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european platform for rehabilitation



ANNUALREPORT08

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A Word from the President

Jerónimo de Sousa has been the Chief Executive Officer of Centro de Reabilitação Profissional de Gaia (CRPG) since its establishment in 1992, and is responsible for the strategic management of the organisation. As such he is in charge of leadership and overall coordination of management. He is a member of the Guidance and Management Committee of I3S - Institute of Research and Innovation on Health (2008 onwards). In January 2008 Mr. de Sousa was elected President of the EPR for a period of two years.



When reporting on 2008, I consider it pertinent to highlight some of the most remarkable events and moments of the year. As a busy year, rich in activities and with fruitful results, 2008 was highly significant for our network. The European Platform for Rehabilitation celebrated its 15th anniversary, which was an opportunity for revaluating the rationale and objectives of the network which have surprisingly enough not changed a lot. More than ever, the initial motto 'learning and developing together' in order to face the challenges in the social services sector, applies. Still today, the EPR aims at supporting its members to become successful and sustainable organisations, while at the same time sharing its expertise with other sectoral stakeholders. As a network of centres, working in partnership with European institutions and organisations, we strongly believe that there is still a long way to go in fully implementing the rights of the citizens with whom we work, enhancing their quality of life, and contributing decisively to a more open and inclusive society.

Contrary to the initial rationale for setting up the EPR, the functioning of the network has drastically changed over the years. Looking back at 2008, EPR achieves a much higher level of international co-operation due to a professionalisation of its structures and the increased experience of the staff in its membership. At the same time, members increasingly expect concrete and tangible outcomes of the EPR activities, which requires a higher sophistication of delivery methods as well as a demand-driven approach. Another significant development is that the EPR has substantially grown over the last years in terms of membership, service packages to its members and influence on the disability sector.

In order to sustain this growth and positive momentum, we began in 2008 to think about consolidation, strengthening our capacity and reinforcing our identity. An important step in this respect was the approval of a three-year strategic plan 2009-2011, with targets to achieve and defined pathways of how to get there. This clear and agreed strategy enables the EPR to implement its activities in a consistent and systematic way, making most effective use of its operational resources. It serves as a mobilizing and guidance reference for our actions, committing all members to a common vision on the future.

The presentation in December in Brussels of the EPR Charter on Modernisation of disability-related Health and Social Services, was without doubt another highlight of 2008. This document, which integrates the results of EPR's experience and thinking over the last years, is an attempt to translate the abstract concept of 'modernisation' into concrete guidelines and actions. The commonly endorsed document will also enable the EPR members to disseminate the EPR body of thought at the national level.

Among other significant achievements during 2008, I would like to refer to the enlarged membership of EPR, the increasing number of projects in which EPR has been involved, and the consolidation of the strategy to promote EQUASS as a strong contribution to the development of quality in disability related social services in Europe. All these activities are described more in detail in this Annual Report 2008.

Our successes are the result of the extended contribution of a group of people: directors, coordinators, other colleagues from member centres, the secretariat in Brussels and those who wanted to share with us their confidence in achieving a more open and inclusive society in Europe. In this context I would like to acknowledge the enormous contribution that our colleague and friend Stefano Schena gave to EPR, as Board member and as EPR President during the last 4 years. His confidence and enthusiasm in EPR, and in its future, his availability and effort are worthy of our gratitude.

It is true Europe faces challenging, demanding and uncertain times, with huge impacts on the social sector. In spite of the turbulence, they might also be interesting times which oblige us as social service providers to re-think what we have been doing, to adjust our approaches and to review our concepts to this new world. In this context, I strongly believe there is more than ever a need for an EPR which tries to identify and anticipate what is coming, and which engages in finding ways to successfully face these demanding and challenging times.

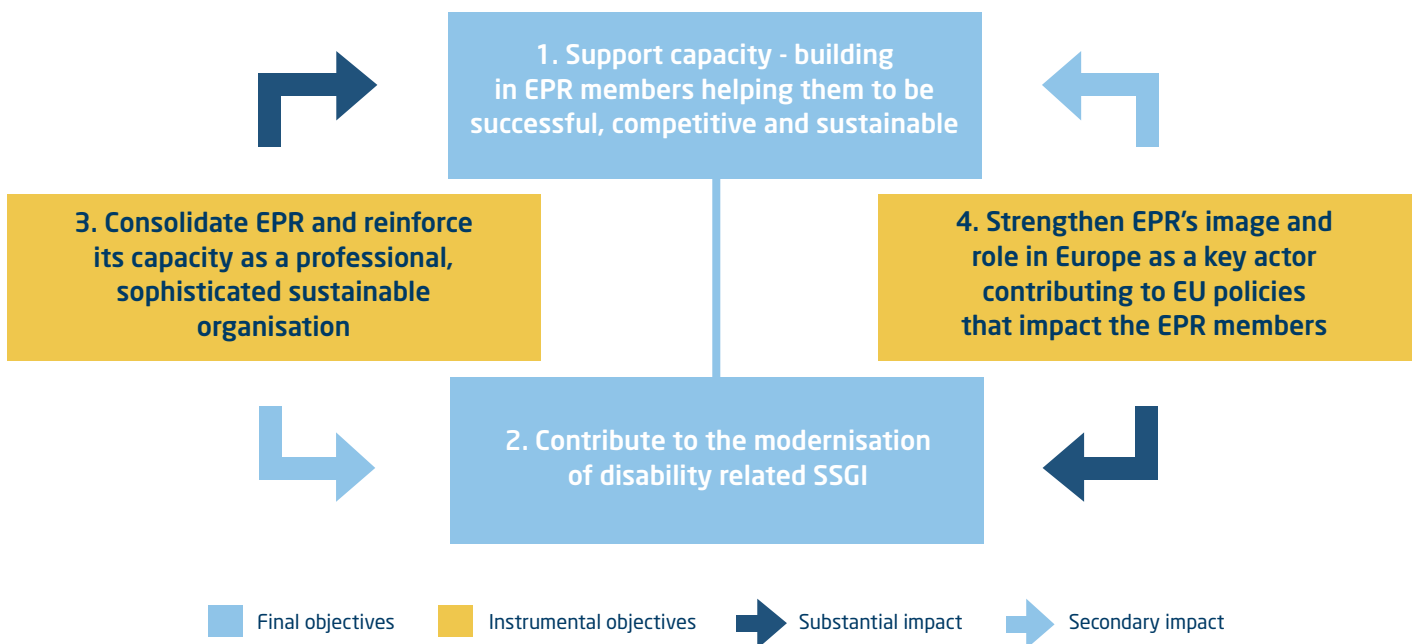
Jerónimo de Sousa
EPR President

I. Strategy

EPR Strategic Plan 2009 - 2011

Over the last couple of years, the EPR experienced a positive momentum with an increasing enthusiasm, satisfaction and participation from its members, more sophisticated co-operation mechanisms and a solid financial basis and organisational capacity in the secretariat. This internal growth was also reflected in a greater external attractiveness in terms of growing membership and recognition by the major sectoral stakeholders. These developments resulted in a window of opportunities which places a bigger responsibility on EPR and its management structures to consolidate the growth, relevance and attractiveness of the EPR. For this reason, the EPR Board of Directors adopted a Strategic Plan 2009-2011, in September 2008. The core of the plan consists of the final and instrumental strategic objectives of EPR:

STRATEGY OBJECTIVE



- Seven action lines have been defined alongside which EPR should organise activities in order to achieve these four strategic objectives:
- > Fine-tune EPR profile and vision on membership
 - > Enhance professionalism to meet new challenges
 - > Optimise networking and social capital
 - > Focus on reflection and innovation
 - > Actualise "learning together"
 - > Reinforce Public Affairs
 - > Further business development

A list of concrete activities was drafted to reach these strategic objectives. Monitoring and evaluation mechanisms were developed in order to compare the achievements and the strategic plan.

Centre Action Plans (CAP)

The CAP concept and methodology remained a cornerstone of the EPR strategy in 2008. The CAP defines in an explicit way the expectations of each organisation towards their full membership and translates them into concrete services and activities. The CAPs are defined on the basis of an in-house needs assessment in each full member to identify how EPR can contribute to achieving the strategic goals of the member organisation during the coming years.

As the Centre Action Plans follow a two-year cycle, the implementation of the CAPs 2007-2008 was finalised during 2008. Over this two year period, the EPR implemented a total of 20 joint activities (with participation of several EPR members) and 28 individual actions (tailor-made service to one single member). The activities covered various fields of rehabilitation, ranging from ageing workforce to vocational assessment and rehabilitation for children. Not surprisingly, there was an increased focus on strategic and managerial issues such as modernisation of social services, competition and outcome measurement. The EPR also used different formats for the CAP activities, going from transfer of knowledge (traditional training seminars) to the actual implementation of new services in a centre.

CAPS 2007 - 2008: OVERVIEW JOINT ACTIVITIES

FORMATS	TOPICS		
Training seminars	Ageing workforce	Mentoring, coaching, motivating	Outcome measurement
	EU Funding opportunities	Public Relations	Knowledge Management
	Housing services	Distance learning	
Workshop for directors	Competition	Modernisation of social services	
Discussion Groups	Relations with service users	Relations with employers	Outcome measurement
Learning Groups	ICF	Empowerment	
Learning partnerships	Rehabilitation for children	Vocational Assessment	
Pilot implementation	Europass/Quality practices (PROVET)	Disability Management (Reintegrate)	Quality Assurance (EQUAVET)

With an average number of 14 participants per joint activity, and a satisfaction rate of 85%, the Centre Action Plan has once more proved to be a successful tool in providing services to the members. It has also enabled the centres to be more aware of their own role and responsibilities within activities. In this context, it should also be mentioned that EPR spent a considerable amount of its budget to finance the preparation and organisation of the numerous CAP activities.

During the last quarter of 2008, EPR consultants conducted centre visits to identify the needs and expectations of the full members for the coming years. During an intensive brainstorming, these needs assessments were translated into a new Centre Action Plan 2009-2010 for each member centre. With 16 full members, this exercise turned out to be more demanding and individual than before, and resulted in the definition of 25 joint actions and not less than 40 individual actions to be implemented in the next two years. The centre visits were also used to obtain direct feedback from the directors on the results of the CAPs 2007-2008, and revealed an overall satisfaction of the CAP concept and the quality of CAP activities.

II. Professional Development

STRATEGIC WORKSHOP FOR DIRECTORS ON MODERNISATION OF DISABILITY-RELATED SOCIAL SERVICES

On 29 - 30 May EPR organised its fourth annual Strategic Workshop for Directors on the island of Malta, hosted by the Eden Foundation. An exceptionally high number of over 30 participants from 21 EPR members representing virtually all countries in the network gathered to explore the theme of 'Modernisation of Social Services'. The main question for NGO social service providers today is how "to do more and better with less resources." They strive to find the right balance between meeting social needs, responding to the demands of stakeholders and operating successful businesses. Besides the traditional objectives of increasing the understanding of EU policies, exchanging good practices and strengthening links among EPR Directors, this particular Workshop aimed to generate key ideas for an EPR Charter on Modernisation of Social Services. This key document presents a unified EPR approach to modernisation of our sector towards European and national stakeholders. The hard and intense work over the two days of the Workshop was rewarded with a pleasant social



programme which included a perfect mixture of elegant settings, teambuilding activities and fine Maltese cuisine. For the first joint evening, the Directors enjoyed a guided visit to the magnificent Palazzo Parisio. The beautiful gardens surrounding the Palazzo hosted the cocktail reception and exquisite dinner. During the second day, the social activities started with a teambuilding activity in Mdina, the old capital of Malta. The Directors had plenty of occasions to strengthen their connections and to admire the so-called "Silent City" during this the afternoon in the heart of Malta. The day ended with a wine tasting and fish dinner in a traditional Maltese restaurant. Once again, the annual Workshop for Directors proved to be a very positive and successful event, fostering interactive discussions, fruitful conclusions, excellent networking and pleasant social times.



“ Social providers must find the right balance between quality, affordability, and sustainability

Jerónimo de Sousa, EPR President

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“ Eden Foundation will always be grateful for your donations of know-how

Philip Rizzo, Eden Foundation

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Speaking at the end of two intensive days of exchanges and debates, Jan Spooren, EPR General Secretary, said: "After this event we feel we have a better understanding of what the term 'Modernisation' implies for the social services sector in the different countries. Addressing proactively Modernisation places us in a better position both individually and collectively to respond to its demands. Our sincere thanks to our partners for making us feel truly welcome and comfortable on this lovely Island."

TRAINING SEMINAR 'AGEING WORKFORCE & DISABILITY'

On 14 February, EPR and Workability Europe co-organised this seminar which was attended by 25 participants and facilitated by Dr Richard Wynne from the Work Research Centre in Ireland. The seminar aimed to address the challenges for rehabilitation service providers and employers as a result of an ageing workforce. The event allowed participants to gain insights into key issues such as the demographics of an ageing workforce, good practices in employment guidance services for older workers and the development of new services.

'Strategies addressing labour shortages should look at both ends of the equation - the provision of affordable child care and increasing birth rates as well as keeping older workers at work.' - A participant

DISCUSSION GROUP ON 'RELATIONS WITH EMPLOYERS'

This event was co-organised with the Employers Forum on Disability (EFD) and took place in London. With an amazing teaching and facilitation style, Susan Scott-Parker, CEO of the EFD, took the 13 participants on an exploration journey around a range of practices and strategies for building long-term partnerships with employers. By working hand in hand with businesses, service providers want to enhance the chances of finding sustainable employment for their service users.



DISCUSSION GROUP ON 'OUTCOME MEASUREMENT'

The learning seminar on outcome measurement was facilitated by Fong Chan and Fred McFarlane, two eminent professors in rehabilitation. The event's goal was to assist participants to integrate the theory of outcome measurement into multi-disciplinary practice. Fourteen participants from the various rehabilitation fields were around the table to learn about new tools and approaches for measuring the impact of their programmes.



"Well organised, relevant theme, good participation' - A Participant'

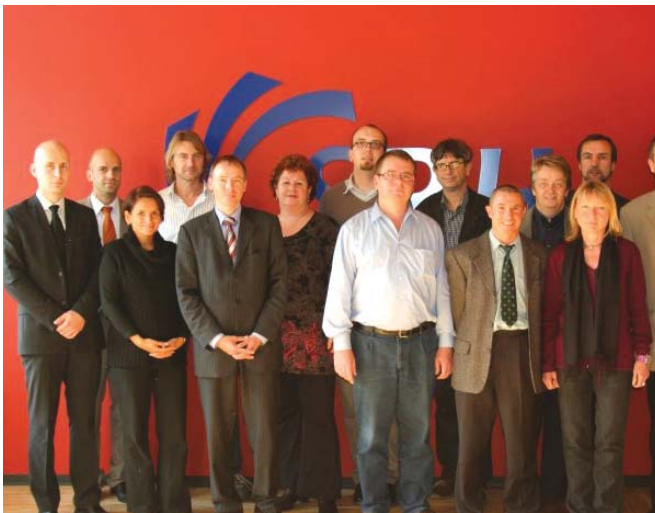
TRAINING SEMINAR 'MENTORING, COACHING, MOTIVATING'

This was the first EPR event hosted by Heliomare in Wijk Aan Zee, the Netherlands. The seminar focused on the skills needed to increase the positive behaviour of service users and to reduce the challenging behaviours. The seminar was designed to foster high interaction and bring very concrete outcomes by the end of the seminar. The brilliant organisation by the host and the greatly appreciated teaching skills of Fred McFarlane contributed to the success of this event.



TRAINING SEMINAR ON 'INCLUSIVE HOUSING'

On 12 November, Pluryn hosted the EPR seminar on "Community-based Housing and Supported Living, Independent Living and Assistive Technologies". During the seminar, Ms Riek de Vries from Pluryn gave a comprehensive picture of De Globe, a residence established by Pluryn in cooperation with a public housing corporation and two other service providers. The site visit provided the participants with evidence of its different organisational aspects. Examples of assistive technologies for housing facilities were presented by Mr Zlatko Matjagic from the Institute for Rehabilitation in Slovenia, and by Pluryn during the visit of the Night Care Unit "de Winkelsteegh". The participants appreciated the inputs received and considered the practical demonstrations among the strengths of the seminar.



TRAINING SEMINAR ON 'DISTANCE LEARNING'

Berufsbildungswerk Neckargemünd (BBW) hosted the EPR seminar on distance learning on 16-17 October. The participants explored different issues related to distance learning applied to vocational training. Prof Peter Baumgartner from the University Donau-Universität Krems was invited to provide the basics of e-learning and demonstrate its added-value. Prof Baumgartner together with experts from BBW, reviewed practical examples of innovative methodologies and tools used, as well as new opportunities for training, such as the training on CISCO academy. This training was the first of its kind and was highly appreciated by the participants.

'The participants received a lot of innovative ideas both on the methodological and content sides.'

LEARNING GROUP ON 'EMPOWERMENT'

In light of the strong focus on empowerment and user-involvement on the European scene and disability field, six EPR members requested to be trained on concrete tools to implement these concepts within their centres. This learning group aimed to train professionals on VrijBaan, an instrument developed by the REA College in the Netherlands to enable service providers to increase the individual empowerment of the service-users. The objectives of the group are to gain an in-depth understanding of the empowerment concept and its components, to learn how to use the VrijBaan questionnaire and to be able to deliver tailor-made training modules to strengthen empowerment.

During 2008, the participants met twice in Brussels for the training on the empowerment concept and the concrete use of the tools. They also launched a pilot exercise during which they have submitted the VrijBaan questionnaire to a sample of service users. The last meeting will take place in 2009 and will mainly focus on the results of the implementation process.

The participants felt that they received a lot of information, concepts and new ideas to reflect on and to bring back to their centres.



LEARNING GROUP ON 'INTERNATIONAL CLASSIFICATION OF FUNCTIONING AND HEALTH - ICF'

The Learning Group called 'Using the ICF to Structure Assessment and Interventions in Rehabilitation' involved seven centres from the EPR network and was facilitated by Donal McAnaney. The ICF provides professionals with a systematic approach to developing holistic, person-centred solutions to complex disability issues. 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.



The first meetings of the Learning Group took place in 2007. In 2008, the group finalised their work and met one last time in September in the margins of the Annual Conference, during which the participants presented the implementation of their project in their own centres, the concrete impacts and the difficulties encountered and the future steps. Besides the challenges faced in the deployment and full implementation of ICF, the participants have concluded that their work on ICF has contributed to the customer-orientation of the service delivery, has broadened the perspective of the service, and provides a universal language that can be shared by all professions.

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EQUASS defines quality as:

Meeting and exceeding
the needs and expectations
of all stakeholders

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III. Equass



The European Quality in Social Services (EQUASS) is an initiative of EPR. EQUASS provides comprehensive services in the area of

approval and certification of quality, all of which comply with the European requirements for quality in the provision of Social Services of General Interest. EQUASS aims to enhance the social service sector by engaging service providers in quality development and continuous improvement, and by guaranteeing service-users quality of services throughout Europe. EQUASS wants to contribute to the modernisation of social services of general interest where service providers can distinguish themselves and use the quality of their service provision as a competitive advantage. EQUASS defined quality as: "Meeting and exceeding the needs and expectations of all stakeholders". Therefore the EQUASS approach is a typical multi-stakeholder approach in which all stakeholders constantly are consulted in defining the leading principles for quality and the criteria for certification. The EQUASS quality approach explicitly includes the perspective of service users. The EQUASS approach also incorporates the methodology of self-assessment as a fundamental element in the audit process.

MARKETING

In 2008 the re-branding of EQUASS was an important and successful operation and provides a solid basis for further business development in the coming years.

The EQUASS Business Plan introduced the concept of Local Representatives whose main tasks include: identifying an EQUASS Local Licence Holder (LLH), translation of EQUASS materials, initial PR and promotion of EQUASS and market analysis. The concept of Local Representative seems to be a successful one. In 2008 EQUASS materials were made available in different languages (Portuguese, Norwegian, Dutch and Danish). EQUASS has at the moment three LLHs: the Association of Vocational Rehabilitation Enterprises (AVRE) in Norway (since December 2006), Association of social service

providers (LOS) in Denmark (since December 2007) and Excellence Ireland Quality Association (EIQA) in Ireland (since September 2008). Potential LLHs have been identified in Germany, Portugal and Hungary. This (new) de-centralised approach with Local Representatives and LLHs seems to function as it resulted in a number of actual applications via the LLHs.

The sales and marketing activities from the EQUASS office in Brussels have been limited to web research and information to individual service providers and networks. The capacity of the EQUASS team was mainly engaged in the re-branding process including the creation of a new EQUASS brochure and house style, as well as the updating of the EQUASS documentation.

Another time and resource commitment was the successful application for the Prometheus project. In addition to the Prometheus project, which began in December 2008, EQUASS has also been involved in the project 'EQUASS in Practice'. Both projects could substantially contribute to the achievement of targets mentioned in the Business Plan 2008-2010 in both operational and financial terms.

TRAININGS

Two auditor trainings were organised in 2008. The EQUASS Excellence auditor training took place in February in Brussels, and was attended by 11 participants. The EQUASS Assurance auditor training was organised in cooperation with LOS in September 2008 in Copenhagen, Denmark. 21 participants attended this training. Both trainings were positively evaluated by participants. In May, EQUASS co-organised with LOS an EQUASS information seminar for Danish stakeholders in Copenhagen, and organised an information seminar for the National Rehabilitation Institute in October in Lisbon, in Portugal. In addition to these trainings, there was also an EQUASS consultancy training at CRPG in Portugal in October. 11 EQUASS consultants were certified following this training. And finally, induction seminars were organised in Ireland and Portugal for potential Local Licence Holders, and one in-depth training took place in Germany in October.

CONSULTANCY SERVICES



Consultancy services in form of support to EQUASS certification applicants, internal reviews or lecturing at events have been provided throughout the year. EQUASS was invited to present the EQUASS approach at the Conference of the Council of Europe (CoE) in September 2008 in Strasbourg, France and at the international conference organised by HIQA in cooperation with the Council of Europe in December in Dublin, Ireland. Many organisations applying for EQUASS certification use the opportunity to receive in-house consultancy by certified EQUASS consultants prior to the audit.

CERTIFICATION

In December, the EPR Public Affairs event on 'Modernisation of disability related Health and Social Service' showcased the latest achievements in EQUASS, and certificates were presented to organisations that have proven their compliance with the Quality Principles. Of note was the certification of organisations outside of the EPR network and from new countries such as Lithuania, Greece and Hungary).



In 2008 four organisations were certified with Excellence in Social Services - EQUASS Excellence:

- **Valakupiai Rehabilitation Centre** (Lithuania)
- **Panagia Eleousa** (Greece) *The certification includes sites in Messolonghi & Agrinio*
- **Åstvedt AS** (Norway) *The certification includes the site in Bergen*
- **National Learning Network** (Ireland) *The certification includes sites in Bray and Castlebar*

In 2008 the following organisations have been awarded with Assurance of Quality in Social Services - EQUASS Assurance:

- **Theotokos Foundation** (Greece)
- **ROC Ter AA - Loopbaancentrum & Educatie** (the Netherlands)
- **Motivacio Foundation** (Hungary)
- **Mølla Kompetansesenter Bærum KF** (Norway)
- **GREP Teli - Dept of Kompetanseutvikling Grenland AS** (Norway)
- **Hadelandprodukter AS - Senter for yrkeskvalifisering** (Norway)
- **Origod AS** (Norway)

EQUASS AWARDING COMMITTEE

All EQUASS processes are supervised by an Awarding Committee that includes many of the key European and international stakeholders in the sector such as service users, social partners, service providers, policymakers and funders. In 2008, the following organisations were represented in the EQUASS Awarding Committee: Council of Europe (CoE), Employers' Forum on Disability, European Platform for Rehabilitation (EPR), European Disability Forum (EDF), European Social Insurance Platform (ESIP), European Association for Service Providers for Persons with Disabilities (EASPD), European Trade Union Confederation (ETUC), Rehabilitation International (RI) and European Network of Social Authorities (ENSA).



The EQUASS Awarding Committee meets twice a year to review the audit reports, make decisions on EQUASS certification, nominate EQUASS auditors and oversee the EQUASS procedures. The meetings in 2008 took place on 28 May and 26 November.

Mrs Kerstin Farm from the Region of Orebro in Sweden joined the EQUASS Awarding Committee in the first half of 2008. She represents the European Network of Social Authorities (ENSA), a network of cities and European regions that aims to promote international cooperation and exchange, mutual understanding of knowledge, and experience within the field of social services.

OVERVIEW OF EQUASS RESULTS UNTIL 2008

Indicators	2008
Certified organisations	18
Certified centres	24
Certified sites	35
Countries	10
Local Licence Holder	3
EQUASS Consultants	23
Auditors	47
Excellence	47
Assurance	47

IV. Research & Innovation

Over the last years, EPR became increasingly involved in EU funded projects, and the secretariat has built up substantial experience in project management and project administration. EPR involves its members in its own projects, and it also acts as partner to strengthen the application of member organisations. Teams of EPR experts develop strategies to meet sectoral challenges as well as tools and methods that directly improve service delivery systems. Consultancy support and close monitoring of results ensure the actual deployment of EPR outputs at the centre level.

DISABILITY MANAGEMENT - REINTEGRATE



EPR has commenced a new project entitled '**Integrated e-learning for managing job retention and return to work**' (acronym: **Reintegrate**) which aims to develop tools to upgrade the skills and competences of employers on how to prevent employees with disabilities from losing their work. The project consortium is made up of 5 organisations:

- > **Work Research Centre Ltd (WRC), Ireland (project leader)**
- > **Irish Business and Employers Confederation (IBEC), Ireland**
- > **European Platform for Rehabilitation (EPR), Belgium**
- > **EWORX SA, Greece**
- > **National Institute for Disability Management and Research (NIDMAR), Canada.**

In addition to these partners, six centres are involved in the project under the leadership of EPR. They will collect feedback from employers on the developed tools. These centres include 5 EPR members: CRPG, Portugal; ODC, Italy; Heliomare, the Netherlands; Institute for Rehabilitation, Slovenia; Durapart, Norway. The sixth centre is Centre for Regional and Social Resource in Hungary. The project started on 1 November 2007 and will end on 31 October 2009. To learn more about Reintegrate, follow this link:

<http://www.epr.eu/index.php/activities/research-and-innovation/8-research-and-innovation/17-return>

ASSISTIVE TECHNOLOGIES - ÆGIS



ÆGIS (Open Accessibility Everywhere: Groundwork, Infrastructure, Standards) is an international project aiming at empowering people with disabilities, the elderly and anyone else experiencing disadvantaged when using Internet services, desktop PCs or mobile devices. This project will provide an accessible, exploitable and deeply embeddable approach in mainstream Information and Communication Technologies (ICT), and will develop open source accessible interfaces and accessibility toolkits for developers, alongside accessible applications and open source assistive technologies for end-users and their supporters. The consortium is composed of 20 European partners; with Sun Microsystems as coordinator. EPR assumes an important role in this project as it is responsible for the collection of user requirements, the testing and evaluation of the project outcomes and the project's dissemination activities. The project offers a unique opportunity to enter a new field (accessible ICTs) and to gain experience and prestige. A kick-off meeting took place in Prague on 1-3 September and the second Steering Committee was organised in Stuttgart on 1-3 December. ÆGIS is financed under the 7th Research Framework Programme and will last 42 months. To learn more about ÆGIS, follow this link: <http://www.aegis-project.eu/>



QUALITY IN SOCIAL SERVICES - PROMETHEUS

The Prometheus project addresses different aspects of quality of social services: the definition, the measurement, the assessment and the improvement of quality in the field of the Social Services of General Interest (SSGI). In order to meet the objectives, Prometheus will carry out the following activities:

1. **A workshop hosted by the European Committee for Standardization (CEN) with the aim to achieve the so-called 'CEN Workshop Agreement' (CWA). The CWA will include a Common Framework for Quality (CQF) in SSGI, and core criteria for quality assurance.**
2. **Testing of procedures and instruments for self-evaluation of quality and of an implementation strategy, on pilot sites in four European Member States in various social sectors: services for people with disability, long term care for elderly people, child care and services for homeless people.**
3. **National Information and training seminars will be organised in order to promote the CWA among the social service providers and stakeholders and to build up capacity to operate the EQUASS approach in the pilots.**
4. **An implementation programme will be defined in the pilot sites to put into effect the Common Quality Framework and the core criteria for Quality Assurance.**

The Prometheus project will be carried out with European and National partners, starting in December 2008 the launching of the CEN Business plan and will last for 24 months. The first project partners' meeting is planned for 10 February 2009. For further information on Prometheus, please visit: <http://www.epr.eu/index.php/equass/projects/25-projects/128-prometheus>

MANAGEMENT OF SOCIAL BUSINESS - EQUABENCH



In October 2008, the EQUABENCH project brought together eight vocational, education and training (VET) organisations with a proven track record in innovation and continuous improvement. EPR together with partner organisations from Italy, Slovenia, UK, Ireland, Germany, Portugal and the Netherlands will follow a two year work programme to share expertise and best business practice at workshops, benchmarking activities and dissemination events.

By establishing a network of European VET organisations EQUABENCH aims to facilitate the import and export of best business practice in order to improve the quality of training for people who have a disability or other form of disadvantage.

EQUABENCH will identify and adapt the innovative quality practice of network members and will use this to produce six Innovative Practice Guides structured around the EFQM fundamental concepts of Excellence. The Guides will be freely available to all VET organisations across Europe.



The EQUABENCH project is led by the Cedar Foundation (Northern Ireland) and the project partners are: EPR, IR-RS (Slovenia), CRPG (Portugal), National Learning Network (Ireland), Pluryn Arbeid (The Netherlands), Josefshiem gGmbH (Germany) and Centro Studi Opera Don Calabria (Italy). EQUABENCH is supported by the European Leonardo da Vinci Transfer of Innovation programme via the UK's National Agency Ecotec. For further information on EQUABENCH, please visit:

<http://www.epr.eu/index.php/activities/research-and-innovation>.

V. Consultancy

During 2008, the EPR continued its tradition of putting its expertise at the disposal of members and external partners via advice and consultancy activities, which exceed the traditional sharing of knowledge. Towards EPR members, these consultancy activities are integrated in the Centre Action Plans as individual activities, whereas they are defined in separate contracts in relation to external partners. Depending on the required expertise, the consultancy activities are delivered by experts from the EPR Secretariat, professionals from the EPR members or external experts.

REVIEW OF DISABILITY LEGISLATION IN PORTUGAL

The EPR was asked by the National Institute for Rehabilitation in Portugal to analyse and comment on the Portuguese social security legislation in relation to people with disabilities. The main deliverable of this assignment was a report indicating the areas where current measures could be modernised to create a more active and responsive system. Moreover, EPR experts highlighted areas where there appeared to be no measures in place, and proposed possible measures that could enhance the effectiveness of the system. The review of specific legislation revealed a certain level of support for promoting full and effective participation in society, targeting specific vulnerable groups, adopting a lifespan approach, supporting decentralisation, providing a right of appeal, including disability in mainstream social inclusion and anti-poverty measures and incorporating respect for children. A number of elements were contra-indicated by the system of legislation including support for economic growth and prosperity, achieving a balance between employment and financial support, activating economically inactive people with disabilities, eliminating poverty traps and adopting a bio-psychosocial approach to disability assessment.

IMPLEMENTATION OF A NATIONAL STRATEGY FOR THE INCLUSION OF PEOPLE WITH DISABILITIES IN PORTUGAL

In the context of a wider research project carried out by CRPG on the inclusion of people with disabilities in Portugal, EPR facilitated a strategic workshop concerning mainstreaming complemented by specialised services. The workshop took place in Lisbon, on 13 and 14 November with participants from relevant ministries and governmental agencies, people with disabilities and service providers, as well as some academic experts and the research team.

During the workshop, the participants mapped relationships between mainstream, inclusive, integrated and special modes of delivery. Moreover, they identified the pathways and challenges towards inclusive education in Portugal. The topic of creating a continuum of services was explored by taking a number of perspectives on the transition of individuals within and between systems. Finally, the EPR expert considered a number of questions relevant to the deployment of specialist resource centres in a mainstreaming and inclusion strategy across education, training, employment, health and social protection.

EUROPEAN PUBLIC AFFAIRS SERVICES TO THE BRÜSSELER KREIS

During 2008, EPR collaborated with the Brüsseler Kreis (BK), a network of 11 German organisations active in providing care for people with disability, elderly, as well as youth and students. EPR provided BK with a range of European Public Affairs Services in relation to the social sector in general, and the disability sector in particular. Besides creating networking opportunities, EPR collected and filtered all relevant information into a monthly newsletter in the German language, listing and describing the most important events and developments in the sector. Besides, EPR developed a more in-depth analysis on three main issues: i.e. Cross-border Healthcare, the European Commission Biennial Report on Social Services of General Interest, and on the European Commission General Block Exemption Regulation. Finally, the BK received ongoing information (in the German language) on upcoming and relevant funding opportunities and had the possibility to address the secretariat for general advice on application procedures, strategies for proposal development and search for partners.

EU SOCIAL POLICY WORKSHOP IN ROMANIA

EPR, represented by Jan Spooren, was involved by the international consulting company BBI to support and conduct a seminar (28-29 October) on EU Social Policy for civil servants from various Romanian public authorities and agencies active in the field of social assistance, social inclusion and social protection. The primary objective was to allow all participants to understand the larger context in which EU social policy is done. The focus was also on the recent most important EU social policy developments (in terms of legislation and soft-law initiatives), and the related financing programmes at the EU and national levels.

INDIVIDUAL CONSULTANCY SERVICES TO EPR MEMBERS

More than in previous years, EPR members realised the advantages of individual activities which EPR organises for them on a one-to-one basis. They can be more tailor-made in terms of content, format and timing. Moreover, the organisation of an in-house event allows for the participation of many staff members without any costs, and it raises the profile of EPR within an organisation. Finally, individual activities are often a good way to translate international transfer of know-how into concrete results at the centre level.

The following examples illustrate the wide range of topics and formats covered under the individual consultancy services to members:

- > **Speeches of EPR experts at national events of members**
- > **Training on various approaches to quality in social services, including the design of an action plan for the centre concerned**
- > **Overviews of best practice in Europe on various subjects such as**
 - **Day-Care activities**
 - **Early intervention during medical rehabilitation**
 - **Reintegration of former drug addicts**
- > **Study visit on vocational assessment**
- > **Establish learning partnership on assistive technology**
- > **Advice on the implementation of the ICF model in the organisation of the service delivery**
- > **Training on self-assessment**
- > **Training staff to become EQUASS consultants**
- > **Improvement of supported employment methods**

PARTNERSHIP BUILDING - A SUCCESS STORY

On 1 October seven internal auditors from the CRM visited CRPG in Portugal. The two Centres have a common goal: to support and help people with disabilities.

“To share one’s practices is always very enriching.” - A Participant



After a site visit of the CRPG centre, the participants and the in hosts focused on exchanges concerning the practice of internal audits. Mulhouse presented its 10 years experience in that field, including methodology and tools.

Every French participant shared his own experience, including strong points (regular training) and aspects to improve. Through these exchanges, the participants were able to apply the spirit of EPR: to exchange practices, to learn from each other and to produce together.

This interesting experience could go further. A date is already planned for 2009 when representatives from CRPG may participate in the next French internal audit training.

VI. Public Affairs

Networking, positioning and representation

EPR works together with all key stakeholders in the disability field including policy-makers, organisations representing the disability movement, social partners, funders, service providers and other NGOs.

- In 2008 EPR consolidated its image within the European Institutions, by meeting with key persons and participating in the most relevant events. On 14 May EPR attended a public hearing of the Disability Intergroup of the European Parliament at which the European Disability Forum presented a disability-specific anti-discrimination directive. EPR strengthened its cooperation with DG Employment and Social Affairs of the European Commission, and in particular within the disability unit. In fact, Jan Spooren was the rapporteur at a workshop on employment for people with disabilities. The workshop was part of the Interministerial Conference on the implementation of the UN Convention on the Rights of Persons with Disabilities (22-23 May), hosted by the Slovenian presidency of the European Union. Moreover, EPR was represented by Jerónimo de Sousa, 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.



social platform

- EPR believes that lasting change and influence can only be achieved through genuine stakeholder cooperation between all actors in society. In coherence with this idea, EPR became a member of the European Platform of Social NGOs. As a first action, the EPR contributed substantially to the position paper on European quality principles for social services that the Social Platform adopted and launched on 6 June 2008. In November, as part of the Social Platform delegation, Simona Giarratano, EPR Public Affairs Officer attended the biennial meeting with the Directors General of DG Employment and Social Affairs and DG Health and Consumer protection, of the European Commission. It was a good opportunity to discuss cross-cutting issues such as health inequality, social and health services of general interest, the follow-up to the "social package" and the cross-border healthcare directive.
- Furthermore, 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. Finally, 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 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 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 European Forum on Social Services of General Interest (November, Paris).



Provision of information and advice 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. A training workshop was organised on EU funding opportunity. 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 updates 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



EPR President discussing modernisation with the Head of the Disability Unity of the European Commission.

EPR lobbies for the interests of social service providers at the European level. Policy issues are discussed in the EPR Board of Directors, and Executive Committee, and at regular Strategic Workshops for Directors. These forums contribute to the formulation of position papers prepared in full consultation with the membership. Important dossiers EPR has been working on include the debate on Quality of social services of general interest, the Services Directive and the priorities of successive EU Disability Action Plans. Other dossiers to which EPR has contributed as a member of the HLG on Disability include supported employment and flexicurity in order to try to increase the employment of people with disabilities in the EU, the implementation of the UN

Convention on the Rights of People with Disabilities, the cross-border health care and the adoption of the new State Aid Block Exemption Regulation. Moreover, EPR contributed to policy making at the European level by replying to a public consultation on web accessibility and other e-accessibility issues, launched by DG information Society and Media of the European Commission.



During the Public Affairs Event in December, EPR launched the Charter on disability-related Health and Social Services. The 10 pathways to modernisation laid out in this Charter reflect the results of EPR's experience in international co-operation, and are an attempt to translate the abstract concept of 'modernisation' into concrete guidelines and actions.

With this Charter, EPR intends to contribute in a constructive manner to the ongoing debate on how to secure the highest quality of services for all within the given financial and human resource constraints.

VII. Organisational Development

Annual Conference 2008



EPR organised its 15th Annual Conference on 18 and 19 September 2008 in Roermond in collaboration with Stichting Revalidatie Limburg (SRL) in the Netherlands, one of EPR's founding members. In total, 135 participants from 13 countries attended the Conference which was held under the theme 'Outcome measurement of service provision to people with disabilities'. This general topic covered the various rehabilitation domains, and reflected as such the broadening scope of the EPR network and its activities. As a result, a wide range of rehabilitation professionals from the medical, social and vocational fields joined the Conference. The stakeholders had a chance to put forward their own point of view on the theme of outcome measurement, including funders and service users. In addition, the complementary social activities offered plenty of networking opportunities to strengthen the links among EPR's members. With a global satisfaction rate of 8/10 based on the completed evaluation forms, participants expressed a very high satisfaction for all aspects of the event's organisation. A balanced and relevant programme, the quality of the speakers, the beautiful

premises, the perfect organisation from the host and the comprehensive and timely information to the participants, made of this event one of the best editions in the 15-years history of EPR Annual Conferences.

'One of the best editions in the 15-years history of EPR Annual Conferences'

Communication Strategy

During the 15 years of existence of EPR, communication activities were made without an actual planning or structuring, but they contributed naturally to the functioning and development of the network as we know it today. Communication in EPR is perceived at the same time as a tool for reaching our members and other players in the sector, dissemination and gathering of information.

'Communication occurs whether planned or not!'

Within this perspective EPR developed a communication strategy, created a house style, and confirmed the importance of its communication and information tools.

- **Knowledge Management Centre (KMC)**

The KMC is an electronic database centralised in the EPR secretariat and accessible to any staff member of EPR Members via the Internet. The staff members in the network are responsible for the building of content of the database. In order to do so, each Member has appointed an administrator who checks the information inserted in the templates. The administrators guarantee for the quality of information inserted and the safety of the system.

Via the KMC, the professionals from EPR members have access to:

- **An on-line catalogue of EPR services methodologies and tools**
- **A library of documents**
- **A glossary of terms**
- **A list of contacts**

The KMC displays three types of information concerning the service providers affiliated to EPR:

- **A section including information on services and methodologies, containing information about the centres' services and information about their methodologies**
- **A section of documents and tools (publications, reports, analyses, studies, etc) including documents drafted by the centres or different tools that they developed**
- **A section of CVs allowing professionals from different centres to promote their expertise and be involved in international activities, by posting their CVs online**

- **Website**

In January EPR launched a new website. It features a number of technical, visual and content improvements. In this way, EPR is able to exploit the full potential of this online tool which is so essential for effective internal and external communication in any international network today. The 'Members area' is also active. In this section members can find internal information related to events, meetings, projects, reports, news, etc. Members' username and password remain unchanged.

- **Newsletter**

The EPR Newsletter is published three times a year and is disseminated to the members in a printed copy. It is an important promotion and information dissemination tool used for the organisation's internal needs. The Newsletter features many interesting items including an editorial, updates on projects and discussion groups, information about Public Affairs issues and developments, a list of new documents posted on the EPR website and a calendar of upcoming events and meetings. A special section in the Newsletter is usually dedicated to a particular topic, an interview with a rehabilitation professional or brings an EPR member in focus. The EPR members also contribute regularly with news from their centres.

- **EPR e-Bulletin**

EPR issues a monthly Public Affairs e-bulletin. This publication includes updates from relevant sectors such as employment, social affairs, education and vocational training, research and public health. The e-bulletin features news on EU legislation, policy and issues as well as alerts on funding opportunities and upcoming European events of interest.

VIII. Governance & Management

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 decided upon. The Board consists of the Chief Executives/Directors of all full members. The Board meets every quarter to discuss and approve EPR policies and activities. The Board held four meetings in 2008 - in Brussels, Malta and The Netherlands. The following persons were part of the Board:

Board of Directors

Centro de Reabilitação Profissional de Gaia, Portugal	Jerónimo de Sousa, EPR President
Pluryn, the Netherlands	Tessa Zaeyen (from September)
Pluryn, the Netherlands	Eric Demandt (until August) (EPR Vice-President)
Opera Don Calabria, Italy	Alessandro Galvani (from October)
Opera Don Calabria, Italy	Stafano Schena (until September)
National Learning Network, Ireland	Frank Flannery
Åstvedt, Norway	Sigurd Gjertsen
Centre de Réadaptation de Mulhouse, France	André Lefèvre
Durapart, Norway	Bjørn Paulsen
FreteX, Norway	Thor Fjellvang
Fundación ONCE, Spain	Josefa Torres
Luovi Vocational Institute, Finland	Jussi Kemppainen (from December)
Luovi Vocational Institute, Finland	Veikko Korpela (until December)
Heliomare, the Netherlands	Frits Wichers
Institute for Rehabilitation Republic of Slovenia, Slovenia	Robert Cugelj
Josefs-Gesellschaft, Germany	Fritz Krueger
RehabCare, Ireland	Angela Kerins
Stichting Revalidatie Limburg, the Netherlands	Jean-Paul Essers

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 Executive Committee is composed of the following individuals: Jerónimo de Sousa as the president, Eric Demandt as the incoming Vice-President and Stefano Schena and Frank Flannery.

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 the at 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 2008, in April and in December. 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 varied social programme organised around these encounters is always a nice opportunity for networking and informal discussions.

The following persons act as EPR coordinators:

Organisation	Coordinator
Association of Vocational Rehabilitation Enterprises	Paal Haavorsen
Theotokos	Penny Papanikolopoulos
Technischer Jugendfreizeit- und Bildungsverein e.V.	Susanne Böhmig
Astangu	Marika Haas
Chaseley Trust	Amanda Rae
Momentum	Nicky Nielson
Eden Foundation	Claire Ebejer
LOS	Jan Alder
Astvedt AS	Ingjerd Morland Nettestad
Centre de Readaptation de Mulhouse	Jean-Claude Schrepfer
Centro de Reabilitação Profissional de Gaia	Andreia Mota
Durapart AS	Grete Kristiansen
Fretex AS	Trine Gjermundbo
Fundación ONCE	Alberto Rossi
Luovi Vocational Institute, Finland	Mari Kuosmanen
Heliomare	Frits Wichers
Institute for Rehabilitation Republic of Slovenia	Jurij Svajger
Josefs-Gesellschaft	Stefan Kloppenburg
National Learning Network	David Muldoon
Opera Don Calabria	Valentina Danese
Pluryn	Cees Jonkheer
RehabCare	Sarah-Jane Dillon
Stichting Revalidatie Limburg	Paul Kurvers

“

EPR and its members believe
in the engagement of qualified
and motivated professionals.

”

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 and benefits from the additional expertise of external consultants. Altogether, the members of the EPR secretariat speak most major European languages: English, French, Dutch, German, Italian, Spanish, Slovak, Romanian, Greek and Russian.

Jan Spooren
General Secretary



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Simona Giarratano
Public Affairs Officer
(from June)



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Nadège Jibassia
Project Coordinator



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Sarah De Roeck
Financial and Office
Administrator



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Dimitri Fatralis
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Donal McAnaney
Senior Expert



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Jan Albers
Senior Expert



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Martin Ohridski
Public Affairs Officer
(until June)



Eva Novacean
Communication Officer
(from April to September)



IX. Financial Information

ITEM	BUDGET	RESULTS (IN EURO)
REVENUES	719372	753099.94
membership fees	320000	335000
consultancy activities & other reimbursables	123500	104009.93
projects	37152	162411.76
EQUASS	233720	109294.72
Interests	5000	9100.29
Extraordinary income	0	18283.24
provisions 2008	0	15000
EXPENSES	794306	754844.88
staff costs	299300	280056.6
EPR office costs	105442	118053.98
EPR operationsl costs	119668	183317.05
EQUASS	260890	165724.72
Depreciations	4195	5779.04
Contingencies	4811	1913.49
BALANCE		-1744.94

X. Membership

From 1 January 2008 onwards, three associate members of EPR (Heliomare, Heli, National Institute for Rehabilitation in Slovenia) moved into full membership. In addition, two Norwegian organisations, Fretex and Astvedt, became new full members. As consequence of our enlargement strategy, EPR attracted during 2008 four new organisations that became members from 1 January 2009 onwards. Two of them (Valakupia Rehabilitation Centre – Lithuania, and WorkChance – Hungary) represent new Member States in which the EPR was not yet present. AIAS (Italy) and Panagia Eleousa (Greece) strengthen the Mediterranean influence in the EPR. Only IFROSS (France) withdrew as an associate member during 2008.

With 27 members in 17 European Countries, EPR is more representative as a European network, and achieves a better geographical balance in its membership. Moreover, the increased membership has strengthened the EPR in terms of access to high-level and diversified expertise in order to stimulate the exchange of knowledge among the members.

EPR's members are leading organisations in their country, referring to the high quality of the service provision, the capacity in terms of expertise and experience in the fields of VET and re-integration. They are committed to innovation and development of best practice, as well as to continuous enhancement of the sector through impact on national policy-making. Their high-quality standards rest on the values of equality, equal opportunities and human rights. All EPR members strive to achieve full inclusion of people with disabilities to the best of their abilities and other socially disadvantaged groups through access to efficient and outcome-driven personal services. These include vocational education and training, (re)integration, special and mainstream education, health and social care services.

One of the key principles of EPR members is the participation of service users. Practically all EPR members have received an external accreditation of some kind (ISO, EFQM, EQR, EQUASS, plus various national marks and recognitions) – a fact testifying to the quality of their services.

Description of members

FULL MEMBERS



Åstvedt Group is a Norwegian group of vocational rehabilitation enterprises. It provides on-the-job training in its own business units, but the external non-center-based training represents 25% of its vocational rehabilitation capacity. Åstvedt is a leader in the use of new technology for around 1200 vocationally disabled people, persons with vocational disabilities.



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.



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



Fretex, established in 1888 and member of the Norwegian Association of Vocational Rehabilitation Enterprises (AVRE), is a social enterprise providing vocational services to unemployed people, socially disadvantaged such as immigrants, prisoners, elderly, and people with disabilities. Through its activities, Fretex is a major contributor in the field of recycling in Norway.



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.



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.



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 6,000 people with disabilities, patients in hospitals and the elderly. Josefs-Gesellschaft has approximately 4,600 employees who provide educational and vocational training and 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 **Opera 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.



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.



Luovi Vocational Institutes is Finland's largest vocational special education institution. It offers preparatory and rehabilitative training and guidance, vocational qualifications, vocational adult education and training and liberal adult education. Luovi acts also 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 Pulmonary Association Heli, which is the largest non-profit organisation for people with disabilities in Finland.



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.

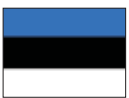


The aim of **Stichting Revalidatie Limburg (SRL)** in the Netherlands has always been the (re)integration into society of (potentially) disabled persons through high-quality coordinated health care provision. SRL acts as an umbrella organisation for a number of centres providing different types of services.

ASSOCIATE MEMBERS



The **Association of Vocational Rehabilitation Enterprises (AVRE)** is an employer organisation for approximately 110 not-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.



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.



The **Eden Foundation** is a Maltese non-profit organisation 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.



Momentum is a non-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.



The **National Organisation of Residential Homes and Special Schools in Denmark (LOS)** counts about 600 member centres that provide services to approximately 4000 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 the mentally disabled.



Technischer Jugendfreizeit und Bildungsverein (tjfbv) is a private non-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.



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.

Members Directory

Full members

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Centro de Reabilitação Profissional de Gaia (CRPG)

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Fretex AS

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Fundación ONCE

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Heliomare

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Institute for Rehabilitation

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Josefs-Gesellschaft

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 E-mail: s.kloppenburg@josefs-gesellschaft.de
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National Learning Network

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Opera Don Calabria (ODC)

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Pluryn

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 E-mail: cjonkheer@pluryn.nl
 Website: www.pluryn.nl

Luovi Vocational Institute (Pulmonary Association Heli)

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 Director: Jussi Kempainen
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RehabCare

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Opera Don Calabria (ODC),
Italy



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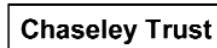
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“

learning, developing and
producing together in facing
sectoral challenges

”

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 27 organisations from 17 European countries.

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

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