



Vision Awards

The Society Award accepted by Bonnie O'Meara and Laura Canavan-Hayes.

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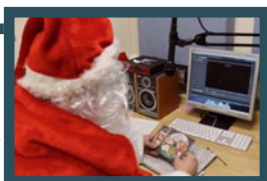
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inSight

NCBI inSight

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2022 Vision Awards Ceremony



The Digital Equality and Inclusion Award is awarded by NCBI Chief Technology Officer, Kyran O'Mahoney and is accepted by Kerry Holihan, Sam Sorensen, David Williams and Viktorija Bilyte, from SEAI.



The Individual Award is presented to Séan Byrne for his tireless participation in so many activities across NCBI.

The annual NCBI Vision Awards were established in 2021 to recognise individuals and organisations for their leadership and example in helping to establish a more inclusive society for people who are blind and vision impaired.

By identifying and celebrating the contribution of pioneers and advocates, NCBI aims to hold up examples of good practice and to invite others to consider how they might extend their own actions in key areas. The NCBI Vision Awards take a 'whole of society' perspective consistent with NCBI Strategic Plan. Following the success of the Vision Awards in 2021, the number of categories were expanded.

Over 50 nominations were received across all categories. An award ceremony was recently held in Iveagh Gardens Hotel, Dublin 2 where all winners received bespoke pieces of tactile art designed by vision impaired artist Camille Peate.

The categories and 2022 winners were:

'Visible Difference' Industry

The Industry Award recognises exemplary

contribution by a company or organisation in creating inclusive recruitment processes and workplaces for people who are blind or vision impaired. Awards will include those who have demonstrated an understanding of the needs of people living with sight loss, have adopted inclusive workplace practices or are involved in NCBI's Workplace Partners Programme.

Winner: An Post for undertaking extensive awareness training and amending their recruitment practices to be more inclusive.

IA Labs – Digital Equality and Inclusion Award

This award recognises the strides undertaken by individuals and companies to ensure improved digital inclusion on websites and mobile applications for the benefit of all people with disabilities. The goal being attaining full compliance with WACG 2.1 standards in digital accessibility rather than it being an aspiration.

Winner: SEAI (Sustainable Energy Authority of Ireland) for investing in and amending their website to make it accessible to all its users.

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Accessibility in the Built Environment Award

This award, sponsored by NCBI's Possibility Lab, recognises individuals and companies who are proactive in planning, building or changing the built environment, transportation network or shared spaces to ensure they are fully accessible to people who are blind or vision impaired. Those who have demonstrated they are champions of best practice or pioneers in inclusivity will be considered.

Winner: Paul O'Rahilly (NCBI Access Ambassador and Service User) for working tirelessly with Kilkenny County Council sharing his insights and recommendations to ensure the new Abbey Quarter is fully inclusive and accessible.

Sustainability

This award demonstrates the work of individuals' or companies' commitment to sustainability and the circular economy. It will award those who have supported NCBI Retail's strong ethos of sustainability through their generous donations, Corporate Social Responsibility initiatives or being proactive in their actions to promote sustainable fashion over fast fashion.

Winner: Thriftify for partnering with NCBI and other charity shops to sell their stock online thereby lengthening the life cycle of stock and being a realistic alternative source of sustainable fashion.

Society

The Society Award recognises individuals and organisations engaged in health, social care, the arts, cultural and sporting arena and who have pioneered excellence in the provision of care or inclusion for people with vision impairment. This will include those in clinical settings, community

care settings, media, theatre, cinema, cultural institutions, and sporting bodies. The Society Award will recognise those promoting access and inclusion as well as programmes aimed at professional and competition level.

Winner: Turnip and Duck production company for creating Maddie and Triggs children's podcast that features a young visually impaired girl and her dog exploring the world around them through sound.

Individual Award

This award recognises the exemplary work of an individual, service user, advocate or volunteer in advancing the needs of people who are blind or vision impaired. Through using their time, skills or voice, this individual has shown commitment, compassion and understanding to ensure people who are blind or vision impaired have the same rights and opportunities as everyone else.

Winner: Sean Byrne for being so active in so many NCBI activities from local advocacy networks, to peer support, to participating in his local PPN. His ever obliging and positive attitude has proven invaluable to so many.

Team Award Winners

The NCBI Team Award recognises the work and commitment of a staff team across the NCBI Group / Services / Retail parts of the organisation. While all our staff do excellent work, this award is to a team who has consistently shown dedication, enthusiasm and eagerness to excel in what they do to support NCBI's mission and values.

Winners:

- NCBI Services: Iona Resource Centre.
- NCBI Retail: Area Manager Team.
- NCBI Group: Reception Team.

Equitable Education



At the launch of the Equitable Education Report, L-R: John Kearney, CEO of NCSE; Senator Martin Conway; Shane Earley, NCBI service user and Leaving Cert student; Eithne Walsh, Head of Advocacy and Communications, Feach; Toni O'Dwyer, National Services Manager of NCBI's Children and Young Persons team; Katie Abrahams, NCBI service user and third level graduate; and Lorna Fitzpatrick, NCBI's Advocacy and Engagement Manager.

The right to education is something we are all familiar with. However, for students who are blind or vision impaired, the current education system can present some challenges. These have been detailed by NCBI in a recent report entitled *Equitable Education* which was launched by John Kearney, CEO of the National Council for Special Education.

The report, based on the experiences of students who are blind or vision impaired across all levels of the education system and their parents/guardians, outlines a series of key recommendations that would embed a quality, inclusive and equitable education system in line with the State's own objectives.

Many of the challenges highlighted within the *Equitable Education* report have been known for quite some time. For example, NCBI have been calling on the Department for Education to ensure students have access to accessible books from the start of term for over a decade. Yet, in 2022, we are still aware of students being

without books in January of an academic year. Additionally, a lack of training in assistive technology has left students unable to properly use vital aids. When students transition from primary to post-primary, they are often faced with additional challenges because they have not developed the skills needed for independent learning.

Technology plays a central role in education, particularly for students living with sight loss as they use assistive technology to engage with information in all forms. However, for students to engage with digital platforms, those platforms must be fully accessible and IA Labs' Digital Accessibility Index 2022 clearly shows us that none of the education sector websites that were audited are compliant with the relevant web accessibility standards.

NCBI will continue to push the education sector, state agencies and Government departments to do more to ensure all students have an equitable education.

LANs – Join Us and Make a Difference

Local Advocacy Networks were first established in 2020 and have grown from strength to strength. The eight networks are made up of service users who care deeply about making changes in society to improve access for people who are blind or vision impaired.

You can get involved at both national and local level. We currently run two national groups, one which focuses on access to the built environment and the other which aims to bring about changes that will help to increase the number of people with sight loss in employment in Ireland.

The local regional groups create and run campaigns to improve access issues in their own area. Around the country there have been several very successful campaigns including the introduction of new bus stops in Dundalk.

Local groups also take on campaigns that have a national benefit. For example the Mid-west LAN ran a very successful campaign this year to increase the availability of accessible reading materials in local public libraries as well as encouraging public libraries to refer people to the NCBI library service.

Being part of a LAN also gives members the training and confidence to take on more high profile roles in advocacy campaigns. In August many advocates shared their experiences with media during the Clear our Paths Campaign. In October advocates were busy, taking part in the Change This Space Seminar. Others acted as

Are you a person living with sight loss?



Would you like to get involved in positive change for people who are blind, or vision impaired at a local and national level?



Join one of our Local Advocacy Networks and/or sign up for regular updates on our National Advocacy Network mailing list.

NAN

What is the National Advocacy Network?

The NAN is mailing list that allows us to share our updates and news about NCBI's advocacy and policy work.

By joining the NAN, you can keep updated with the issues that impact on you and on the community of people who are blind or vision impaired in Ireland.

LANs

What are Local Advocacy Networks?

A LAN is a group of local people who are blind or vision impaired and keen to advocate for change on issues affecting them in their local areas while also lending their support to NCBI's wider national advocacy campaigns.

The LAN members are supported and trained by the NCBI advocacy team.

How do I join?

Join a Local Advocacy Network near you and sign up for the National Advocacy Network by emailing campaigns@ncbi.ie or tel: **01 830 7033** and ask for the Advocacy Team.



Working for People with Sight Loss

guides in NCBI Head Office for the Irish Architecture Foundation's Open House Dublin architecture festival. They used this opportunity to highlight the accessibility features of the building and grounds. Importantly, they also shared their personal experiences of living with sight loss and talked about the services provided by NCBI.

Contact campaigns@ncbi.ie for more information and see if you would like to get involved.

Advocacy Win: Cross Border Travel Made Easier

There are several groups of people who are eligible for free travel on public transport in Ireland, including people over 66 years and people with a range of disabilities. The two governments have an arrangement to support free travel access across the border. This is a positive, collaborative inter-governmental agreement.

Up to now the process of getting a cross border ticket has been daunting and onerous, entailing filling out a form and swapping it for a ticket with railway staff on the day of travel at your departure station. Overall, it was a challenging and time-consuming process that often involves the assistance of others to complete forms.

Step in Eugene Rooney, local resident of Dundalk, and a member of NCBI's Northeast Local Advocacy Network. Eugene, who is a travel pass holder and regular cross border train commuter, decided to approach Iarnród Éireann to challenge the current process for travel pass holders to obtain cross border tickets. Ronan Murphy, Head of Customer Experience at Iarnród Éireann, responded and agreed that the ticketing process was outdated and inaccessible.

With the support from NCBI's advocacy department, and after several months of negotiations with other stakeholders, including engagement with the Department of Social Protection who oversee the travel pass, the form filling has now been removed for all travel pass holders.



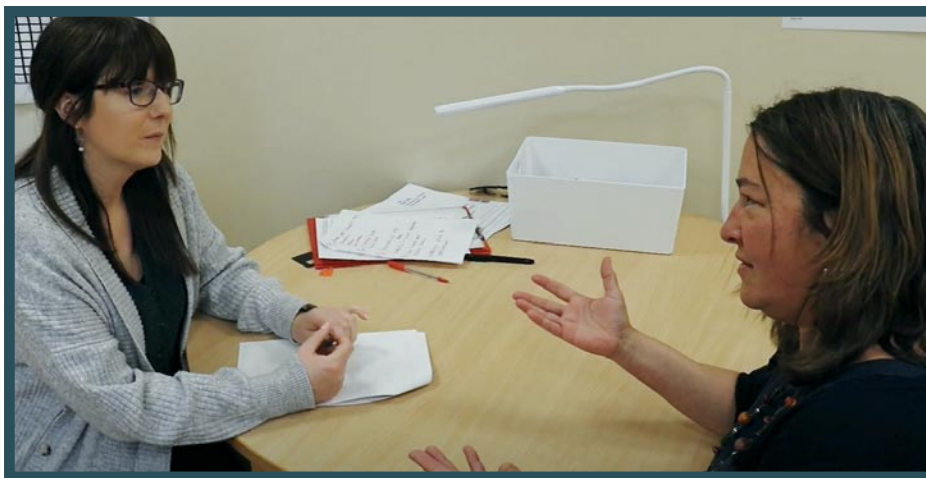
The new ticketing process is as follows:

From October 10th 2022, customers travelling from any rail station in the Republic of Ireland will no longer be required to fill in the Cross Border Warrant Form F100 when travelling to a Northern Ireland Railway station. Instead, they simply present their DSP/DFI card at the ticket office and will be issued with ticket for a single journey or for a return journey. However, if a customer returns from a Northern Ireland Railway station and hasn't got a return ticket, then they will have to complete a form at the Northern Ireland station.

If you are ever travelling using a travel pass on a future cross border train trip, give Eugene a wave as you pass through Dundalk. Without his tenacious advocacy, you would still be filling out those forms and hanging around train stations trying to get a ticket.

Thanks Eugene — Ní neart go cur le chéile!

NCBI Adult Services Series videos



NCBI Community Resource Workers Jo Nicholson and Kim Higgins who appear in the Adult Services Series.

NCBI recently undertook a project to create a short series of videos to guide health professionals through the referral process for their patients into NCBI. The goal of the videos was to make the process as simple and accessible for those professionals so NCBI can then help potential service users through all steps in their sight loss journey.

NCBI Community Resource Workers Jo Nicholson and Kim Higgins drove the project, helping to construct the outline of the videos based on their in-depth knowledge of the referral process for people who are blind or vision impaired interacting with NCBI for the first time.

This series of three videos was filmed and edited in-house for use by the Adult Services team.

NCBI's Adult Services Series Part One details the step-by-step process of referring potential service users to NCBI and the assessment processes which are conducted by NCBI Community Resource Workers.

Part two of the series details the steps which our staff take once the assessment processes have been carried out. In this video you will learn about interventions, information and advice, the availability of emotional support and low vision assessments.

Part three details the different types of training and supports which are available through NCBI for people who are blind or vision impaired. This includes independent living skills, getting around safely, technology, equipment and access.

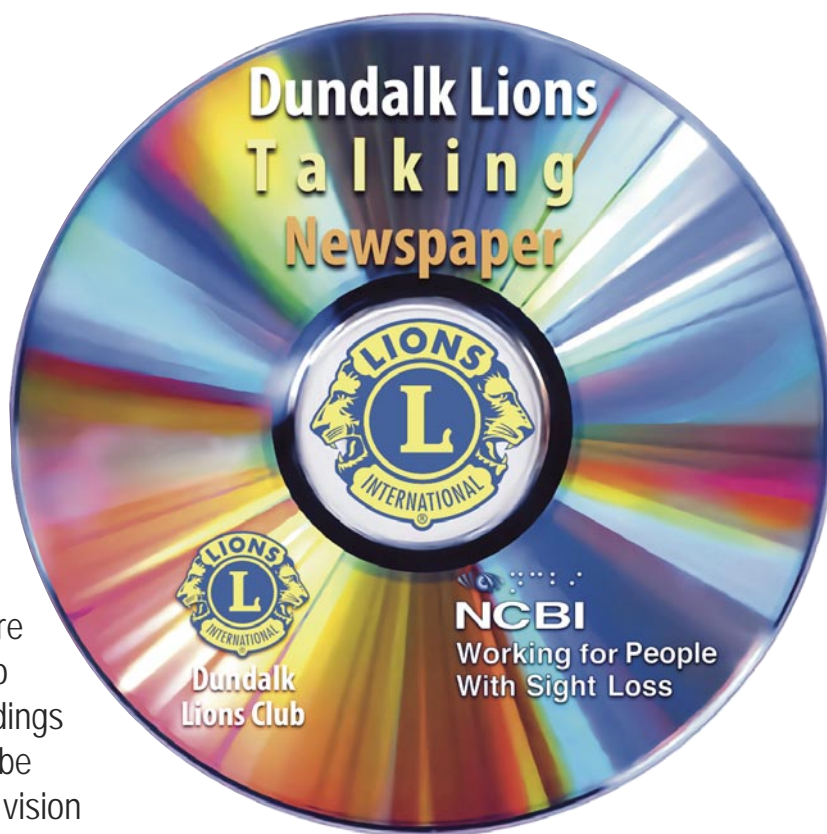
We are happy to take referrals from anyone who is having significant challenges with their vision. Our online referral process provides a quick and easy way for you to request services, either for yourself, a family member, or a patient. We contact all new referrals to conduct an assessment.

If you would like to watch the NCBI Adult Services Series, please visit:
www.ncbi.ie/supporting-you/make-a-referral/.

Talking Newspapers in Dundalk

The Dundalk Lions 'Talking Newspapers' service continues to assist people who are blind or vision impaired.

Each week, a group of volunteers read and record articles from the local newspapers: The Argus, Dundalk Democrat and Dundalk Leader. A variety of articles spanning local news, sport and entertainment are recorded by the volunteers who are so dedicated to the service. These recordings are transferred onto CDs so they can be listened to by people who are blind or vision impaired.



Custom-made wallets

The CDs are then distributed in custom-made wallets to listeners in various parts of Co. Louth. What's even more impressive about this service is that everyone involved is able to reuse the CDs that are posted out. When listeners are finished with the CD they receive, they simply reverse the address labels in the wallets for return post. CDs are usually posted on Wednesday ensuring that the 'Talking Newspapers' are received by Thursday.

No cost to the listeners

This is a community service as newspapers are provided for free by each of the news outlets who are involved with the project and An Post does not charge for delivery or return of the

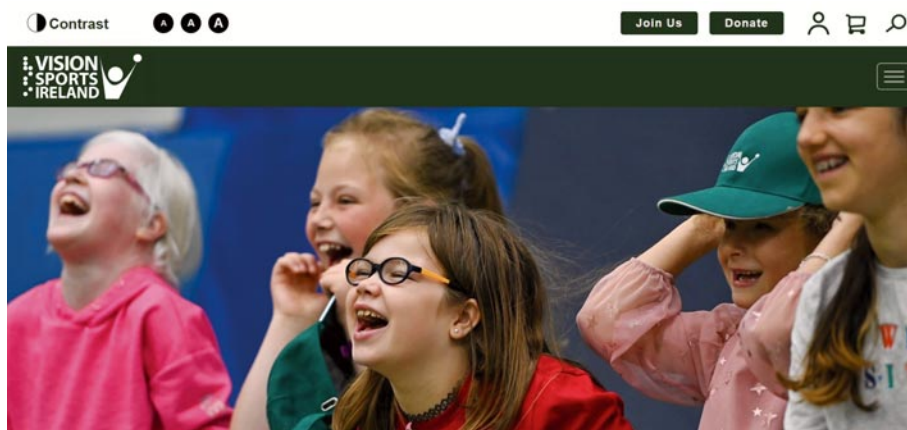
wallets which means there is no cost to the listeners. The Dundalk Lions are also incredibly generous as they provide the CDs free of charge.

If you wish to receive a CD from the Dundalk Lions Talking Newspaper service, please send a name, address and phone number to:

The Dundalk Lions Club c/o Crowne Plaza Hotel, Dublin Road, Dundalk or to the NCBI, Jocelyn St. Dundalk.

NCBI would like to extend its thanks to all who are involved in the production of the talking newspaper as it is a huge asset to people who are blind or vision impaired across Louth.

Vision Sports Ireland Launch New Website



Vision Sports Ireland is delighted to announce the launch of our new website. The newly launched website features a modern design which was developed with ease of accessibility in mind. The website aims to deliver a place where members can keep up to date with all the latest Vision Sports news, events and programmes.

Accessibility features, including colour contrast and manual font size adjustment, will allow users to easily navigate through the website. The new menu structure provides information on the history and strategic vision of the organisation, the various sport and physical activity programmes, training and education opportunities we offer.

'Become a Member'

Join us today by using the new 'Become a Member' feature which allows vision impaired and blind people across the country to sign up with Vision Sports free of charge. Here you can register your areas of interest and experience all

the benefits that sport and physical activity has to offer!

Family members, friends and external stakeholders can also sign up to our newsletter ensuring you are kept up to date with the latest information on any upcoming events or new initiatives.

National Sports Development Manager Pádraig Healy commented on the launch, "We are really excited to launch our fresh new fully accessible website. We encourage our community to log in and browse the site and provide feedback to us on their experience. We are particularly excited about the new membership registration system. This system will inform where the appetite for certain activities are and allow us work with our National Governing Body partners to establish programmes and meet the identified need in those areas."

Vision Sports Ireland is continuously striving to improve our offering. We invite you to visit our new website at www.visionsports.ie and welcome feedback via visionsports@ncbi.ie.

Santa Claus is coming to Town!



As we all know, Christmas is the most wonderful time of the year and it's important that we make sure that everyone, especially our children, have the best possible experience.

Santa is immensely busy in the run up to December 25th but he always has time for the children who are engaged with NCBI!

Every year, NCBI Library works with An Post to produce accessible Santa response cards for the children who write to Santa. This wonderful initiative gives all children who are blind or vision impaired the chance to interact with the man in the big red suit in whichever format is most accessible for them. Santa has become so advanced on accessibility for children who are blind or vision impaired that he is able to respond in Braille, audio CD and large print.

The initial card is produced at Santa's special

workshop at An Post and NCBI works with Santa to make sure that every child who contacts Jolly Old Saint Nick is able to get a special message back.

If your child would like an accessible Santa Card, you can email your letter to: Santa@ncbi.ie. If you would prefer to send a physical letter, please send it to Santa, C/O NCBI Library, Unit 29 Finglas Business Centre, Jamestown Road, Finglas, Dublin 11.

To make sure that Santa and his elves get it right during the busy festive season, please let Santa know if you would like an audio, Braille or large print response and please provide your address and Santa will write back!

Please also keep in mind that Santa gets lots of post this time of year so he needs to have your letters in by the 14th of December!

Ho, Ho, HO!!

Launching NCBI's Possibility Lab and the C

NCBI has now launched Ireland's newest bespoke access consultancy, training and research service, Possibility Lab.

Working with key professionals such as architects, planners, designers and engineers across the private, public and voluntary sectors, NCBI's Possibility Lab aims to engage and share the vision of a barrier-free, accessible and inclusive society through innovative uses of technology backed with co-designed solutions and user testing.

What can the Possibility Lab do for you?

NCBI's Possibility Lab are a team of access and mobility specialists, delivering innovative solutions through the provision of bespoke consultancy, training and research to organisations across the private, public and voluntary sectors who share the vision for a barrier-free, accessible and inclusive society. In addition to bespoke training opportunities, opportunities for co-designed innovation and user testing, NCBI's Possibility Lab also offer a growing suite of published resources, including six position papers focused on key elements of the built environment to promote enhanced accessibility, independence and safe travel for people who are blind or vision impaired.

These are:

- **Accessible Pedestrian Signals (APS)** — Installation and regular maintenance of APS systems enables people who are blind or vision impaired to fully exercise their right to navigate road crossings safely and independently at signalised intersections.



- **Braille and Tactile Signage** — Producing and maintaining suitably formatted Braille and other tactile signage is essential in order for people who are blind or vision impaired to have full access to the amenities of public buildings and facilities open to the public. Public signage must be manufactured with accessibility in mind, using Braille and other tactile systems to make the sign readable.

- **Colourful Crossings** — Assuring the safety of all pedestrians in the design of road crossings is a design imperative. The implementation of clear, consistent guidance on the location of safe crossing points and traffic control measures and consistency in the design of pedestrian crossings is essential for safe navigation across our roads and streets.

- **Journey Planning** — People who are blind or vision impaired largely rely on public transport to facilitate independent travel. This requires high level skills in journey planning, and the use of digital technologies which are often not fully accessible for screen readers and other assistive technologies. Improving the accessibility of booking platforms, wayfinding apps and most importantly public transport apps

Change This Space Seminar



is imperative to ensure that people who are blind or vision impaired can effectively use these platforms to confidently plan journeys.

- **Street Furniture** — When consideration is not given to types and locations of items of furniture, they can present a significant obstacle for blind and vision impaired travellers who often collide with the street furniture. This can potentially result in injury, embarrassment and frustration and more seriously, difficulties with orientation, wayfinding and a loss of confidence in their ability to travel independently through their local communities.

- **Wayfinding** — People who are blind or vision impaired have the inherent right to be safe when accessing walkways and roads and travelling through the public realm. In order to achieve this, we need to ensure the safety and accessibility of the environment by appropriate lighting, signage, colour contrast and placement of street furniture and utilities.

Change This Space

The launch of NCBI's Possibility Lab was celebrated with the inaugural online 'Change This Space' seminar, which featured global

leaders speaking on accessibility and inclusive design in the built environment for people who are blind or vision impaired. Among those to speak at the event were Caroline Casey, the founder of The Valuable 500; Jarnail Chudge, co-founder of Microsoft Soundscape; Minnie Baragwanath, Chief Possibility Officer at the Global Centre of Possibility, New Zealand and NCBI Chief Services Officer, Aaron Mullaniff.

The seminar also featured a panel discussion, chaired by Bobbie Hickey, NCBI service user and former Vice President of Disability and Inclusion for DCU Students' Union; with guests Rob Tobin, architect and Access Consultant with Possibility Lab; 10-year-old Edith Toomey, service user and speaker at the 2022 Walk21 Conference; and Jade McCormack, who has lived all her life with low vision and is mum to her three-year-old daughter Sadhbh.

Catch up on the Change This Space seminar via our website.

Living Library

As a part of Change This Space, the Possibility Lab also launched the Living Library, a collection of videos sharing the lived experiences of people who are blind or vision impaired in Ireland. Over the coming months, NCBI's Possibility Lab will be growing this library, and are seeking submissions to help promote a safe and inclusive society. Send us an email at hello@possibilitylab.ie to register your interest to take part today!

For more information or to get in touch, send us an email at hello@possibilitylab.ie or head to our website www.ncbi.ie/possibilitylab.

Employment Supports Round Up

NCBI's Employment, Training and Academia (ETA) team had a busy 2022! Whilst you'll be hearing more about the ETA team in our next issue, we wanted to keep you in the loop about events that took place over the last few months.

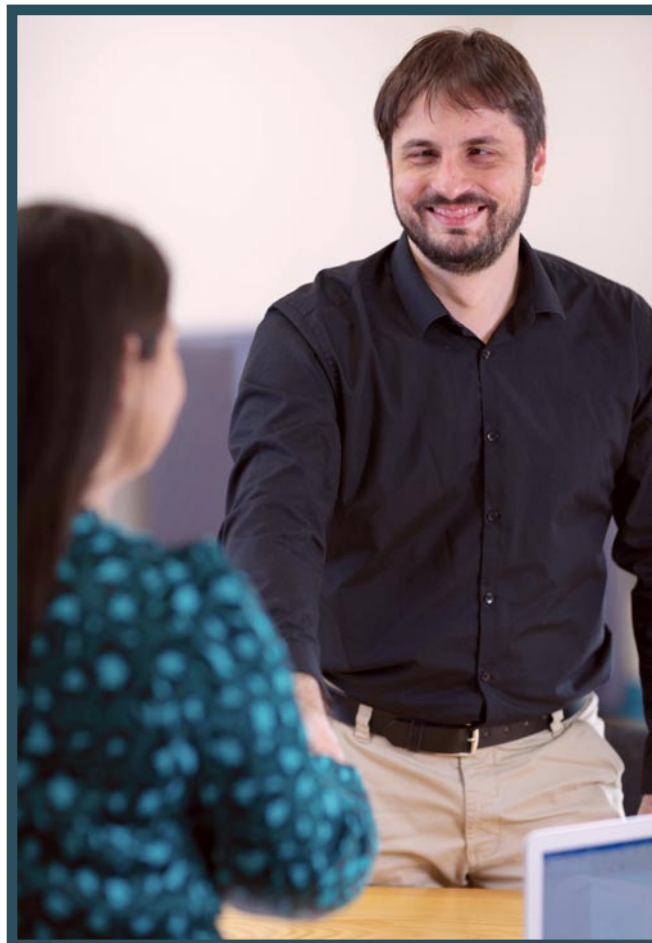
Our Workplace Integration and Partner Officers (WIPOs), Shane Merritt and Martina Melvan, who we introduced in the Spring edition of the InSight magazine, have been quite busy!

Together with Towards Work initiative, they ran two Job Shadow Days for people with disabilities back in March and May. The events hosted organisations Circle K and An Post, who provided valuable insight into their recruitment processes, as well as their efforts to make their workplace more inclusive.

Make the workplace more inclusive and accessible

They also joined AHEAD for their October WAMinar titled "Awareness of Visual Impairment in the Workplace", where they represented NCBI in front of more than 100 different employers and individuals, and shared advice on how to make the workplace more inclusive and accessible.

Back in April, WIPOs rolled out their "Workplace Integration" webinar series for employers with a discussion on individual accommodation plans. Two upcoming webinars will be advertised shortly on NCBI's events page. Besides providing education on different types of sight loss for several employers, the team will



An NCBI service user in an interview setting for employment.

organise more training and live events for workplace partners in November and December.

Over 2022, the ETA team was proud to have added companies and organisations such as University College Cork (UCC), Circle K, An Post, CPL, Pfizer, Indeed, Salesforce and HSE to our Workplace Partner portfolio. These are companies and businesses that are committed to embedding inclusion and diversity and have championed good practice. On top of that, we helped 42 of our service users to secure employment across Ireland since the start of VisAble project back in 2021.

NCBI Foundation Round Up

World Sight Day Golf Classic

NCBI had a great turnout for the inaugural World Sight Day Golf Classic in the K Club on Friday 14th October. The golf session was amazing for all involved. We also had a very engaging chat featuring former Ireland rugby international, Shane Byrne, Irish football legend, Ronnie Whelan, Ireland football star, Stephanie Roche, and Offaly GAA legend, Seamus Darby. We are delighted to report that over €62,000 was raised on the day.



World Sight Day Golf Classic at K Club.

Pedal For Grace update

The community of Furies, Co Kerry turned out in force to support Grace O'Sullivan and her family for the Pedal for Grace cycle on Saturday 10th September. A huge congratulations to the O'Sullivan family for all their work on the event and to the community who gave so very generously and raised a massive €25,253.



Sporting panellists at the Golf Classic.

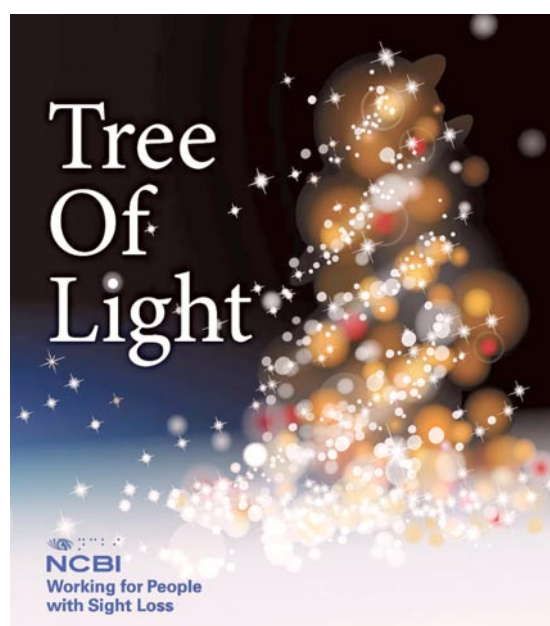
Indeed World Sight Day Tandem event

Our friends at Indeed Head Office in Dublin, celebrated World Sight Day with NCBI. The team at Indeed got involved using two tandem bicycles which were placed in their office. Fifty-four brave cyclists participated throughout the day. Those who didn't cycle, supported their colleagues by learning some steps on how to care for their eyes and by making generous donations. We raised great awareness for NCBI's work and fun was had by all. Oh and we got to eat cake!!!



"Let them eat cake!" — Indeed!

NCBI's Tree of Light campaign will run this year. If the company you work for might like to help our campaign, they can sponsor a bulb on our Christmas Tree from €250. Email: Treeoflight@ncbi.ie for more information.



Legacy Giving — its impact

To date in 2022, NCBI has been notified of 42 legacy bequests. These bequests have contributed over €210,000 towards the essential funds NCBI requires to make sure we can continue to provide our range of services, supports and initiatives to people who are blind or vision impaired all over Ireland.

By making a legacy donation to NCBI, you will not only help to transform the lives of people who are blind and vision impaired, but you will create a memory in your name which will last a lifetime.

The main way you can leave a Legacy donation to NCBI is by including us in your will. Making a will can often fall by the wayside or be dismissed as unimportant a various times in life, but having a will in place at the earliest possible opportunity is very important for so many good reasons and we encourage you to take that first step in making your will as soon as you can.

Dr. Dermot O'Hanlon, is among NCBI's very generous Legacy donors and he shared some insight and reasoning around his decision to contribute to NCBI in his will.

He said: "Leaving a share of my will to NCBI gives me the great peace of mind and satisfaction, knowing that I'm still continuing to contribute to the work and services of those living with sight loss, even after I've gone. NCBI offers such a variety of services but crucially



Dr. Dermot O'Hanlon.

they offer hope and encouragement to people having to adjust to their new life following a diagnosis of a sight loss condition."

To find out more about how to leave a gift in your will to NCBI, you can visit:

ncbi.ie/leaving-a-legacy/.



'I never thought I had a lot to give... but realise I do now through leaving a gift in my will to NCBI.'
Legacy Donor

Let your legacy be part
of the vision...

NCBI Retail and ForSight had a busy few months!

NCBI Retail and NCBI's sister charity in Northern Ireland, ForSight, had a very busy few months with a store relocation, a new store opening, and a store re-opening.

First up, NCBI was delighted to relocate its Carrickmacross retail store to a new larger premises on 77 Main Street, which boasts a new, modernised look and feel, supported by a sustainable fit-out.

The NCBI Carrickmacross team was delighted to welcome Carmel Hill, a local NCBI service user to cut the opening ribbon on Thursday, September 22nd, while Shannonside/Northern Sound Radio broadcasted its 11 to 1 Show from right outside the store.

The busy period continued when the ForSight team opened its new store in Derry City on October 13th. The team at the store was honoured to be joined by the current Miss Derry, Amy Doherty who snipped the opening ribbon. Amy said: 'Thank you to the team at ForSight for having me here to cut the ribbon. I got a chance to look around the new store and there are so many amazing pieces on offer, especially in their new vintage section. If you're a vintage fan, ForSight Derry should definitely be your first stop if you're in the area!'

Focus then shifted back to the NCBI Retail team in Ardee, County Louth, who reopened their store on October 21st. The Ardee store had been closed since the beginning of September following a flood. The team involved with the



Carrickmacross new larger store.

store worked their socks off and were able to reopen just a month after that blip in the road. All three stores are open with incredible pre-loved and vintage stock and are accepting donations and expressions of interest in volunteering. Please pop in to any of the stores to check them out!



ForSight Derry has all the goods.

Sustainability at NCBI Retail

At the heart of NCBI Retail's journey in the fashion world is the message that sustainable fashion is not a trend but the future.

At NCBI Retail, our sustainability and circular fashion operations across our stores nationwide embed our commitment to contribute to a net carbon society by 2050. Our environmental metrics through these processes confirm charity retail is a key player in the fight against climate change.

Over the course of 2022, NCBI:

- Reused over 90% of the 2,005 tonnes of clothing that was donated to us.

- By keeping this clothing in circulation we saved 6,424 tonnes of CO2 from being released into the environment during clothes production.
- We also saved over 10.8 billion litres of water which would have been used in production.
- These savings are also the equivalent of offsetting the emissions from 1,365 cars on our roads.
- Or the emissions generated by charging 813 million smartphones.

Support NCBI Retail and support our mission to stop harmful practices in the fashion industry.

NCBI and Junk Kouture Collaboration

NCBI and Junk Kouture have joined forces for the 2022-2023 competition cycle. Junk Kouture is a sustainable fashion competition that challenges young talented creatives between 13-18 years old to make striking and imaginative outfits out of 100% recyclable materials each year! Our collaboration began ahead of Culture Night on Friday, September 23rd when Junk Kouture alumni from across the country teamed up with some local NCBI stores for a two-week window takeover from September 21st to October 3rd, a celebration of creativity, design, and sustainability. We want offer a huge well done to all of those who had their amazing designs appear in NCBI windows around Ireland. For more information about the NCBI and Junk Kouture collaboration, please visit: <https://www.ncbi.ie>



Preloved Pop-UP shops a hit with students

September marked the start of our exciting collaboration with universities and student unions across the country. Our Preloved Pop-Up event made its debut at the University of Galway as part of their September Fáilte Fest, that welcomes thousands of new students onto campus during the month of September.

The student's reaction to the Pop-Up exceeded all our expectations and paved the way for future events. We brought the best NCBI has to offer across ladieswear and menswear to the heart of the student hub and used the event to mark the launch of our new and exclusive vintage range in Galway.

Students queued in anticipation and the energy before opening was exhilarating. The students' unique fashion style and passion for vintage inspired us and provided valuable insights to this market and customer. We returned to University of Galway two weeks later for a second event, bigger and better with a hand selected package tailored for the fabulous students of Galway.

Welcomed us on campus

Dublin was next to share in the pop-up experience as TU Dublin and NCAD both welcomed us on campus in early October as part of their Freshers Festivals. Our Dublin pop-ups displayed vintage only, promoting the new



Students checking out the racks in the Pop-Up shop.

offer and encouraging students to visit Capel Street and Camden Street to shop vintage all year round and receive their 10% student discount.

To educate students about our charity

These pop-up events not only allowed NCBI Retail the wonderful opportunity to engage with the student market and highlight the gems that can be found by shopping preloved, but we also had the chance to educate students about our charity, the incredible services we provide and importance of their donations in funding these services was an enlightening experience for all.

The kindness and generosity shown to us, and our cause was exceptional. We have only just begun!

NCBI Wins first Digital Transformation Award in Charity Excellence Awards



LEFT TO RIGHT:
NCBI Staff JP Corcoran, Eleanor Owens, Kyran O'Mahoney, Sean Doran and June Tinsley, with Alan Coyne from iDonate.

This year has been an extremely good one for the dedicated team at NCBI Labs. All involved are focused on getting the most out of technology to support people who are blind or vision impaired, but also in supporting their colleagues in other departments in NCBI right around the country.

The team's hard work was once again recognised at the Charity Excellence Awards on September 15th. The awards reception was held at the Clayton Hotel in Dublin and members of the NCBI Labs team were on hand as they were nominated for the Digital Transformation Award.

This award recognises how technology is adopted to replace manual processes with the aim of improving operations. Digital transformation is an ever-evolving process, as new and more efficient technologies take over the less efficient.

Not only were NCBI nominated for this award, but such was the quality of their work over the last number of years, the team managed to win and take home the award!

Key role in service delivery

This award recognised the digital solutions employed by the NCBI Labs team across the wider organisation which continue to play a key role in service delivery and impacting the lives of many service users across the country.

The whole team deserve a huge congratulations for their efforts and their performance in recent years. This win comes hot off the heels of the NCBI Labs team's Best Remote Team award win at the 2022 Spider Awards in April. On that occasion the team was nominated in five different categories.

The Charity Excellence Awards, now in their 4th year, aim to highlight and reward excellence within the charity sector.

Has your VoiceOver stopped talking? Here's how to fix it

by David Redmond

Every screen reader user knows that sometimes a screen reader can talk just a bit too much, causing us to frantically find the control key or quickly tap the screen with two fingers. But, what do you do if a screen reader like VoiceOver on iOS just stops talking altogether?



Why has VoiceOver stopped talking?

There are four possible reasons why VoiceOver might not be talking.

1. VoiceOver is turned off

You can turn VoiceOver back on in three different ways.

Using Settings: go to Settings > Accessibility > VoiceOver.

Then toggle VoiceOver to on.

Using Siri: All you need to do is say "Siri, turn on VoiceOver".

Finally, you can use the accessibility shortcut — triple clicking your home button or side button should turn VoiceOver back on.

2. Speech is turned off

This is a simple issue to fix. All you need to do is a 3-finger double tap.

3. VoiceOver is on but the speech volume is set to zero

Tap the screen four times with two fingers to enter VoiceOver Quick Settings. Flick until you hear the sound indicating you're at the end of the list. When at the bottom, flick up the volume slider to adjust.

4. Finally, what to do if VoiceOver crashes?

You can restart VoiceOver using a triple tap of the side or home button. If this doesn't work, a restart of the phone might help. To restart, press and hold the side and volume up button, then tap the top of the screen, then double tap. To turn it back on again, press and hold the side button for about 3 seconds. On older phones with home buttons just use the side button to turn off your phone.

What's new in iOS 16?

After announcing its big yearly operating system update in its WWDC keynote on June 6th this year, and following months of beta testing, Apple made iOS 16 available to be installed on iPhones on September 12th.

VoiceOver changes and improvements

The excellent screen reader on the iPhone VoiceOver has gotten many new voices and 20 new languages and accents. You can explore these and other new options by going to **Settings > Accessibility > VoiceOver > Speech > Voice**. These new speech options are also available in Speak Screen and Speak Selection.

But the most surprising development was that the famous voice eloquence was introduced to the iPhone. This is a much-loved voice among the screen reader community as it has been used for the JAWS screen reader.

Siri

Siri gets a few new features as expected. You can ask Siri to shut down and restart your phone, hang up a call and more. Not all these actions will work on the older phones, but you can experiment with your version of iPhone. Siri has received new tones; this is set at a lower frequency for those that have hearing difficulty.

Siri Pause Time

You now have the ability to control the amount of time Siri will wait for a response. You can adjust this by going to **Settings > Accessibility**

> **Siri** and choosing among the 3 options. The default setting is what we have had from the beginning, but there are now options for "Longer" and "Longest". We are hopeful that this change will be good for some users as we get many complaints that Siri is too quick to cut people off in mid-stream.

Dictation improvements

Now when using dictation in a message it will try to put in automatic punctuation, and also has the ability to dictate emojis. This will be another time saver. Again, this works better on newer iPhones especially dictating emojis.

Magnifier

Magnifier has introduced something called Activities. If you are a regular magnifier user, you will find you will need different types of configurations for different tasks. For example, you might need different colour or brightness set up for reading a restaurant menu opposed to reading post in your own house. You can save your preferred Magnifier controls, including camera, brightness, contrast, filters, and more as an Activity, and quickly switch between them.

Door Detection

The much talked about door detection has come to the Magnifier app but only on Pro models of the phone, so is only available on iPhone 13 Pro and 14 Pro and Pro Max. The detection button is available on the bottom right of the magnifier app and when enabled it can tell you the location of a door, if there is any text on the door, the location of the door handle and it can

even tell you if the door is open. This feature is in its infancy and uses a technology called Lidar. The detection mode in magnifier also has two other buttons, people detection and image detection. We can't wait to trial these features.

Hang up with the side button

Apple have reintroduced a feature that was available in the early days of the iPhone. You can now hang up your iPhone using the side button. For some people that have difficulty with the gestures or finding the on-screen hang up button this will be useful.

Automatic verification to replace CAPTCHA

In iOS 16 there is a new feature that will allow iCloud to automatically verify your account and remove the need to fill in CAPTCHAs. This is great news for blind and vision impaired users as sometimes these CAPTCHAs are almost impossible to get past and the audio CAPTCHAs are so difficult to hear and are usually no help. The one stumbling block is that this feature will rely on developers of websites enabling the feature so it might take a while to get off the ground. It will most likely use Touch ID or Face ID to verify.



To summarise there are some great changes and improvements in iOS 16. But keep in mind not all the changes will work on the older models of iPhone. Some models will not even allow you to upgrade to iOS 16. This includes anything below the iPhone 8.

The update was released on September 12th. If you have not updated already some VoiceOver users like to wait for 16.1 to be launched to iron out any bugs. To check for updates go to **Settings > General > Software Update** and check for updates.

To find out more about these and other features and enhancements introduced in iOS 16 you can listen back to our latest podcast: ***Talking Technology Episode 15.***



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