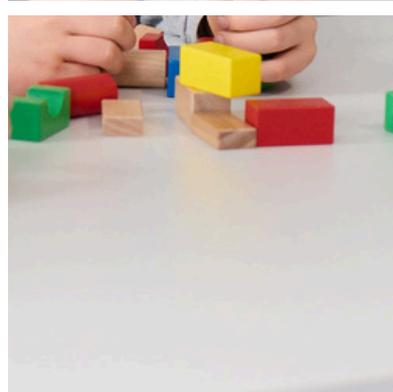


2025

Impact Report

Resilience
Healthcare



Contents

| | |
|---------------------------------------|----|
| CEO Message | 2 |
| Our Mission | 3 |
| Valuing our People | 4 |
| Person Centred Services | 7 |
| Accessibility for Everyone | 8 |
| Teaming up with the People We Support | 10 |
| Our Events | 11 |
| Environmental Impact | 14 |



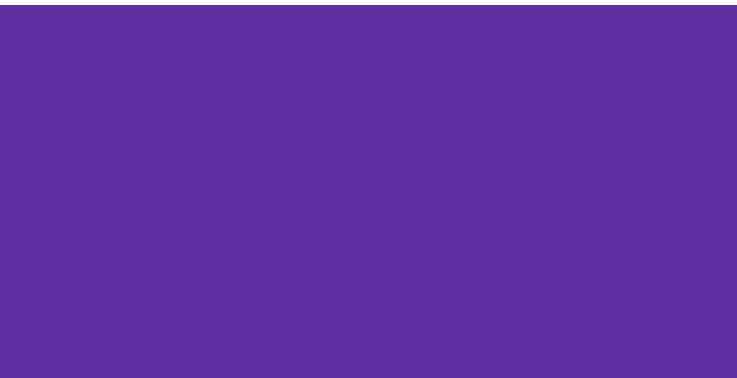
CX Impact in
Utilities &
Healthcare

WINNER



National
Autistic
Society

Autism Specialist
Award Accredited
2025



CEO Message

At Resilience Healthcare, we believe people should be able to experience the world on their terms. For many individuals and families, navigating disability services can feel complex. Our role is to provide confidence, acting as a specialist partner who delivers solutions with speed and care, while supporting people to live fuller, more independent lives.

This year has been one of meaningful progress and positive impact. We were proud to become Ireland's first disability provider to achieve B Corp Certification, reflecting our commitment to the highest standards of social impact, governance, and accountability. We also achieved Autism Accreditation from the National Autistic Society, reinforcing our specialist expertise and the quality of support we provide to autistic individuals and their families.

Beyond these milestones, some of the most powerful moments came directly from the people we support. One such example was a Charity Ball, led by the people we support in Kerry, inspired by a simple wish to experience a Debs. The event brought together families, colleagues, and the community, raising over €12,000 for two local special schools. More importantly, it reflected what is possible when people are supported and encouraged.

We are proud of the progress we have made and of the trust placed in us by the people and communities we support. As we look to the future, we remain committed to doing things differently, continuing to innovate, and delivering services that make a genuine difference in people's lives.

Thank you to the people we support, families, colleagues, and partners for being part of this journey with us.

Warm regards,
Ed O'Brien
Interim Chief Executive Officer



Our Mission

Our mission is bold – 3X growth, 10X positive impact. One can't happen without the other.

We are an Irish-owned provider of essential disability services. In 2025, through the provision of residential, day and community based services, we supported over 500 people with Autism, Prader-Willi Syndrome, intellectual, physical and sensory disabilities.

As part of our strategic vision, we continually offer innovative and responsive solutions to support even more people and their families.

Our approach to increasing positive impact is underpinned by our Impact Charter's four H.A.V.E. pillars:

- Ⓜ Happy Places
- Ⓜ Accessibility for Everyone
- Ⓜ Value in our Community
- Ⓜ Environmental Urgency

3X 10X

Our 3X10X strategic plan is to grow the essential disability services we provide threefold & to have ten times the positive impact on the world around us.



Valuing Our People



670 employees



20 international hires



36 internal promotions

33 have completed either LEADx, LEAP or both



25 LEADx management development programme graduates

28 out of 29 Service Managers and with 28 out of 39 Team Leaders / Community Coordinators have now completed LEADx



40 LEAP career development programme graduates

including 14 International Employees



23 Work. Earn. Learn. participants

took part in our retraining programme



111 employees enrolled on a continuous professional development (CPD) programmes in 2025



Gender balance

The gender balance of our leadership team is 85% female vs 15% male. We also have a 50% female Senior Leadership Team, exceeding the national average of 32%.

(Source: Central Statics Office)

HIQA Compliance

Our compliance rates for HIQA Regulations in Residential Service have continued to improve, reaching a 96% compliance rate in 2025. That is a great achievement by all the teams across the organisation.



Employee Wellbeing

Through award winning MyNow, our wellness check-in tool, employees regularly reflect on their well-being across six key pillars: Physical, Mental, Emotional & Social, Work Balance, Financial, and Peace of Mind. This initiative empowers our people to proactively manage their health and professional growth. Complementing this, our Employee Assistance Programme (EAP) provides 24/7 confidential support, ensuring employees have access to professional guidance on personal and work-related challenges. Together, these initiatives create a culture where employees feel valued, supported, and ready to thrive.

Award Winning

Giving People Confidence

Ireland's first disability provider to achieve B Corp



Becoming Ireland's first disability provider to achieve B Corp certification, awarded by B Lab, demonstrates that Resilience Healthcare meets globally recognised standards for social impact, governance, transparency, and accountability. This independent accreditation validates that our commitment to people with disabilities is embedded in how we operate, make decisions, and plan for the future. It provides assurance to the people we support, their families, and our partners that Resilience Healthcare is a purpose-driven organisation, committed to delivering high-quality, sustainable services and creating long-term positive impact across the community.

NAS Accreditation

Achieving accreditation from the National Autistic Society (NAS) through its Autism Accreditation Programme confirms that our services meet recognised standards for supporting autistic people. NAS is the UK's only autism-specific quality assurance programme, demonstrating our

commitment to understanding autism and delivering high-quality, person-centred care. This accreditation validates our clinical governance, safety systems, and operational standards, providing assurance that in Resilience Healthcare services, safety, specialist expertise, and continuous improvement are prioritised.



Patient Impact Award Private Healthcare Awards

Winning the Patient Impact Award demonstrates clear, measurable impact in the lives of the individuals we support. This recognition reflects our ability to deliver person-centred services that improve quality of life, promote independence, and support long-term stability.

Person Centred Services

Delivering Solutions with Speed and Care

Residential Services

We further extended our residential services to 29 in 2025.

29 residential services nationwide



Prader-Willi Syndrome

We expanded our specialist services for people with PWS by opening a new residential service in Fermoy, Co. Cork.

39 people with PWS supported



Outreach & Day Services

Through our Outreach and Day Services, we supported 411 people, providing outcome-focused, individualised supports with goals achieved such as individuals now living independently, in employment, and socially integrated into their community.

11 Day Services



Clinical Services Team

In 2025, we made meaningful improvements to our clinical services, with a stronger focus on holistic, person-centred care. Our Clinical Services team; including occupational therapists, speech and language therapists, and behaviour support specialists, worked closely together to support residents with complex needs. This collaborative approach has helped us deliver more personalised and effective care for everyone.

Our focus on professional development strengthened both individual skills and the wider service. Two behaviour support specialists qualified as Safety Intervention Trainers, while two senior clinicians completed the LEADx Programme to build leadership skills. The team also took part in training on areas such as trauma and attachment, ARFID, Lámh, and sensory-informed practice.

430 employees received in-person training



Accessibility for Everyone

Turning Complexity into Possibility

Work. Earn. Learn.

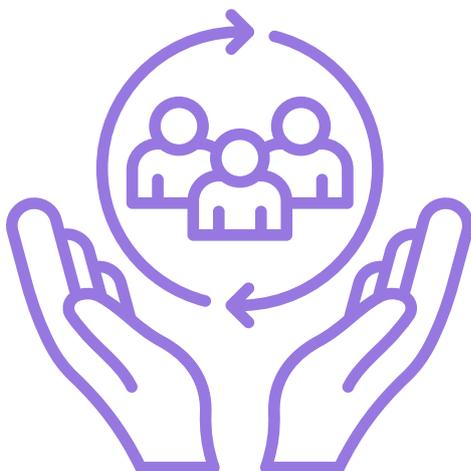
This is an initiative for anyone who is looking to start a career in Disability Services. By joining us as an Assistant Support Worker, they are fully-funded by Resilience Healthcare in obtaining a relevant QQI Level 5 Healthcare qualification, to be completed within one year of commencing employment. This is available as a 20 hour or full-time contract.

Information Evenings

We held information evenings for families of school leavers with additional needs to promote and present our Day Services, in collaboration with the HSE.

Innovation

We took part in focus groups on assistive technology and advocacy. The OT department also collaborated with colleagues in Michigan to help strengthen and improve service delivery for the people we support.



Experteering

Seosamh O' Loughlin, Director of Finance, supported Common Knowledge, a social enterprise in Clare, in reorganising how they input financial data, leading to clearer reporting and stronger forward planning, especially when it comes to managing cash.

Supported Living in the Community

We continue to grow our supported living service model, with the inclusion of new own tenancy supported living services in collaboration with the HSE and local authorities.

Attending College

22 of the people we support are currently attending college courses, supporting their personal development and future career opportunities.

Work Experience

26 of the people we support are participating in work experience, helping them build practical skills and confidence in a working environment.

Paid Employment

10 of the people we support have secured paid employment, reflecting positive progress towards independence.

I Never Had a Debs...

What started as a simple conversation in our Kerry Day Service about never having the chance to attend a Debs became a Charity Ball led by the people we support that raised over €12,000 for Nano Nagle School and St. Ita's & St. Joseph's School.

The event was planned and driven by the people we support, offering a meaningful opportunity to build confidence, independence, and teamwork. Attending the ball was a milestone experience for many, celebrating inclusion and reinforcing their place as active members of the community. With a surprise visit from Norma Foley, Minister for Children, Disability and Equality, who praised the event and spent time speaking with attendees. She has since referenced the Charity Ball at other events, recognising the community spirit shown by those involved.

The funds raised will directly enhance learning environments and provide extra resources for the schools, many of which the people we support attended, making the evening not only a celebration but a way to give back to their community.

“ I can't thank Resilience Healthcare and all the staff enough, for such a memorable wonderful night. It was so well organised, a credit to your service. Pdraig is still buzzing from it. Thanks a million! ”



Teaming Up with the People We Support

Sponsorships & Partnerships

We were proud to sponsor events and organisations that are important to the communities we work in, including:

The u14 Moyle Rovers girls in Clonmel, Co Tipperary

The Clonoulty/Rossmore playground fund

Ballynacally/Lissycasey Community Games U14 Girls Gaelic Football team

St John's FC in Kilkenny

Killavilla Women's soccer team in Roscrea, Co. Tipperary

Clarecastle GAA in Co. Clare

Our own fundraising was also bolstered with help from some key community partners:

Daniel, a person we support in Tipperary, raised over €1,000 for Epilepsy Ireland by swimming 60 laps of his local swimming pool.

Kerry Charity Ball was attended by 100 people including the people we support, employees, businesses, and the HSE. The event raised over €12,000 for two special needs schools in Tralee & Listowel.

Two of the people we support and one employee in Castlebar ran the mini marathon, raising €1,600 for Mindspace Mayo.

Over 40 employees and people we support in Kerry, Mayo, Galway, Ennis and Kildare took part in the 'Same Chance Walk' to support AsIAM raising €580.

Our Events

Resilience Healthcare Seminar

An educational and fun day for 170 of our colleagues. We had an engaging panel discussion with Dr. Paddy McNally on Trauma Informed Care. James Moroney from AsIAM discussed Understanding Autism and Robert Rackley educated us on Rethinking Sensitivity: A neurodivergent informed approach. Our keynote speaker Dermot Whelan thought us about the effects of stress and how to incorporate mindfulness into our daily lives!



Tus Ur Official Opening

We reopened our first ever residential service, now named Tús Úr (meaning Fresh Start), in Tralee, Co. Kerry. The home has been fully renovated to provide a modern, welcoming space for the people we support.



LEADx Graduation

We proudly celebrated our 24 employees who graduated from the LEADx Management Development Programme at a special graduation ceremony.



New Direction Day Service Webinar

We hosted a free online webinar introducing our New Direction Day Services. 34 people attended the webinar on the night including HSE, CDNT, Schools and Parents. With an open invitation for families to attend our Day Services nationwide.

PWS Awareness Day

On May 30th, our incredible team came together wearing their orange to mark World PWS Day, a day dedicated to raising awareness and showing support for individuals living with Prader-Willi Syndrome.

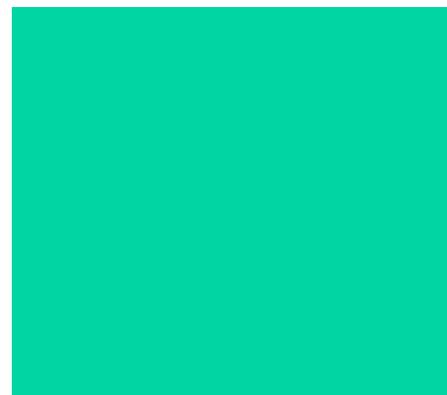


Football Fun Day

Our annual Football Tournament has now evolved into an all-inclusive event and family fun day. We had over 300 people in attendance, up from 240 participants last year. It was a wonderful day for employees, the people we support and their families.



Other Community Engagement





Environmental Urgency Indicators

Data relating to environmental urgency highlights a growing recognition of the importance of sustainability and climate action within the organisation. This is reflected in increased engagement, participation in initiatives, and responsiveness to sustainability communications.



Environmental Impact

2025 saw the following in relation to our environmental impact:



70% of housing portfolio now hold BER of **B2 or better.**



66% of open houses have Solar PV installed



Composting volumes doubled with introduction of bins



11 Tonnes less General Waste



9 Tonnes less Recyclable Waste



Training & Learning

Our employees completed training on sustainability in their own time through online modules, as well as more structured learning programmes. Participation increased over the course of the year, showing growing interest across the organisation. Regular internal communications and awareness activities were introduced to encourage everyone to play their part in meeting our environmental goals.



Biodiversity

Greenfields Lodge won the 2025 Wildflower Garden Competition. Their fantastic entry included engagement from the people we support to create a Bee & Butterfly friendly garden, with lots of plant colours and of course creativity.



Resilience Healthcare

Block 3, Ballymaley Business Park,
Ballymaley, Ennis, Co. Clare, V95 XD79



065 672 2875



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