organisations operating core business in social service provision. The organisation may be from the public, private, profit and not-for-profit sectors.

Marketing

The approach is to operate the EQUASS Assurance system at the national level. The processes and procedures are standardised throughout Europe. EQUASS certification will be at the European level.

The strategy is to identify and contract 'Local Licence Holders' in each country (region). These Local Licence Holders would operate EQUASS Assurance, carry out a detailed market analysis and do lobbying and public relations at the national level. EQUASS Licence Holders are now operational in Norway (AVRE) and will be operational in 2008 in Denmark (LOS). EQUASS operates at the European level a system that monitors and controls the Local Licence Holders. In those countries where there is no Licence Holder, EQUASS applications can be submitted via the EQUASS office in Brussels.



Certification

In 2007 five organisations in the rehabilitation sector achieved the EQRM (entitled 'EQUASS Excellence' in the new branding strategy):

- **RehabCare (Ireland)**

The certification in 2007 includes: CEO office in Dublin (Headquarters); Department Research and Development; Resource centre in Dublin (Dunlaoghaire); Resource centre in Dundalk; Resource centre in Sligo; Resource centre in Limerick.

- **National Learning Network (Ireland)**

The certification in 2007 includes: NLN Limerick; NLN Sligo; NLN Wexford.

- **Pluryn Werkenrode Groep Arbeid (the Netherlands)**

The certification in 2007 includes: PWG Arbeid location Groesbeek; PWG Arbeid location Arnhem; PWG Arbeid location Groningen.

- **Centre de Réadaptation de Mulhouse (France)**

The certification in 2007 includes: Unité d'Evaluation, de Réentraînement et d'Orientation Sociale et/ou professionnelle (UEROS).

- **Institute for Rehabilitation of the Republic of Slovenia**

The certification in 2007 includes: Vocational Rehabilitation Centre in Maribor with Murska Sobota unit.

Since its launch in December 2002, 18 organisations from eight European countries have been certified with EQRM. More nominees are expected to follow in 2008.

Two organisations successfully completed Initiation programmes (including Quick Scan) and achieved the recognition 'Committed to EQRM' - Pangania Eleousa in Greece and Norservice in Norway.

Quality Principles of Excellence gain recognition with European policy makers

The EU High Level Group made a significant step in approving a document providing recommendations and inspiration on how to promote quality in social services addressing the particular needs of people with disabilities. The HLG consists of senior officials from each EU Member State and from civil society representatives (EPR holds one of the NGO seats). The Group meets on a regular basis to exchange information with each other and the Commission on various disability matters.

The High Level Group on Disability has drawn up, in collaboration with organisations representing people with disabilities, providers of services to people with disabilities and other stakeholders in the field, a position paper on *Quality of Social Services of general interest* from the viewpoint of disability. This paper proposes common features and corresponding criteria for the quality provision of social services to people with disabilities. The proposed common features are reflected in the Nine Principles of Excellence, on which the EQUASS system is based. This development will facilitate the promotion of EQUASS in all European countries.

Norway and Denmark lead the way in EQUASS implementation

EQUASS Assurance has been accepted by the Directorate of Labour in the Norwegian Ministry of Employment, as a credible quality assurance system in the vocational rehabilitation sector in Norway. The Norwegian EPR member AVRE has received a licence to run EQUASS Assurance and is carrying out the dissemination and administration in the country. EPR is supporting AVRE in the implementation and in capacity-building activities. A number of EQUASS auditor trainings have been carried out and nearly 20 persons have been certified as EQUASS auditors.

The EQUASS Assurance system will also be implemented by LOS in Denmark. The agreement to act as Local Licence Holder was signed in November 2007 during the EQUAVET Conference on Quality in Verona.

Nopro AS from Norway receives the first EQUASS Assurance certification

The vocational rehabilitation enterprise, Nopro AS in Notodden, Norway, became the first organisation in Europe to implement EQUASS Assurance. Nopro displayed a systematic approach in implementing EQUASS Assurance criteria. Key concepts in this implementation have been: communication with all stakeholders; results-orientation; commitment to quality at all levels of the organisation and sound preparation of the external audit.

"As a politician, I am very pleased with AVRE implementing EQUASS. It seems to be a useful system ensuring quality in the services provided by the members of AVRE."

Bjarne Haakon Hanssen, Norway Minister of Labour and Social Inclusion



IV. Research & Innovation

European projects

One of the main drivers of innovation and exchange in EPR is participation in EU-funded projects. In 2007 EPR concluded four European projects dealing with access to employment for disabled people, promoting European instruments in Vocational Education and Training (VET) and implementing quality assurance in VET services.

The simultaneous implementation of various international projects constituted a major challenge for EPR and the network passed this test successfully due to the professional contributions from members and sound project management from the secretariat. Despite the complexity and absorption of human resources, it can be concluded that PROVET, EQUAVET, Opti-Work, EGS and some smaller consultancy projects raised the profile of EPR on both the European and national scenes, and boosted enthusiasm and dynamism amongst the members.

In general, EU-funded projects have proved to bring more concrete and substantial outcomes than previous EPR long-term initiatives. Participation in such projects demands clear procedures, early definition of planning and outcomes, working with strict deadlines and stronger commitment from the partners, all of which increase the project's effectiveness. Involvement

in this type of activities offers advantages such as increased international dimension, interesting professional encounters and financial contribution to service development already intended by the centres. The exchange of good practices and the concept of 'learning together' can never be ignored. Project-related work raises centres' profile on the international scene and contributes to their recognition as pioneers of innovation related to burning disability issues.

On account of all these factors, EPR will in the future continue to identify and apply for relevant funding opportunities as part of the overall strategic development and growth of the organisation. At the same time, EPR holds on to its fundamental belief that the functioning and operations of the network should not depend on project funding, in order to ensure sustainability, autonomy and flexibility.



Opti-Work project

The three-year research project *Optimising Strategies for Integrating People with Disabilities into Work (Opti-Work)* aimed to develop instruments for the integration of people with disabilities into work. 12 EPR members plus three other partners collected information about policies and practices related to the employment of people with disabilities that were then translated into national profiles and innovative instruments. Thanks to these tools, policy makers, employers and job seekers can assess the impact of policies and practices related to employment and disability and make the right choices in this respect.



During 2007, Opti-Work partners focused on the finalisation of the tools and the dissemination of the project results. Among the last activities of the project was the prestigious Closing Conference which took place in October in Brussels. The Conference welcomed about 120 participants representing employers, national and European policy makers, people with disabilities as well as the National Contact Centres. The presence of key actors in the sector enabled an informative exchange of views on the challenges related to the employment of disabled people, the added-value of the Opti-Work outcomes and other innovative solutions.

The National Contact Centres members of EPR were: CRM (France), SRH (Germany), NLN (Ireland), ODC (Italy), Eden (Malta), SRL (the Netherlands), AVRE (Norway), CRPG (Portugal), IRRS (Slovenia), Momentum (UK) and Merikoski (Finland).

For further information on Opti-Work, please visit: www.optiwork.org

EQUAVET project



The project *Implementing Quality Assurance and strengthening cooperation in Vocational Education and Training (EQUAVET)* was coordinated by EPR and funded under the Leonardo da Vinci programme of DG Education and Culture. During 12 months, eight EPR members worked on two key Quality dimensions: the fine-tuning and implementation of an operational VET quality assurance system corresponding to the model promoted by the European Commission (Common Quality Assurance Framework or CQAF); the development of networking platforms to strengthen cooperation among VET stakeholders within and across European countries. The initial phase of the project was dedicated to a comparative analysis of quality assurance systems in Europe. The main conclusion of this analysis was that EQUASS, the European Quality Assurance System for Social Services, was the closest to the European



Commission requirements and could be slightly adapted for full compliance with the CQAF. While adapting and fine-tuning EQUASS, the project partners developed an innovative online tool that VET service providers can use at any time in order to measure and improve the quality of their service delivery. On the basis of these developments and adaptations, the partners went through a pilot phase during which they implemented EQUASS in their organisation, while promoting the system within their country through national events. Finally EQUAVET ended with an international Conference held in November in Verona, which was an excellent opportunity to promote the results of the project, foster discussion among quality experts and learn about the latest developments on European Quality approaches and strategies. EQUAVET contributed to the promotion of the CQAF model all over Europe and to the adaptation and dissemination of EQUASS as an operational quality system matching the EU requirements in terms of quality assurance.

The EQUAVET partners were: NLN (Ireland), PWG (the Netherlands), AVRE (Norway), ODC (Italy), CRPG (Portugal), IRRS (Slovenia), Astangu (Estonia) and Eden Foundation (Malta).

For further information on EQUAVET please visit: www.epr.eu/Projects/equavet

PROVET project

The project *Including the excluded: Promoting enhanced European cooperation in VET for people with disabilities (PROVET)* was one of the main EU-funded projects led by EPR in 2006-2007. During the 18 months of the project, the partners explored innovative VET instruments such as the Europass Portfolio, the Self-Evaluation of Well-being and the European Common Quality Assurance Framework. The second PROVET objective was to encourage interaction and cooperation between training providers by bringing them together and involving them actively at different stages of the project. These two overriding objectives are in line with the Copenhagen process which aims to modernise the VET sector.

The project started with a pilot phase, during which the partners tested the tools within their organisations. The results of these pilots were evaluated at joint meetings and presented at the European Conference and during three Training Seminars. Each of these Seminars focused on one priority of the Copenhagen process and the related PROVET instrument: quality of VET service delivery, recognition of qualifications and skills, and access to guidance services. These events proved to be one of the major successes of the project. The exchange of experience during these events was highly appreciated by all the participants as well as the presentation of original VET practices that the participants could bring back home. Another positive outcome was the creation of cooperation platforms among the key actors of the VET and disability sector.

The PROVET partners were: NLN (Ireland), ODC (Italy), CRPG (Portugal), IRRS (Slovenia), CRM (France) and JB (Germany).

PROVET outcomes, background information and other relevant data are gathered in a paper entitled "Tools and opportunities of cooperation for providers of VET services to people with disabilities", which is available at:

www.epr.eu/Projects/provet_finaldoc.html



Employment Guidance Services project

EPR members IFROSS (France) and Heliomare (the Netherlands), plus four other partners, participated in a project on Employment Guidance Services (EGS) funded by the Dublin-based European Foundation for the Improvement of Living and Working Conditions (EUROFOUND). The project, which concluded in May 2007, collected best practices on transition of long-term unemployed disabled people into mainstream employment. EPR was contracted by the Work Research Centre in Ireland to coordinate the work and outputs of the partnership. Each of the participating partners presented six successful case studies which have been inserted into a database compiled by EUROFOUND and available at:



www.eurofound.europa.eu/areas/socialcohesion/egs/search.php

V. Consultancy

Romania - Capacity building and deinstitutionalisation



EPR consultants trained the staff of the National Authority for People with a Handicap (NAPH) on the impact of EU social policy on the disability field in Romania. Linked to these trainings, EPR

drafted an explanatory note on the judgments of the European Court of Justice that have impacted on the status of social services and social contracting. This analysis could be used by NAPH to underpin their new strategies of contracting and tendering disability services in Romania. Finally, the EPR experts gave their opinion on the current situation of disability assessment, and recommendations regarding the plans to implement Articles 84 and 86 of the new disability law.

A second major focus of EPR was the validation and dissemination of the ROM-CAT, a customised comprehensive assessment tool that was developed by EPR consultants during 2006. In this respect, an electronic version of ROM-CAT was developed, and professionals were trained on how to organise the operating of ROM-CAT in terms of type and rights of users, tasks for administrators, and the use of statistics for planning and evaluation of services. In addition, EPR designed and conducted in cooperation with the National Research Institute for Disability a scientific validation of ROM-CAT as an assessment instrument that refers people with disabilities to the most suitable new-type residential service setting. EPR opted for a scientific method of triangulation where statistical analysis, an expert focus group and a sample of site visits complemented, corrected and reinforced each other.

EPR concluded its two-year involvement in the Romanian project with a publication on good practices and lessons learnt from the deinstitutionalisation process. The study contained some general principles on deinstitutionalisation as well as guidelines for setting up new community-based services. The authors hope the publication will provide guidance and support to all stakeholders in the reform process, which consists of the restructuring and closing

of the large residential institutions and the development and creation of alternative and complementary community-based services.

Portugal - Modelling of policies for social inclusion of people with disabilities



During 2007, EPR continued its involvement in the European Social Fund project which CRPG is carrying out between October 2005 and December 2007 in partnership with a Portuguese

university - Instituto Superior de Ciências do Trabalho e da Empresa (ISCTE) and with the governmental agencies engaged in the policies for people with disabilities. EPR prepared and facilitated two Strategic Workshops for participants from relevant ministries and governmental agencies, representatives of people with disabilities and service providers, some academic experts and the research team of the project.

The Workshops contributed to the design of a governance model for the implementation of a National Disability Strategy in Portugal, which was presented at a national event in December in Lisbon. EPR also contributed to the final Report of this project describing the international framework for modelling disability policies and by providing three national case studies (Ireland, Norway, the Netherlands) on how a disability strategy was developed, including rationale, principles, strategies implemented, lessons learnt, etc. Finally, EPR experts drafted a paper on the use of the International Classification of Functioning (ICF) as a concept, an instrument and a model for disability policy-making.

Russia - Modernising disability policies



EPR participated in a large TACIS project that aimed at modernising the policies and services to people with disabilities in the Volga District in Russia. The objective of the modelling component of this project was to conceptualise a modern approach and efficient system for the social rehabilitation and integration of disabled people in the PFO. Starting with an assessment of the current policies and practices and an identification of desired future scenarios for a Russian disability strategy, EPR consultants formulated a set of required mechanisms and measures as well as concrete implementation guidelines and recommendations.

A second task of EPR was to establish an informational network on the rehabilitation of People with Disabilities consisting of a *coordinating unit* (in Nizhny Novgorod) and *partner organisations* – network members in 14 regions of the PFO. This network not only provides information on the rehabilitation of people with disabilities, but it is also involved in the professional training of rehabilitation specialists, as well as in conducting analytical activities in the sphere of legislation and rehabilitation practices.

Finally, it should be mentioned that EPR supported several short-term experts to this project that provided training and advice on topical issues such as quality standards, PNF and neurological rehabilitation, employment for people with disabilities, and social contracting.

The three-year project was finalised at the end of 2007 and received the maximum score from an external auditor in terms of quality, effectiveness, impact and sustainability. For EPR, it was a unique experience to learn about disability practices in a different context, and to share its expertise with policy-makers and professionals from Russia.



Study tour for Russian Social NGOs

A group of 10 professionals from several Russian social NGOs took part in a weeklong Empowerment Study tour in Belgium, organised by EPR. The main objective of this tour was to learn about European disability policies and practices, exchange information about good practices at the national and European levels, to promote cooperation between Russian NGOs and European NGOs and institutions, and to strengthen networking between Russian NGOs themselves. This tour was organised within the framework of the EU-Russia Cooperation Programme. The project aims to advance the social integration of disabled people in the Privolzhsky Federal Okrug region. During the tour, the participants had the opportunity to visit various regional, national and European NGOs and EU institutions, and this was supplemented by a number of social activities. The group was enthusiastic and engaged; keen to absorb as much as possible. The representative of the Russian group said: "Every participant reported learning something from the programme, which they would use to improve their work in Russia. We really enjoyed our week in Brussels and will remember this visit for a long time."



VI. Public Affairs



In 2007, EPR continued to conduct its Public Affairs activities on three different levels:

- Networking, positioning and representation
- Provision of information on funding opportunities and policy developments
- Contribution to policy making and lobbying

Networking, positioning and representation

Participating at key European events and being represented at major political forums is important for EPR in order to strengthen and expand its network of contacts, gain inside information and put forward its views on vital matters of interest. In this way:

- EPR was represented by Stefano Schena, President and Jan Spooren, General Secretary at all meetings of the EU High Level Group on Disability (HLG) in which it is an observer, representing civil society.
- EPR followed the work of the Committee on Rehabilitation and Integration of People with Disabilities of the Council of Europe with which it has participative status.
- EPR was an active partner in the informal grouping of social service providers composed of Caritas Europa, EASPD, CEDAG, FEANTSA, EPR, Solidar and Workability Europe.
- EPR endeavoured to strengthen its partnership with representative organisations of persons with disabilities, including the European Disability Forum (EDF) and several of its member organisations. EPR supported EDF's "1 million4disability campaign." This large-scale successful initiative collected well over a million signatures in favour of a European law that will effectively combat discrimination in all aspects of the lives of persons with disabilities.
- EPR was represented at most major events in the disability sector including high-level forums such as the European Day of People with Disabilities (December, Brussels) and the 6th Round Table on Poverty and Social Exclusion (October, Azores).
- Finally, EPR and Workability Europe continued to work collaboratively sharing an office and the services of a Public Affairs Officer.

Provision of information on funding opportunities and policy developments

EPR representatives delivered various trainings and speeches on the impact of EU disability/social policies and instruments in the framework of members' events or as in-house Seminars. Such presentations were delivered in Norway, France, Finland and Portugal. Two Training Workshops on EU funding opportunities and mechanisms were also organised.

As part of its Standard Menu on Services and Opportunities, EPR issues monthly a targeted Public Affairs e-bulletin for its members, featuring relevant news from the sectors of employment, social affairs, equal opportunities and research. The edition also includes update on funding opportunities and a calendar of interesting upcoming events from a disability perspective. Additional funding alerts and calls for partners are sent out on a regular basis.



Contribution to policy-making and lobbying

EPR lobbies for interests of social service providers at European level. Policy issues and topics in the disability and social fields are regularly discussed in the EPR Board, in the Executive Committee and at regular Strategic Workshops for Directors. These forums contribute to the formulation of position papers in consultation with the membership. Two important position papers issued by EPR were on the *New Priorities of the EU Disability Action Plan 2008-2009* and on a *European Approach to Quality Assurance in Social Services* which fed into the HLG position paper on this subject.

Other dossiers to which EPR contributed as a member of the HLG on Disability include disability mainstreaming in the Open Method of Coordination (OMC) in social protection and social inclusion, the implementation of the UN Convention on the Rights of People with Disabilities and the adoption of the new State Aid Block Exemption Regulation.

Finally, EPR was very involved in following the debate on social services of general interest at European level and in assessing the implications for EPR members. In the future, EPR will prioritise the adoption of a roadmap for modernisation of social services.



Seminar on the Added Value of Social Service Providers

In June, seven European networks – EPR plus Caritas Europa, EASPD, CEDAG, FEANTSA, Solidar and Workability Europe – coorganised a Seminar on the topic *The Added Value of Social Service Providers*. The event took place in Brussels and gathered about 20 participants. It represented another successful joint initiative of the partner organisations.

The first part of the Seminar concentrated on understanding what is the added value of social services. The macro-economic impact of social service providers was explained and various instruments, methodologies and indicators concerning how to measure and prove added value were presented. During the second session, representatives from the different networks described case studies from the European and national level showcasing (i) how to demonstrate the added value of social services and (ii) how to use the added value argument in relations with policy-makers and funders. Overall, the organisers managed to find a good balance between academic presentations, contributions from the partners plus inputs from the Social Platform and the European Commission.

“I feel we advanced our understanding of the various dynamics at play and hopefully this will put us both collectively and individually in a stronger position towards the targets of our lobbying efforts.”

Jan Spooren, General Secretary, EPR

Evaluation of EPR Public Affairs activities

In light of the fact that EPR has been actively investing in the Public Affairs domain for several years now, the Board of Directors recommended to carry out an evaluation of the organisation's impact in this area and to identify future priorities. EPR followed this recommendation by adopting a double approach. First, it conducted an internal impact assessment based on objective sources of information. Second, EPR hired an independent consultant to assess how key stakeholders in the sector perceive the organisation.

The *internal assessment* showed that EPR is becoming increasingly influential in Public Affairs circles, being mentioned in information sources, participating in key debates, contributing to policy making and accessing funding opportunities. The analysis of the *stakeholders' perceptions* revealed that EPR is very well known in terms of its aims and objectives, and is recognised as a niche player, directly associated with EQRM and EQUASS. All respondents were of the opinion that EPR is working in an effective and efficient way and that it is showing leadership internally and externally. Certain additional areas of engagement and issues for consideration were identified by stakeholders. The EPR management will now study the results of this evaluation and will use it to devise the future Public Affairs Strategy of the organisation.

“EPR and its members play an indispensable role in contributing to further empowerment and independence of persons with disabilities.”

A European stakeholder



VII. Organisational Development

Annual Conference 2007

The XVth EPR Annual Conference took place in May in the city of Mulhouse, France. The event was organised on the theme *Enhancing the European Dimension of Rehabilitation* and was hosted by EPR member CRM.

Over 110 delegates from 17 countries attended the Annual Conference. During two intensive days, participants had the opportunity to debate the case for cross-border service provision from both a strategic and a practical point of view as well as to reflect on other important issues in the rehabilitation sector. The event was organised in the framework of the PROVET project funded by the EC's Leonardo da Vinci Programme.

Every year the EPR Annual Conference reaffirms its value as a key international forum for gaining new insights, exchanging experience, learning from each other and meeting new colleagues. 2007 was no exception. Excellently organised, the Conference proved again to be the pinnacle event in the EPR calendar of activities. Overall, the organisers succeeded in finding the right mix between keynote speeches, academic inputs and a good selection of workshops on specific topics. An EPR members' forum, parallel activities, workshops and various social events, all complemented the busy but motivating programme. Several project and business meetings took place in the margins of the Conference as usual.

"The EPR Annual Conference is where we build new friendly relationships and reinforce the old ones. We saw this happening this year as well."

Stefano Schena, EPR President



Knowledge Management Centre (KMC)

The KMC is a web-based tool aiming to facilitate the circulation of expertise within the EPR network. The added-value of the KMC lies in the fact that knowledge becomes accessible to all professionals from EPR members at any time and at no costs. Following the strong support of the Board of Directors, the EPR secretariat and the KMC administrators from the participating centres considered 2007 as a year of reflection and investigation for upgrading the KMC. Feedback received from the administrators will serve as a basis for fine-tuning the technical and methodological aspects of the KMC in 2008.

The members involved in the KMC activities are: NLN (Ireland), RehabCare (Ireland), PWG (the Netherlands), Heliomare (the Netherlands), SRL (the Netherlands), AVRE (Norway), ODC (Italy), CRPG (Portugal), CRM (France), ONCE (Spain) and Heli (Finland).

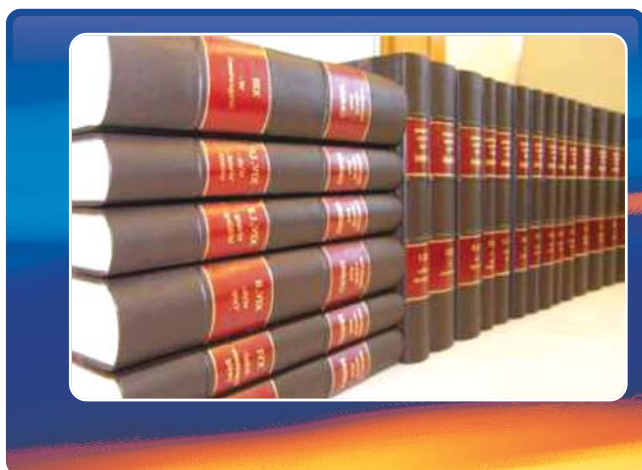
Website

Having operated its current website for over four years, in 2007 EPR embarked on its redesign and enhancement. As guidance in the restructuring process EPR will use the recommendations put forward by the centre coordinators. The new website is expected to be launched in early 2008 and will feature a number of technical and visual upgrades. In this way, EPR will be able to exploit the full potential of this online tool which is so essential for effective communication in any international network today.



Newsletter

The Newsletter is an internal publication issued three times a year. It features updates on EPR events and activities including projects and the CAPs, news from the Public Affairs arena, website novelties and a calendar of upcoming events and meetings. A special section in the Newsletter is usually dedicated to a particular topic, an interview with rehabilitation professional or a highlight of an EPR member. The EPR members actively contribute with news from their centres. The many pictures included make the Newsletter not only an informative but a visually attractive product.



VIII. Governance & Management

Board of Directors

The Board of Directors consists of the Chief Executives of all full members and 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 the EPR. The Board of Directors nominates the Executive Committee. Besides strategy development and organisational discussion on current EPR affairs, Board meetings are also used as a forum to exchange ideas on topical issues. The Board held four meetings in 2007 - in Brussels, Mulhouse, Wolfheze and Verona. The following persons were part of the Board:



Person	Organisation
Stefano Schena <i>(EPR President)</i>	Opera Don Calabria <i>Italy</i>
Jeronimo de Sousa <i>(EPR Vice-President)</i>	Centro de Reabilitação Profissional de Gaia <i>Portugal</i>
André Lefèvre	Centre de Réadaptation de Mulhouse <i>France</i>
Josefa Torres	Fundación ONCE <i>Spain</i>
Fritz Krueger	Josefs-Gesellschaft <i>Germany</i>
Frank Flannery	National Learning Network <i>Ireland</i>
Angela Kerins	RehabCare <i>Ireland</i>
Eric Demandt	Pluryn Werkenrode Groep <i>The Netherlands</i>
Thérèse-Sophie de Wit (until June)	Stichting Revalidatie Limburg <i>The Netherlands</i>
Bjørn Paulsen	Durapart <i>Norway</i>

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.

At its meeting in November in Verona, the Board elected a new Executive Committee for the period 2008-2009 composed of the following individuals. Jeronimo de Sousa as the incoming President, Eric Demandt as the incoming Vice-President and Stefano Schena and Frank Flannery as additional members.

The Board and the secretariat used the occasion to thank Stefano Schena for his leadership, commitment and energy during his Presidency. In his four years as President of the EPR Stefano Schena had been a dedicated ambassador for the network creating new partnerships, representing EPR at important forums and taking a leading role in Public Affairs. EPR will continue to count on his support as a member of the Board and the Executive Committee. The Board also thanked André Lefèvre for his long service as a member of the Executive Committee and for the active role he has played in EPR's development ever since its inception. EPR will continue to count on André Lefèvre's involvement and input in EPR's work as a Board member.

Centre coordinators

All full and associate members have a centre coordinator who is the link between EPR and the centre. 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 the centre level 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**

The EPR coordinators met twice in 2007, in April and in October. The meetings were hosted by the Brussels secretariat and, in addition to the regular items on the agenda, they featured two capacity-building Seminars. The topics addressed were *PR & Marketing and Communications strategies within an international network*. A coordinators' forum to stimulate bilateral exchange of information between participants was also built into the first meeting of the year. The social programme organised around these encounters is always a nice opportunity for networking and informal discussions.

The following persons act as EPR coordinators:

Astangu - Marika Haas

AVRE - Paal Haavorsen

Eden Foundation - Austin Gili

Chaseley Trust - Amanda Rae

CRM - Graziella Chouzet

CRPG - Andreia Mota

Durapart AS - Grete Kristiansen

Heli - Mari Kuosmanen

Momentum - Nicky Nielson

NLN - David Muldoon

ODC - Valentina Danese

ONCE - Alberto Rossi

PWG - Cees Jonkheer

RehabCare - Sarah-Jane Dillon

SRH - Jorg Porath

IRRS - Jurij Svajger

JG - Daniela Römer

tjfbv - Susanne Böhmig

IFROSS - David Piovesan

Theotokos - Penny Papanikolopoulos

Heliomare - Frits Wichers

SRL - Paul Kurvers

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 its staff and benefits from the additional expertise of external consultants. Altogether, the members of the EPR secretariat speak most major European languages: English, French, German, Italian and Dutch as well as Russian, Bulgarian and Romanian.



The Brussels-based members of the EPR team



Jan Spooren
General Secretary

Jan Spooren is responsible for the overall management of the EPR secretariat, activities and finances. Jan Spooren develops the EPR strategy, supervises the implementation and progress of the various initiatives, and monitors and evaluates the Centre Action Plans. He also oversees EPR's work in the area of Public Affairs and European projects. The General Secretary dedicates some of his time to external consultancy activities generating income for EPR. He reports to the Executive Committee and to the Board of Directors.

Email: jan.spooren@epr.eu

Martin Ohridski supports the Public Affairs Pillar of EPR in a broad remit of roles and responsibilities. He develops and implements EPR's lobby strategy, liaises with key stakeholders, manages events and contributes to PR tasks. He also assists in the implementation of the Centre Action Plans. Martin Ohridski is in charge of the edition of EPR's newsletter, position papers and press releases towards policy-makers. In 2007 he acted as coordinator of the EGS project and supported other project applications. He also works on a half-time basis for Workability Europe.

Email: martin.ohridski@epr.eu



Martin Ohridski
Public Affairs Officer



Nadège Jibassia
Project Coordinator

Nadège Jibassia coordinates EPR's involvement in European projects such as Opti-Work, PROVET and EQUAVET. Her tasks and responsibilities include project management and project development activities and relations with experts. She also supports the EQRM/EQUASS initiatives. Nadège Jibassia is in charge of event organisation, the Knowledge Management Centre, website and the production of PR materials.

Email: nadege.jibassia@epr.eu

Sarah De Roeck is in charge of all financial aspects of EPR, including the financial reporting and administration of the European projects such as Opti-Work, PROVET and EQUAVET. She also supports EPR's EQRM/EQUASS initiatives. In addition to these financial duties and her administrative responsibilities for the human resources of the organisation, Sarah De Roeck provides valuable support in the planning of events and meetings. With her native English she also contributes crucial editing skills to all EPR publications and materials.

Email: sarah.deroeck@epr.eu



Sarah De Roeck
Financial Administrator



Guus van Beek
EQUASS Manager

Guus van Beek is EPR's quality expert responsible for the development and running of EQUASS. Guus van Beek is in charge of the management of assessments, initiation programmes, trainings and certification. He also provides consultancy to external organisations interested in EQUASS. In 2007, Guus van Beek acted as manager of the EQUAVET project.

Email: equass@xs4all.nl

Jan Albers is involved in the design and implementation of the Centre Action Plans. He acts as a facilitator for various Discussion and Learning Groups and provides expert input in EPR strategic documents. Jan Albers has also been tasked to assist EPR to develop its enlargement strategy.

Email: albers.jan@home.nl



Jan Albers
Senior Expert



Donal McAnaney,
Senior Expert

Donal McAnaney provides extensive expertise to EPR's involvement in consultancy activities and in European projects. He worked actively on the modelling of disabilities policies in Portugal and in Russia and on the building of social services in Romania. Donal McAnaney also leads EPR Learning Groups and contributes to other CAP activities. He is a regular speaker at EPR events.

Email: donalmcananey@gmail.com

Dimitri Fatralis is in charge of the IT and communication infrastructure and functioning in the EPR secretariat. He advises on the operation of the EPR website and provides essential trouble-shooting support.

Email: sysadmin@epr.eu



Dimitri Fatralis
IT Expert

Grace Knott joined the EPR secretariat in March for a five-month internship. Grace Knott's main tasks in EPR during her internship included event planning, support of the EPR meetings and events, as well as overall office assistance. She provided valuable support to the communication of EPR, including the maintenance of the EPR website.

Email: intern@epr.eu



Grace Knott
Intern

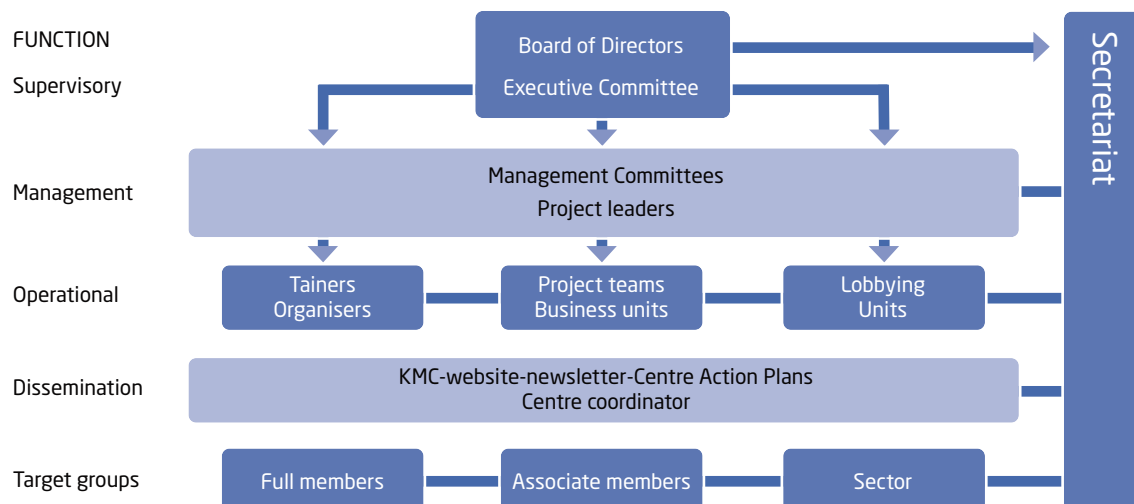


Eva Novacean
Intern

Eva Novacean worked as Intern for EPR in the second half of 2007. Eva Novacean's main tasks in EPR included event and meeting planning, organising of Conferences and assisting in the designing of a new internal communication strategy for EPR.

Email: intern@epr.eu

Organisational framework



IX. Financial Information

Item	Budget	Results (in euro)
Revenues	736.488	846.235
Membership fees	230.000	250.000
Projects & services	258.282	346.219
EQRM / EQUAVET	235.206	209.244
ERA	8.000	20.656
Interests	5.000	5.116
Extra-ordinary income	0	0
Provisions 2007	0	15.000
Expenses	736.488	799.434
Staff costs	245.900	221.775
EPR Office costs	75.700	76.292
EPR Operational costs	80.100	72.893
Projects & services	124.382	190.665
EQRM / EQUAVET	199.784	195.756
ERA	4.000	20.731
Depreciations	2.500	2.836
Contingencies	4.122	3.486
Provisions 2008	0	15.000
BALANCE		+46.801

X. Membership

With a selective membership of over 20 organisations throughout Europe, EPR does not aim to represent the entire VET/ rehabilitation sector but rather 'best practice' in the sector. Over the years, EPR has proved to have both know-how and operational capacity to play a prominent role in relation to the disability domain and VET services to persons with disabilities and other disadvantaged groups. EPR's members are 'leading' organisations in their country, referring in this context to the high quality of the service provision, the capacity in terms of expertise and experience, and the impact they have at national level on policy-making and enhancing the sector. The totality of EPR's membership gathers significant expertise and experience in the fields of VET, re-integration, research & development and innovation and e-learning.

All EPR members are committed to the values of equality, equal opportunities and human rights for their clients. They strive to achieve full inclusion of people with disabilities to the best of their abilities through access to high-quality personal services. As service providers the members of EPR organise efficient and outcome-driven services for people with disabilities and other socially disadvantaged groups. These services include vocational education and training, (re)integration, special and mainstream education and health and social care services. EPR's members work in close partnerships with service users and participation is one of the key principles of their work. Practically all EPR members have received an external accreditation of some kind (ISO, EFQM, EQRM, EQUASS, plus various national marks and recognitions) – a fact testifying to the quality of their services.

Full members

	RehabCare <i>Ireland</i>
	National Learning Network <i>Ireland</i>
	Stichting Revalidatie Limburg <i>The Netherlands</i>
	Pluryn Werkenrode Groep <i>The Netherlands</i>
	Centro de Reabilitação Profissional de Gaia <i>Portugal</i>
	Josefs-Gesellschaft <i>Germany</i>
	Opera Don Calabria <i>Italy</i>
	Centre de Réadaptation de Mulhouse <i>France</i>
	Durapart <i>Norway</i>
	Fundación ONCE <i>Spain</i>

Associate members

	Pulmonary Association Heli <i>Finland</i>
	Assoc. Voc. Reh. Enterprises <i>Norway</i>
	Astangu <i>Estonia</i>
	Institute for Rehabilitation <i>Slovenia</i>
	Heliomare <i>The Netherlands</i>
	tjfbv <i>Germany</i>
	SRH Learnlife AG <i>Germany</i>
	Eden Foundation <i>Malta</i>
	Theotokos Foundation <i>Greece</i>
	Ifross <i>France</i>
	Momentum <i>Scotland</i>
	Chaseley Trust <i>United Kingdom</i>

Description of members

Full members



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.

Centro de Reabilitação Profissional de Gaia in Portugal aims to be a partner for employers, workers and employment agencies, promoting quality of work and employment as well as quality of life. CRPG strives for excellence in service provision, aiming to fulfil the needs and expectations of clients and other stakeholders, through continuous innovation and improvement.

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.



Josefs-Gesellschaft, established in 1904, is a large Catholic society running 16 centres in six different counties. It offers a wide range of rehabilitation services and facilities to around 6,000 people with physical disabilities and patients in hospital in Germany. Josefs-Gesellschaft has approximately 4,500 employees who provide educational and vocational training, ensure suitable occupation and daily care of people with disabilities.

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.

Founded in Verona soon after World War II, the **Don Calabria Centre** in Verona, Italy is one of the many

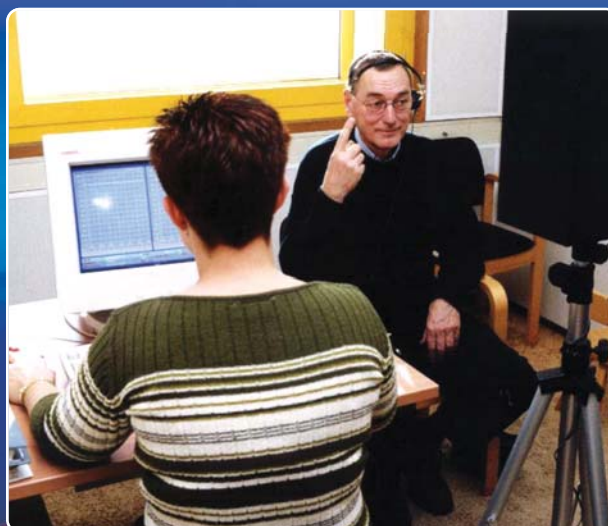
enterprises implemented by the Opera Don Calabria. The Don Calabria Centre works mainly with disadvantaged and disabled people, with a particular attention to the situation of the so-called "new poverty" social areas. The activities of the Centre are in the fields of rehabilitation, vocational training and re-training, social promotion and inclusion.

RehabCare in Ireland provides a wide variety of responsive health and social care services that facilitate reintegration in the local community. Each year more than 2,600 people take advantage of these services, which range from resource centre activities to care work delivered in people's homes.

The aim of **Stichting Revalidatie Limburg** in the Netherlands has always been the (re)integration into society of (potentially) disabled persons through high-quality coordinated health care provision. SRL acts as an umbrella organisation for a number of centres providing different types of services.

Pluryn Werkenrode Groep 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.

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-for-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 the worklife. Durapart is a member of AVRE in Norway.



Associate members

The **Association of Vocational Rehabilitation Enterprises (AVRE)** is an employer organisation for approximately 110 not-for-profit enterprises spread across Norway. These enterprises provide various types of vocational support to more than 35,000 disadvantaged persons yearly.

The **Astangu Vocational Rehabilitation Centre** is the only public centre in Estonia providing social and vocational rehabilitation to persons with disabilities. The main goal of the Astangu Rehabilitation Centre and its 122 employees is to support social and vocational integration of people with disabilities.



The **Eden Foundation** is a Maltese NGO which works in partnership with people with developmental disabilities. Eden Foundation helps them to achieve full inclusion to the best of their abilities by gaining access to mainstream education, employment and leisure activities, leading to an independent life.

Heliomare has 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 and sports.

The leading **Institute for Rehabilitation** in the Republic of Slovenia is most famous for its medical rehabilitation for victims of war and especially of mines, and is the leading organisation in Slovenia providing medical rehabilitation, assistive technology, prosthetics and orthotics, as well as psychosocial and vocational rehabilitation.

Pulmonary Association Heli is Finland's largest non-profit organisation for people with disabilities. It is involved in a range of activities, including health promotion, rehabilitation, special training and the running of work centres. Heli's professionals cater to people with different types of disabilities and mental health problems, as well as individuals in danger of social exclusion.

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.

An important task of **SRH Learnlife, Germany**, (11 centres) is the retraining of people who have to change their occupation because of an acquired disability. The Berufsförderungswerk Heidelberg GmbH (BfW) is one of the establishments of the SRH Group that has over 1,870 training places for adults and 90 places for assessment and evaluation.

Institut de Formation et de Recherche sur les Organisations Sanitaires et Sociales (IFROSS), France is an interdisciplinary institute of the Faculty of Law at the Université Jean Moulin Lyon 3, gathering lawyers, managers and doctors addressing the large transformations in the medical and social fields.

Technischer Jugendfreizeit und Bildungsverein (tjfbv) is a private not-for-profit organisation, founded in 1991, which focuses on ICT applications for people with disabilities. It currently operates at six locations and has about 60 employees.

Momentum is a not-for-profit organisation which works to enable and empower disabled and socially excluded people across Scotland to identify and achieve their goals. Momentum's programmes promote equal choices and chances for around 2200 service users every year in the areas of brain injury, spinal injury, mental health, physical disability, learning disability, employment, care and supported living, social enterprise and community rehabilitation.

Chaseley Trust in UK is a Registered Charity and Incorporated Company, housed in what used to be the Hospital for paralysed former servicemen. The organisation seeks to provide a premium value specialist service making provision for the continuity, stability, progressive evolution and expansion of its operations. Chaseley became a member of the Rehab Group in 2001.

Members Directory

Full members

Centre de Réadaptation de Mulhouse (CRM)

57, Rue Albert Camus, 68093 Mulhouse Cedex, France
Director: Mr André Lefèvre
Tel: +33 389324646
Fax: +33 389435576
E-mail: : graziella.chouzet@arfp.asso.fr
www.arfp.asso.fr

National Learning Network

Roslyn Park Sandymount, Dublin 4, Ireland
Director: Ms Marie Kelly
Tel: +353 12057276
Fax: +353 12057232
E-mail: david.muldoon@nln.ie
www.rehab.ie/nln/index.aspx

Stichting Revalidatie Limburg (SRL)

Zandbergsweg 111, 6432 CC Hoensbroek, the Netherlands
Director: Ms Thérèse-Sophie de Wit
Tel: +31 455282828
Fax: +31 455282009
E-mail: p.kurvers@srl.nl
www.srl.nl

Centro de Reabilitação Profissional de Gaia (CRPG)

Av. João Paulo II, 4410-406 Arcozelo, VNG, Portugal
Director: Mr Jeronimo de Sousa
Tel: +351 227 537 700
Fax: +351 227 629 065
E-mail: info@crpg.pt
www.crpg.pt

Opera Don Calabria (ODC)

Via San Marco, 121, 37138 Verona, Italy
Director: Mr Stefano Schena
Tel: +39 0458184111
Fax: +39 0458184100
E-mail: valentina.danese@centrodoncalabria.it
www.centrodoncalabria.it

Pluryn Werkenrode Groep

Nijmeegsebaan 9, Postbus 9002, 6560 GC Groesbeek, the Netherlands
Director: Mr Rob de Jong
Tel: +31 243997126
Fax: +31 243997300
E-mail: cjonkheer@pluryn.nl
www.pluryn.nl

Fundación ONCE

Sebastian Herrera 15, 28012 Madrid, Spain
Director: Ms Josefa Torres Martínez
Tel: +34 915068888
Fax: +34 91 539 34 87
E-mail: alberto.rossi@fsc.es
www.fundaciononce.es

RehabCare

Roslyn Park Sandymount, Dublin 4, Ireland
Director: Ms Angela Kerins
Tel: +353 12057200
Fax: +353 12057202
E-mail: sarahjane.dillon@rehabcare.ie
www.rehab.ie

Josefs-Gesellschaft

Custodisstraße 19 – 21, 50679 Cologne, Germany
Director: Mr Fritz Krueger
Tel.: +49 221 88998 – 0
Fax: +49 221 88998 - 60
E-mail: d.roemer@josefsheim-bigge.de
www.jg-gruppe.de

Durapart

Bedriftsveien 9; Krøgenes, Norway
Director: Mr Bjorn Paulsen
Tel: +4797143416
Fax: +47 37 05 65 01
E-mail: grete.kristiansen@durapart.no
www.durapart.no



Associate members

Association of Vocational Rehabilitation Enterprises (AVRE)

POB 5473 Majorstua, 0305 Oslo, Norway
Director: Mr Johan Martin Leikvoll
Tel: +47 23088667
Fax: +47 23088659
E-mail: paal.haavorsen@sbl.no
www.attforingsbedriftene.no

Eden Foundation

Bulebel, Zejtun, ZTN 08, Malta
Director: Bro Austin Gili
Tel: +356 21673706
Fax: +356 21691448
E-mail: austin.gili@theedenfoundation.com
www.theedenfoundation.com

Theotokos Foundation

Theotokos Street Ilion Attikis, 13122 Athens, Greece
Director: Ms Penny Papanikolopoulos
Tel: +30 2102319767
Fax: +30 2102314888
E-mail: theotokos@theotokos.gr
www.theotokos.gr

Astangu Vocational Rehabilitation Centre

Astangu 27, 13519 Tallinn, Estonia
Director: Ms Mari Rull
Tel: +372 6594001
Fax: +372 6590520
E-mail: astangu@astangu.ee
www.astangu.ee

Heliomare

Relweg 51, 1949, EC Wijk aan Zee, the Netherlands
Director: Mr Cees Raaijmakers
Tel: +31 251288253
Fax: +31 251288312
E-mail: f.wichers@heliomare.nl
www.heliomare.nl

Pulmonary Association Heli

Olttermannintie 8, P.O. Box 40, 00620 Helsinki, Finland
Director: Mr Veikko Korpela
Tel: +358 403193264
Fax: +358 136868777
E-mail: mari.kuosmanen@luovi.fi
www.hengitysliitto.fi

SRH Learnlife AG (SRH)

Bonhoefferstrasse 1, 69123 Heidelberg, Germany
Director: Mr Markus Hertrich
Tel: +49 622182230
Fax: +49 62218223121
E-mail: gustav.rueckemann@fh-heidelberg.de
www.srh.de

Institute for Rehabilitation

Linhartava 51 61112, Ljubljana, Slovenia
Director: Mr Robert Cugelj
Tel: +386 611375188
Fax: +386 611372070
E-mail: jurij.svajger@mail.ir-rs.si
www.ir-rs.si

Technischer Jugendfreizeit- und Bildungsverein (tjfbv)

Wilhelmstraße 52, 10117 Berlin, Germany
Director: Mr Thomas Hänsgen
Tel: +49 309799130
Fax: +49 3097991320
E-mail: info@tjfbv.de
www.tjfbv.de

Institut de Formation et de Recherche sur les Organisations Sanitaires et Sociales (IFROSS)

18 Rue Chevreul, 69007 Lyon, France
Director: Mr Jean-Pierre Claveranne
Tel: +33 478787762
Fax: +33 478587644
E-mail: david.piovesan@univ-lyon3.fr
www.ifross.com

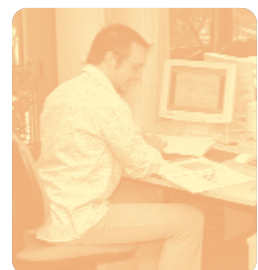
Momentum

The Stables, Carlton Court, Glasgow, G5 9JP, Scotland
Director: Mr Ian Welsh
Tel: +44 1412212333
Fax: +44 141429 8190
E-mail: nicky.neilson@momentum.scotland.org
www.momentumscotland.org

Chaseley Trust

South Cliff, Eastbourne, East Sussex, BN20 7JH, United Kingdom
Director: Ms Sue Wyatt
Tel: +44 1323744327
Fax: +44 1323744208
E-mail: amandar@chaseleytrust.org
www.chaseleytrust.org





What is EPR?

Mission

Drawing strength from global diversity, EPR is an innovative force and generator of expertise increasing the quality of rehabilitation services. Recognised as the outstanding and influential forum of service providers in Europe and in cooperation with people with disabilities, the EPR realises continuous improvement and lasting change.

The European Platform for Rehabilitation (EPR) is a network of leading European providers of rehabilitation services to people with disabilities and other groups experiencing disadvantage. These services include vocational education training and reintegration in the open labour market, as well as medical rehabilitation and social care. All members are committed to the values of equality, equal opportunities and human rights for their clients.

Under the motto "learning, developing and producing together", the EPR membership has continued to grow and today numbers over 20 organisations from 14 European countries.

Professional development, quality, a holistic, multi-disciplinary view, and international cooperation remain the foundation stones on which EPR is built.

European Platform for Rehabilitation

Rue de Spa 15, 1000 Brussels, Belgium

Tel. +32 2 736 54 44

Fax. +32 2 736 86 22

Email. epr@epr.eu

Website. www.epr.eu



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