

Annual Report 2022



Parentline Registered Office

Carmichael House
4-7 North Brunswick Street
Dublin 7
D07 RHA8

Contact Details

Tel: (01) 878 7230

Helplines: (01) 873 3500

Email: info@parentline.ie or aileen@parentline.ie

Website: www.parentline.ie

Twitter: @ParentlineIre

Instagram: @parentline_ireland

Banking:

Permanent TSB
70 Grafton Street
Dublin 2
D07 RHA8

AIB Bank
126 Capel Street
North City
Dublin 1
D01 VW89

Solicitors:

The company does not have retained legal advisors

Auditors:

Carroll & Associates Accountants and Financial Advisors
101 Templeogue Road
Terenure
Dublin 6
D6W X224

Company Registration Number (CRO)

205515

Registered Charity Number (RCN)

20025410

Revenue Charity Number (CHY)

10069

Contents

SECTION 1 - OUR STORY	2
Mission Statement	3
About Parentline	5
History of Parentline	6
Chairperson's Statement	7
A Message from the CEO	8
Secretary's Report	9
Treasurer's Report	11
SECTION 2 - STRUCTURE, GOVERNANCE AND MANAGEMENT	12
Board Directors and Composition	13
CEO	15
Board Meetings and Attendance	16
Board Effectiveness Review	17
Strategic Planning Sub-Committee Report	18
Finance Sub-Committee Report	19
Nominations, Remunerations and Succession Sub-Committee Report	20
List of Parentline Policies	21
Governance Compliance Statement	22
Child Safety Statement	23
SECTION 3 - ACHIEVEMENTS AND PERFORMANCE	24
Targets and Outcomes	25
Helpline Statistics 2022	27
New Volunteer Training	34
List of Parentline Talks and Speakers 2022	35
Anonymous Parentline Testimonials	36
SECTION 4 - FUTURE PLANS	37
The Future of Parentline	38
SECTION 5 - FINANCE - INCOME AND EXPENDITURE	39
Auditor's Report and Audited Accounts and Financial Statements 2022	40

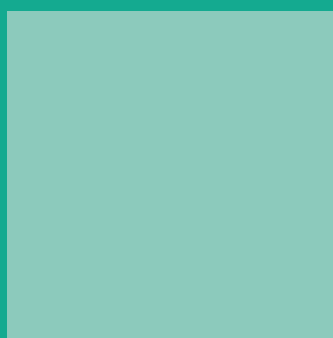
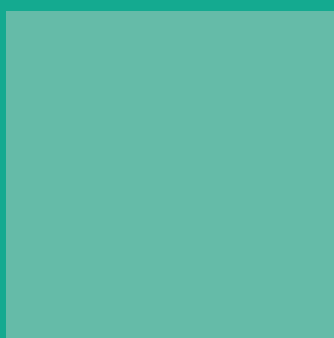
Section One

Our Story

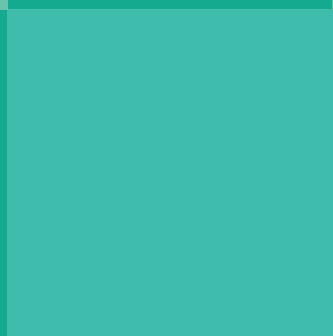
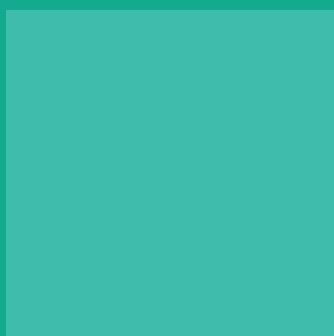
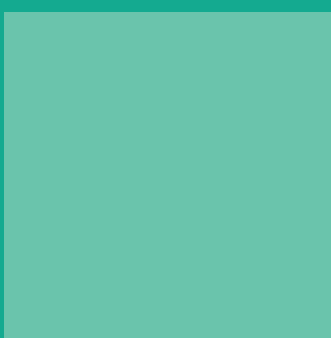


Mission Statement

The main object for which Parentline is established is the advancement of community welfare by providing free, confidential and non-judgmental guidance and support to the parenting community, including, but not limited to parents, guardians, teachers and social workers, and to advance the education of the parenting community.



Our vision is
that no parent
feels alone or
unsupported



About Parentline

Parentline is a national helpline offering support, information and guidance to parents on all aspects of being a parent in a confidential and non-judgmental way. Calls are taken and made by approximately 50 experienced volunteers, all of whom have been extensively trained in listening and counselling skills.

Over the past 40 years, since Parentline was founded in 1982, the organisation has supported 150,000 parents and carers.

2022 was once again a very busy year for Parentline. There were 5,857 calls made to the helplines. Parents sought support, information and guidance on many issues with areas such as school refusal, school related issues, bullying, anxiety, anger and aggression, teenage issues and postnatal depression being particularly mentioned by parents. (See Section 3 for more detailed analysis of calls on these issues).

The Non-Violent Resistance (NVR) programme has been on offer with Parentline since 2013. An NVR programme is a confidential one to one programme facilitated by a trained volunteer with a parent or parents. It aims to provide the parent(s) with the skills to deal with violent and aggressive behaviours directed at them by their own children in their own homes. Each programme takes approximately 8 weeks with a one-hour phone call each week.

Parentline is also the only national helpline offering support to new mothers experiencing symptoms of postnatal depression. It is a phone-based service and is confidential. This support is particularly important in light of the fact that there are approximately 62,000 births in Ireland each year and the vast majority of new mothers experience postnatal mood change ranging from the baby blues to postnatal depression and even puerperal psychosis (serious mental illness) in extreme cases.

History of Parentline

1982

Parentline was initially established as Parents Under Stress in January 1982 by a group of social workers and nurses including Sylva Langford, Mary O'Sullivan, Olga Garland, Sheila Scannell and Margaret Beaumont. Their ambition was to form a confidential, non-judgmental support service for parents. Ireland, at that time, was undergoing major social and economic changes, including the rapid urbanisation and development of its cities and towns and it was felt that many new parents, and new mothers in particular, living in these newly developed residential areas were often isolated from their informal support networks including their families of origin and their own parents, siblings and childhood friends. Therefore, the founding members of Parents Under Stress established parent support groups that met once a week so that mothers of infants and young children could give each other support and watch out for each other. At that time the emphasis was on new mothers with young babies who were looking for support and guidance.

Parents Under Stress was initially run from a location on Marlborough Street in Dublin before a decision was taken to move to a telephone-based helpline which was located in a room on the attic floor of a premises on Cathedral Street in Dublin, owned by a religious organisation. Social workers used the facility during the daytime, and in the evenings the helpline service was staffed by volunteers. Call-line personnel were directed to support parents in confidence with information and guidance by active listening, talking through the problem and identifying the issue with which the caller was having difficulty.

1993

In 1993, Parents Under Stress was renamed Parentline. This was celebrated with a major fundraiser to mark the name change. It was felt that the organisation needed to incorporate the broader needs of parents and the new name of the organisation reflected the wider issues of

parenting in general. Parentline also officially took over the services of the then national Post Natal Depression Support organisation, which had been disbanded due to a lack of resources. The amalgamation was officially launched by Minister Mary O'Rourke. Parentline became a registered company in 1993 and a Board of Directors was formed to direct and drive the organisation forward. The remit was to meet on a regular basis to monitor the operation of the helpline service, identify emerging issues and trends, and to provide a framework within which the Parentline service operated.

Over the years, Parentline has organised a series of fundraising activities to provide funding to enable the service to continue. In the initial years of operation, donations from the public to Parentline were the sole source of funding. However, the Eastern Health Board began providing funding in the mid-1990s. Today Parentline is primarily funded by Tusla, the Child and Family Agency. Currently, the Parentline service is managed by Aileen Hickie who was appointed as CEO in January 2020. She is supported by the Board of Directors, chaired by Michéle Ridgway. The organisation is guided by a Strategic Plan which is devised on a 5 year basis, currently 2020-2025.

Ongoing Challenges

Parentline continues to face challenging times. There was a sharp and marked increase in the number of calls to the helpline since 2020 which continued into 2022. The principal outstanding issue about which parents rang the helpline in 2022 was child to parent violence including anger and aggression and Parentline offers the Non-Violent Resistance (NVR) Programme to help parents deal with this issue.

After 40 years of operation, Parentline continues to provide an excellent helpline service to parents throughout Ireland who seek to avail of support and guidance from empathetic and understanding volunteers.

Chairperson's Report

2022 was a year of celebration for Parentline as the organisation marked 40 years in existence, during which time it supported over 150,000 parents and carers. This landmark birthday gave us the opportunity to gather in May with some of the founders, volunteers past and present and invited guests from Tusla, NVR Ireland and the Carmichael Centre to showcase our success. We also met with Minister for Children, Equality, Disability, Integration and Youth, Roderic O'Gorman, who was impressed with the amount of work our volunteers accomplish.

The charity has grown and evolved in many ways over the years but our mission has never changed i.e. to provide free, non-judgmental support, guidance and information to parents and carers nationally. Calls to the helpline from parents under various stresses remained steady this year. While some of the concerns of parents have changed over time, there is no doubt that there is a great, and indeed growing, need for our service.

Parentline ran a radio advertisement during the year to highlight our longevity and to remind parents and those who care for children, of what we do. It is a constant challenge to promote our service to parents who may be unaware of the available supports offered. Radio advertising is a very effective use of scarce funding. We also ran a targeted poster advertising campaign to encourage dads to call the helpline. This has already proven successful. Our goal is to attract a younger demo-

graphic of parents to ring the helpline; this may be accomplished via social media in the future.

In line with the Board's keen interest in the best governance it can provide, we engaged in a deep dive assessment into our effectiveness. This was facilitated by independent consultant Bob Semple who specialises in governance, risk management and board effectiveness reviews. He evaluated the effectiveness of the Parentline board over a number of months and this resulted in a better insight into both our individual and collective roles in the charity. It gave us food for thought for planning for the future, post Covid. It was felt that the present Strategic Plan required updating so as to address the huge changes as a result of the pandemic. The Strategic Planning Sub-Committee has spent long hours drafting the new plan which will be presented in 2023.

Another celebration in 2022 was returning to the helpline room and office in the Carmichael Centre. While there is still the choice of remote working, many volunteers have come back to the helpline room. Connecting with other volunteers is a hugely important part of being a Parentline volunteer. CEO Aileen Hickie and Administrative Assistant Laura Byrne are the heart and soul of the space; the Board is very grateful to both of them for the work they do and their constant good spirits.

Michèle Ridgway



From left to right Eifion Williams, Sylda Langford, Aileen Hickie, Minister Roderic O'Gorman and Michèle Ridgway

A message from the CEO

Parentline thrived in 2022 and was in high demand particularly with regards to the Non-Violent Resistance (NVR) programme which is offered to help parents combat child to parent violence.

Parentline now has 31 trained NVR facilitators, which is more than a 100 per cent increase since 2020. This is necessitated by the huge demand for the programme and the successful outcomes for parents and families. The result has been a much more rapid and efficient NVR delivery in 2022 with 225 programmes completed between Parentline volunteer practitioners and parents.

Parentline also introduced the first group NVR programme in 2022. These group NVR programmes run three times a year with 6 to 8 parent families participating in each group. They are facilitated by 2 Parentline trained practitioners and conducted over Zoom. They received a very positive response from the participating parents.

Parentline complimented its group and individual NVR delivery with a booklet to support the programme. The booklet is a collaboration between Parentline and NVR Ireland. It is the *"Ireland NVR Handbook for Parents"*. Furthermore, Parentline now has a feedback survey link that was sent to all parents who completed the NVR programme in 2022 to gauge what levels of satisfaction there were with the programme and if it was successful (or not) for participants.

The number of NVR programmes completed did not take from the primary service offered by Parentline, which is the helpline service. In 2022, 7 new helpline volunteers were trained in the Carmichael Centre in

to ensure that volunteer numbers in Parentline remained at an all-time high with 51 volunteers, 43 of whom answer the helplines and 8 volunteers who only deliver the NVR programme.

The success of Parentline is because of the commitment of its volunteers. Parentline takes exceptional care of their wellbeing and to this end, schedules wellness, resilience and positivity sessions. It also runs an annual training day and continuous monthly training talks. Additionally, there are monthly Peer Support sessions and reflective sessions to allow volunteers to share their experiences on the helplines and seek the help and support of other volunteers.

Parentline is extremely grateful to Tusla, the Child and Family Agency, which funds the organisation.

Aileen Hickie

Secretary's Report

The strong growth in demand for Parentline's services continued in 2022.

The profile of the organisation has continued to expand and Parentline is now regularly featured in, and indeed often a first port of call for, the print and broadcast media when parenting is discussed.

Seven Board meetings were held in 2022 to ensure good oversight and governance of the organisation.

The principle issues and highlights were:

- Fundraising. This is a constant issue and it was recognised that a shortfall in fundraising/income would impact strongly on promotional activity and additional training and services. Income needed to be boosted to ensure no loss in service or shortfall between income and expenditure.
- Parentline underwent a full Board evaluation and review with consultant Bob Semple. He concluded that Parentline was in great shape and had a very engaged board. He made some suggestions for improvement such as the requirement for an updated succession plan for the board to encourage more diversity. A formal Reserves Policy was recommended and it was also suggested that the Parentline vision be updated. The overriding strategic question for the Board question was "What does Parentline want to be?"
- Surveys were undertaken and completed on all Parentline stakeholders to get feedback on their satisfaction or otherwise with the service and any shortcomings that might be resolved. Separate surveys were completed by volunteers and facilitators, board directors, staff and CE workers, Tusla and parents. The results showed that Parentline was responsive to the needs of the parenting community and volunteers felt valued by the organisation.
- The Strategic Plan 2020 to 2025 was reviewed extensively and recommendations were made as to what changes should be made. It was decided to proceed with a new strategic plan which would more accurately reflect where the organisation will be in three years as it was felt five years was too long. The conclusion was to both "manage growth" and "maintain a quality service".
- The CEO was invited and accepted the invitation to become a member of the Government Steering Committee of the Action Plan on Bullying and attended monthly meetings throughout 2022 until this report was completed and published and launched by the Minister for Education, Norma Foley in December 2022.
- Parentline planned and ran a 40th Birthday celebration which was attended by Eifion Williams, Service Director of Tusla as well as the founding members from 1982 and past and current Chairs, Board Directors, Members and Volunteers. This was further enhanced with a booklet entitled "Forty Years of Parentline".
- The Risk Register was discussed at each Board meeting as a standing agenda item.
- An application was made to Tusla for funds to extend the hours of the administration assistant from 10 hours to 14 hours a week and this proposal was accepted.
- A Reserves Policy was formulated and ratified.
- The AGM was held successfully in May 2022. The audited accounts were approved, one director was re-elected and one new director was appointed.
- Approval was given for a four-week radio advertising campaign which ran on Bauer media stations, Today FM and Newstalk in October and November.
- Seven new volunteers underwent helpline training. Friday helpline hours were extended from a 4pm finish to a 7pm finish.
- A strategy was formulated to create more understanding among fathers about Parentline and the service offered. A campaign was devised around this including posters, leaflets and social media.

Parentline policies updated, reviewed and ratified in 2022 included:

- Child Safeguarding Policy
- Accident and Incident Report Form
- Volunteer Code of Conduct
- Volunteer Recruitment Procedure
- Donor Charter
- Public Compliance Statement on Fundraising
- Lobbying Compliance Policy
- Health, Safety and Wellness Policy
- Complaints and Feedback Policy
- GDPR and Data Protection Policy
- Communications Policy

All were unanimously approved by the Board.

This is part of our ongoing commitment to keep all of our policies and procedures up to date on a three-year rolling schedule so that we can demonstrate compliance with legislation, regulation and best practice. (See also the full list of Parentline Policies in Section 2)

Terence Hayden

Treasurer's Report

Parentline is very pleased to report a strong performance for the financial year ended 31 December 2022 with income up 17% to €138,447, the highest level in its 40-year history. This income was fully invested in the provision of services, the training of volunteers and the furtherance of Parentline's objectives leaving a small surplus for the year of €110. Furthermore, Parentline ended the year in a very healthy financial position with a bank balance of €57,971, no debt and unrestricted net reserves of €39,768. As such Parentline is in a strong financial position to continue to grow its services to meet the needs of the parenting community. The statement of financial activities and statement of financial position are set out on pages 47 to 48 respectively.

The growth in income is attributed to both an increase in core funding from Tusla, Ireland's Child and Family Agency and a significant increase in fundraising income. Tusla, in recognition of Parentline's commitment to responding to the vulnerable needs of families, particularly over the past 2 years and our increasing costs, awarded Parentline an additional 4 % in core funding and approved the funding of additional administrative hours bringing Tusla core funding to €104,940. The agency also provided Parentline with an additional training grant of €3,500 to assist in the training of volunteers in the provision of the NVR programme. This continued support by Tusla is greatly appreciated and vital to the achievement of Parentline's objectives.

During 2022, Parentline was also the grateful beneficiary of funds received from three philanthropic committees without whose support Parentline would not have been able to provide the level of parental support achieved. A huge thanks to The Parentline/CHI Spring Lunch at the Westbury, the Murphy's D6 Fashion Show and the St Mary's Ladies Lunch for choosing Parentline as one of their nominated charities.

The income earned was fully invested in the delivery of support services with the additional income helping to finance the recruitment and training of new volunteers, the running of a promotional campaign to increase awareness of the services offered and the funding of the increased administration hours required to meet the demands of the expanding Parentline service both in terms of Non-Violent Resistance (NVR) programme facilitation and provision of webinar seminars. A detailed breakdown of costs is provided on page 54.

In conclusion, the board of directors are satisfied that the charity's financial reserves are in line with its Financial Reserves policy approved in 2022 and that it is in a healthy financial position for moving forward into the future.

Elizabeth Hodgins

Section Two

Structure, Governance and Management



Parentline Board

Parentline members can sit on the Board for a max of two consecutive terms of three years each. Up to 3 people can be co-opted for one year and renewed annually.

Michéle Ridgway

*elected 2019,
re-elected 2022
Chair (2019)
Volunteer/Governance/
Fundraising*



Michéle has been volunteering with Parentline for over 15 years, she is also a Non-Violent Resistance (NVR) facilitator. She holds a M Phil in Modern Irish History from Trinity College and has a particular interest in women's history. Michéle recently completed a professional diploma in Corporate Governance from the Corporate Governance Institute of Ireland (CGII). She is also a member of the Strategic Planning Sub-committee and the Nominations, Remuneration and Succession Sub-committee.

Terence Hayden

*elected 2018,
re-elected 2021
Company Secretary (2020)
Volunteer/education/NVR*



Terence is a long serving Parentline volunteer and NVR practitioner. After completing a H. Dip in Education, he worked as a house parent with autistic and emotionally disturbed adolescents. He was awarded a Masters in Educational Studies (M. St. Special Educational Needs (SEN)) in 2007. Terence retired as Deputy Principal of a primary school following a career mostly spent serving in the role of Learning Support/SEN teacher. He is also a member of the Strategic Planning Sub-committee.

Shane Coleman

*co-opted 2017,
elected 2018,
re-elected 2021 Board
Secretary (2019)
Media/PR/journalism*



Shane is a broadcaster and journalist. He is the presenter of Newstalk Breakfast and is a former Political Editor of the Sunday Tribune and was previously that newspaper's Business Editor. He is the author of four books on politics, including 'Bertie Ahern and the Drumcondra Mafia'. Shane was a Parentline Ambassador prior to joining the board. He is also the Minute Secretary and is the current Chair of the Nominations, Remuneration and Succession Sub-committee.

Anna Barry

*elected 2019,
retired 2022
Treasurer (2020)
Former Volunteer/
Marketing/Fundraising*



Anna worked as Head of Sales for TG4 for 16 years having previously worked for TV3 in their advertising department. In more recent years she has completed a Diploma in Psychotherapy. She is a former volunteer at Parentline and is on a number of committees including fundraising for Temple Street Children's Hospital. Anna retired from the Board in May 2022.

Mags Goddard

*elected 2020
Board Member
Volunteer/Marketing*

Mags has volunteered with Parentline since October 2017. She is a trained NVR facilitator and has enjoyed working with families on this programme for the past three years. Prior to joining Parentline she held a number of senior and executive positions with Bord Gáis, Tayto Ireland and Irish Distillers. She holds an Honours degree in Business and French. Mags has an active interest in positive psychology. She is the Chair of the Strategic Planning Sub-committee.



Louise Mulholland

*elected 2020
Board Member
Volunteer/Health/NVR*

Louise joined Parentline in 2015 and has more recently focused on her work with the NVR programme. She is a Trinity graduate in Occupational Therapy and has worked extensively throughout both hospital and community settings. She specialises in the area of Neurology and has developed and implemented a Fatigue Management Course for people with Multiple Sclerosis and a Stress Reduction and Stress Management course for neurology out-patients and cardiac care out-patients. She worked as part of a team in bringing Occupational Therapy to a Romanian orphanage. Louise has also achieved a Masters in Systemic Psychotherapy at the Clanwilliam Institute. She is a member of the Strategic Planning Sub-committee.



Emer Crowley

*co-opted 2021 and
2022 Board Member
Finance/Renumerations*

Emer is the current Chair of the Finance Sub-committee. She is also a member of the Nominations, Remuneration and Succession Sub-committee. She is the Business Director of Sutton Park School and was previously a Director of AIB Corporate Banking. She holds an honours degree in Economics and Business Studies from Trinity College Dublin.



Elizabeth Hodgins

*co-opted 2021 and 2022
Treasurer (2021)
Finance/Fundraising*

Elizabeth Hodgins is an experienced PWC trained Chartered Accountant with 14 years experience working in C&C Group plc. After leaving her position as Head of Group Finance in 2015, Elizabeth joined the Board of D8CEC, a second chance provider of education to adults in the south-west inner-city Dublin area. She is also a member of the Board of Management of Rathfarnham Parish National School and is involved with several children's organisations on a volunteer basis including the local GAA and Sunday Club groups. Elizabeth is a member of the Finance Sub-committee.



Katharine Mulcahy

*co-opted 2021 and 2022
Board Member
Finance*

Katharine is a KPMG-trained chartered accountant working in Microsoft supporting the technology business in Ireland and Portugal. Prior to joining Microsoft, she spent five years in Digital Realty, a market-leading data centre provider where she held the position of Senior Finance Director. In Microsoft in 2018, she co-founded a group called the 'Modern Parents and Guardians Group'. She is a member of the Finance Sub-committee.



Rose Fahey

*elected 2022
Board Member
Volunteer*

Rose has worked in the Communications and Marketing sector for almost 30 years having graduated in Communications Technology. After specialising in Public IPO issues in the City of London, she returned to Ireland and worked with global technology company AVAYA firstly in Ireland, and then later in the UK. She currently is a board director and non-executive director in various communications and technology companies and also acts as a marketing consultant to indigenous Irish SMEs.



CEO

Aileen Hickie

Aileen Hickie took over as Chief Executive Officer of Parentline in January 2020.

Aileen had previously been a journalist with various newspapers including The Sunday Business Post, The Sunday Tribune and The Irish Independent and has also worked as a broadcast journalist and contributor with many radio and television stations such as RTE radio 1 and Today FM and TV3 (now Virgin Media) and RTE television.

She remains a weekly television news panel contributor to Today with Maura and Daithi on RTE 1. She is also a trained barrister having qualified from King's Inns in 2000.



Board Meetings and Attendance

There were seven board meetings held during 2022. Four were by Zoom and the other three were physical meetings. All of the board meetings achieved a quorum.

Board Meeting Dates 2022

January 18th 2022

Attendance : seven out of nine Directors attended, apologies Anna Barry and Katharine Mulcahy.

March 8th 2022

Attendance : eight out of nine Directors attended, apologies Shane Coleman.

April 7th 2022

Attendance : seven out of nine Directors attended, apologies Shane Coleman and Louise Mulholland.

May 17th 2022

Attendance : all Directors were present.

September 6th 2022

Attendance : eight out of nine Directors attended, apologies Emer Crowley.

October 18th 2022

Attendance : eight out of nine Directors attended, apologies Rose Fahey.

November 29th 2022

Attendance : eight out of nine Directors attended, apologies Katharine Mulcahy.

May 30th 2022

AGM : - Attendance 22 Members

The Board Effectiveness Review

February to May 2022

Lead by Bob Semple - Independent Consultant specialising in governance, risk management and board effectiveness review.

Remit

Board evaluation is an important part of governance. To ensure optimum board effectiveness, it was decided a high-level evaluation should be completed with the help of consultant Bob Semple.

The focus was on areas in which the Board works well and also those areas that may need improvement.

Plan

Bob Semple undertook the following:

- Review of documentation.
- Observation of Board Meeting.
- Survey of Board Members.
- Ideas for consideration by the Board.
- Report to the Board.

Result

The consensus was that there is a good rapport between Board members, the meetings are well organised and everyone is aware of their roles. There is a mix of skills pertinent to what Parentline needs. Parentline is a tight run organisation with a strong CEO, a committed Board and a team of enthusiastic volunteers.

There were a number of considerations for the Board to discuss: some key suggestions were:

- Aim to spend more time on strategy at every Board meeting.
- Revise our Vision to be more relevant.
- Make time to review possible mergers with another charity in the future.
- Establish an advisory committee on philanthropic fund raising.
- Draft a policy on reserves and implement it.
- Explore opportunities to promote Parentline services through Parents' Associations.
- Explore the potential to use a chat bot on the website.

Parentline Strategic Planning Sub-Committee

Members.

Mags Goddard (Chair), Michèle Ridgway, Terence Hayden and Louise Mulholland

Meetings

7 meetings were held, all over zoom.

Report

A short summary of the outcome of each meeting is detailed below:

11th January 2022

A full review of the Strategic Plan 2020-25 was completed at this meeting.

21st February 2022

It was agreed a survey of all stakeholders would be undertaken, commencing with volunteers and NVR facilitators. The objective of this survey was to (a) get feedback from volunteers on how they currently perceive Parentline's service delivery and what areas are changing and may need more attention, and (b) to "check in" with volunteers as most continue to work remotely most of the time (post covid). Further to the meeting, a questionnaire survey was prepared, approved at the March Board meeting and distributed to all volunteers.

4th April 2022

Further to the volunteer survey, this meeting involved planning for interviews with the CEO, staff, Tusla and getting feedback from service users. Strategic questions from a Board Evaluation Report were discussed in great detail and initial recommendations drawn up.

9th May 2022

This meeting was to discuss the results of the volunteer survey and to update progress in other interviews. A feedback form was developed at this meeting for the Parentline website to gather views from service users. In addition, a summary of the survey results was prepared after the meeting to send out to volunteers.

13th September 2022

Post summer the sub-committee met to appraise all work undertaken to date, including the results of the Board effectiveness survey. A comprehensive list of issues was put together and the key strategic issues for Parentline were identified.

4th October 2022

The presentation for the Board meeting of 18th October was planned at this meeting. It was agreed among sub-committee members that Parentline required a new Strategic Plan rather than an update to the current one. This was subsequently approved at the Board Meeting.

8th November 2022

This meeting was held to prepare for the Board Meeting on 29th November and focussed on preparing a questionnaire for Board members, to be sent out in advance of the meeting, with the objective of brainstorming a new Vision for Parentline. KPIs were also discussed in more detail to set evaluation criteria for the new Strategic Plan which will be finalised in early 2023.

Key Outcomes from the Strategic Planning Sub-Committee in 2022 were as follows:

- A comprehensive review of the 2020-25 plan was completed.
- An update was presented to the Board on 8th March 2022.
- A Recommendation Report on a new, versus updated, strategic plan was presented at the 18th October Board Meeting, which resulted in approval to progress to a new 3 year Strategic Plan 2023-26.
- A new Vision for Parentline was developed further to a brainstorm at the November Board meeting.

Finance Sub-Committee

Members.

Emer Crowley (Chair), Elizabeth Hodgins, Katharine Mulcahy

Meetings

There were five meetings held in January, March, April, May and December 2022.

Report

The Finance Committee reviewed the Treasurer's report in advance of the Board meetings and reviewed the Treasurer's report for both the AGM and the Annual Audit Report.

The Finance Committee assisted the CEO with reviewing the terms of employment for administrative staff and assisted with general remuneration queries.

In addition, the Finance Committee reviewed the 'Reserves Policy' which was subsequently approved, gave advice on insurance matters and had regular input into the ongoing Strategic Plan.

The Finance Committee recommended the annual budget to the Board which was subsequently approved.

Throughout the year the Finance Committee was on hand to support and advise the CEO and Treasurer on financial matters as and when required.

Nominations, Remuneration and Succession Sub-Committee

Members

Shane Coleman (Chair), Michéle Ridgway, Emer Crowley and Anna Barry (until May)

Meetings

There were two formal zoom meetings of the sub-committee, one held in March and the other in October and there was full attendance at both meetings.

Report

- At the March meeting, there were two issues up for discussion:
 - The first issue discussed was the pending departure of director, Anna Barry. Potential interest was expressed by one volunteer in seeking election to the board. This process resulted in Rose Fahey being elected to the board at the AGM.
 - The other issue was the issue of succession for the position of Chair. The current Chair was willing to remain in place (if elected) until 2023. It was agreed that the sub-committee would, in the second half of 2022, give consideration to identifying potential successors.
- At the October sub-committee meeting, it was agreed to put in place a formal mileage rate for any essential journeys taken on by Parentline employees. This was formally ratified at the following Board meeting.
- In keeping with best governance, the sub-committee also briefly discussed succession in relation to staffing. It was proposed that if an employee was to leave or needed to go on sick leave (beyond a short period), the board would move to put in place a suitable temporary arrangement to fill the void, until a more long-term arrangement could be put in place. This approach was subsequently ratified by the Board.

Parentline Policies and when they were adopted

1. Accident Report and Incident Form - reviewed and updated and approved January 2022. For review: January 2025
2. Board of Directors Handbook - updated November 2022. For review: annually in November.
3. Board Work Plan 2022 - reviewed, updated and ratified January 2022. For review: January 2023
4. Board Recruitment and Succession Policy - updated and ratified November 2021. For review: November 2024
5. Board Timeline Composition and Skills - reviewed and ratified January 2022. For review: January 2023 or earlier if there is a change in Board composition
6. Child Safeguarding Statement - Reviewed, updated and approved January 2022. For review: January 2025
7. Code of Conduct for Board Members - reviewed and ratified November 2021. For review: November 2024
8. Code of Conduct for Employees - reviewed, approved and ratified November 2021. For review: November 2024
9. Code of Conduct for Volunteers - reviewed, updated and approved January 2022. For review: January 2025
10. Conflict of Interests Compliance Statement - reviewed November 2021. For review: November 2024
11. Communications Strategy - reviewed and ratified March 2022. For review: March 2025
12. Complaints and Feedback Policy - reviewed and ratified January 2022. For review: January 2025
13. Compliance Statement in relation to Lobbying - reviewed and ratified January 2022. For review: January 2025
14. Donor Charter - reviewed and ratified January 2022. For review: January 2025
15. Employee Recruitment Policy - updated, reviewed and approved November 2021. For review: November 2024
16. Finance Policy - updated, reviewed and approved November 2021. For review: November 2024
17. Fundraising Statement - reviewed and approved 30 November 2021. For review: November 2024
18. Fundraising Policy - reviewed, updated and approved November 2021. For review: November 2024
19. GDPR Policy - reviewed and ratified March 2022. For review: March 2023
20. Health, Safety and Wellness Policy - reviewed and ratified January 2022. For review: Jan/Feb 2025
21. Induction Pack for New Board Members - Updated 30 November 2021. For review: November 2024
22. Matters Reserved for Decision by the Board - updated, reviewed and ratified November 2021. For review: November 2024
23. Parentline Constitution (updated and ratified November 2020 and no further amendments required currently)
24. Public Compliance Policy and Public Compliance Statement on Fundraising - reviewed and ratified January 2022. For review: January 2025
25. Volunteer Recruitment Policy - reviewed, updated and approved January 2022. For review: January 2025
26. Risk Management Policy - Reviewed and approved January 2022. For review: November 2023
27. Risk Register - updated, reviewed and ratified January 2022. For review: January 2023 and will be a regular Board Agenda item in case of the necessity of more immediate changes
28. Strategic Plan (2020-25). For review: March 2023
29. Whistle Blower Policy - updated, reviewed and approved November 2021. For review: -November 2024
30. Statement of Compliance to Governance Code - reviewed, updated and approved - January 2022. For review: January 2023
31. Reserves Policy - reviewed and approved September 6th 2022. For review: September 2025

Charity Regulator Governance Code Compliance Statement.

The Parentline Board has a duty to comply with The Charity Regulator's Governance Code. This was accomplished by the end of 2020 and before the prescribed deadline. There is now a suite of 31 operational and board policies and procedures in line with what is necessary to maintain a well-run charity. All the documents are available at the Parentline offices, Carmichael House, 4-7 North Brunswick Street, Dublin 7, DO7 RHA8. The documents relevant to the public are available on our website www.parentline.ie. Parentline is fully compliant with the Code.

Governance of course is an ongoing process dealt with at every Board meeting. The policies and procedures will be reviewed regularly – as set out in the list of policies on page 21 - to ensure Parentline is at the forefront of good governance practices.

Parentline Child Safety Statement 2022

Parentline provides a national helpline for parents and carers. It offers support, information, and guidance on all aspects of parenting in confidence and without judgement. It provides the national helpline for Post-Natal Depression (PND) and facilitates the Non-Violent Resistance (NVR) Programme to deal with child to parent violence.

Our Child Safeguarding Statement has been developed in line with requirements under the Children First Act 2015, Children First: National Guidance for the Protection and Welfare of Children (2017), and Tusla's Child Safeguarding: A Guide for Policy, Procedure and Practice.

Parentline does not deal directly with children as part of our service delivery. We deal directly with parents only and ask parents not to bring children to our premises.

However, in case there is a breach of this rule the following applies:

- All allegations of abuse or misconduct against employees/volunteers must be reported to the CEO (Relevant Person under the Children First Act 2015). This is the first point of contact in respect of the Child Safety Statement. The CEO will, in turn, report to the Board of Directors of Parentline.
- All volunteers and staff are trained and made aware of our policies as part of their induction process. References are always checked.
- If anyone connected with Parentline becomes aware of a child protection or welfare concern, and has identifying information, they report it initially to the

Designated Liaison Person (DLP) or the Deputy DLP. This person will then report it to The Prevention, Partnership & Family Support Manager at Tusla.

- As part of the policy, the Designated Liaison Person and the Deputy DLP are listed in the helpline room, to which all staff and volunteers have access. Incoming staff or volunteers are informed as part of induction.

The DLP is the CEO Aileen Hickie, and the Deputy DLP is Michéle Ridgway. They have undergone the relevant Child Safety Training provided by Carmichael House on behalf of Tusla.

There were two identifiable child safety concerns in 2022 reported to Tusla and notified to the Board. They were reported to Tusla on the Tusla Portal as required. This reporting was completed by the submission of Child Protection and Welfare Report Forms.

The full Child Safety Statement is available on www.parentline.ie

Section Three

Achievements and Performance



Key Service Targets and Outcomes 2022

Parentline had a number of aims and targets for 2022 to increase the awareness of the supports offered by Parentline and to ensure that call rates stayed at approximately the same record levels as 2021.

New Volunteers

Parentline had a target of adding 10 new volunteers to the organisation in 2022.

After an intensive campaign of advertising and recruiting, Parentline ultimately added 7 new volunteers. This was achieved between September and November 2022 with the first physical and classroom-based volunteer training in 3 years. These newly trained volunteers are now assigned to the helplines.

However, in 2022, Parentline was saddened to lose 2 volunteers who passed away, 2 more had serious illness and another moved country.

Therefore, helpline volunteer numbers totalled 43 by the end of 2022 which was an increase of 2 volunteers on 2021. Parentline also has 8 specific Non-Violent Resistance (NVR) programme volunteer facilitators, so the number of overall volunteers was 51 in 2022.

Parentline hoped that the vast majority of its volunteers would return to the helpline room in 2022. This did not happen as 50% of the Parentline volunteers have chosen to remain working remotely taking calls from their own homes. This is for logistical reasons as well as illness fears and the adaption to remote call taking. The helpline service has not been affected by this.

Helpline Calls

Parentline set a target of 1,700 calls per each quarter of 2022, a total of 6,800. The final number of calls for 2022 was 5,856. This was very satisfactory, particularly in light of the fact that there was a 19% increase on the number of first-time callers ringing Parentline with first time callers accounting for 2,030 (35%) of calls in 2022.

The call rates remained steady during the year and it was clear by the end of June that call rates would be a little under 6,000. This was because many calls took up to 60 minutes and because approximately half of Parentline volunteers are now involved in NVR delivery which takes time away from answering the helplines. But all parents who left a message to receive a call back from a volunteer received it and feedback through the website suggests a very high level of satisfaction among callers. Less than 0.1% of callers were dissatisfied with their engagement with Parentline in 2022.

Non-Violent Resistance (NVR) Programmes

Parentline had 23 trained NVR facilitators at the end of 2021 and aimed to increase that number to 27 by the end of 2022. Ultimately this goal was exceeded with Parentline now having 31 trained NVR facilitators, 23 of whom are also helpline volunteers.

The aim was to put 45 programmes into place each quarter in 2022 which would have totalled 180 programmes. The increased number of NVR trained facilitators meant that Parentline was able to put 225 NVR programmes in place in 2022. This was partly due to Parentline running (for the first time) 2 group NVR sessions by Zoom.

A new feedback survey was also put into place for parents finishing the NVR programme. This feedback was hugely positive with parents expressing gratitude to Parentline for the NVR programme stating it has helped enormously with child to parent violence in the family home.

Promotion, Media and Social Media

Parentline aimed to increase its strong media presence in 2022. This was achieved via Google Ads which drove approximately 3,000 parents to the website each week. The Parentline website was upgraded and continuously updated in 2022.

The numbers following Parentline on Instagram were increased from 1,000 in 2021 to 1500 approximately in 2022. Parentline ran a radio campaign on Newstalk and Today FM for 4 weeks in the autumn of 2022.

Parenting Courses

There were 3 parenting courses planned for 2022 in partnership with the Parents Plus Charity. These parenting courses are online and suitable both for families who are dealing with the normal ups and downs of parenting and those dealing with specific challenges. The courses are delivered on Zoom by a professionally qualified Parents Plus facilitator over 6 (2 hour) weekly sessions to groups of about 14 parents.

After receiving additional funding from the Toy Show Appeal, 6 parenting courses were ultimately put on offer in 2022. This still did not satisfy the demand for parenting courses and many parents had to be added to the waiting lists for future courses.

Postnatal Depression (PND) Support

Parentline has strived to promote the postnatal depression supports it offers over the phone to new parents. One of the aims of 2022 was to grow the support and awareness of the postnatal depression support service. However, calls on PND decreased between 2021 and 2022 by over 20% despite this. It is difficult to get the message out to new parents that Parentline provides a high level PND support service with volunteers being trained in offering support in this area, and also offering directional leaflets outlining both the symptoms and signs of postnatal depression. This is an area that needs further work in 2023.

Fathers Calling Parentline

When Parentline was first set up almost 100% of the calls came from mothers. In the first year of operation Parentline received one call from a father. In the intervening years the number of fathers calling the helpline is increasing all the time. Calls from fathers now represent approx. 17% of calls. The content of calls from fathers has also changed. Twenty years ago fathers used to ask 'how they could support their wife with her parenting.' The calls from fathers now show they are playing a much more active role in parenting and there is no difference between the parenting issues raised by men and women.

Trends and Statistics in Relation to Parentline Calls in 2022

Introduction

This statistical analysis report was prepared using the Salesforce database system which contains a detailed record of information collected by the helpline volunteers in the course of their work. 2022 was another exceptional year for Parentline in terms of call volumes

with a total of 5,857 calls logged. This represents a slight decrease on the 6,078 calls made in 2021, a record year for Parentline.

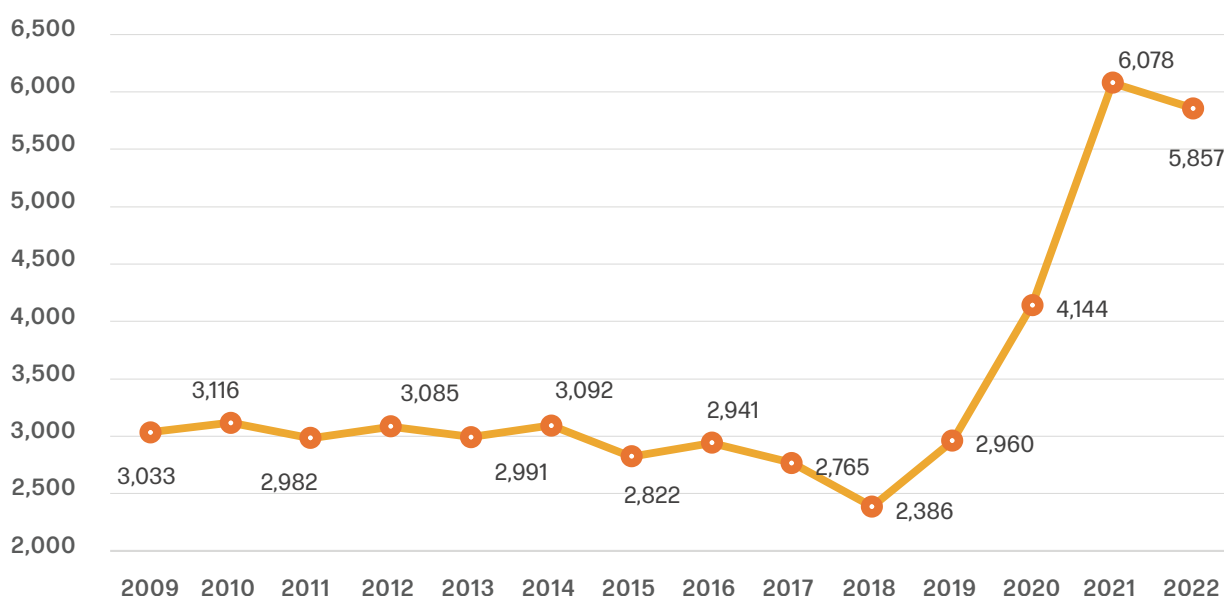


Figure 1. Call Volumes to Parentline 2009 - 2022 (number)

Call Status and Call Type

In terms of the type of calls made to Parentline, analysis of the data for 2022 reveals that there was a significant and very marked increase in the number of calls made by first time callers to the helpline service. First time callers

accounted for a total of 2,030 calls in 2022, representing a 19 per cent increase on the corresponding figure of 1,706 for 2021.

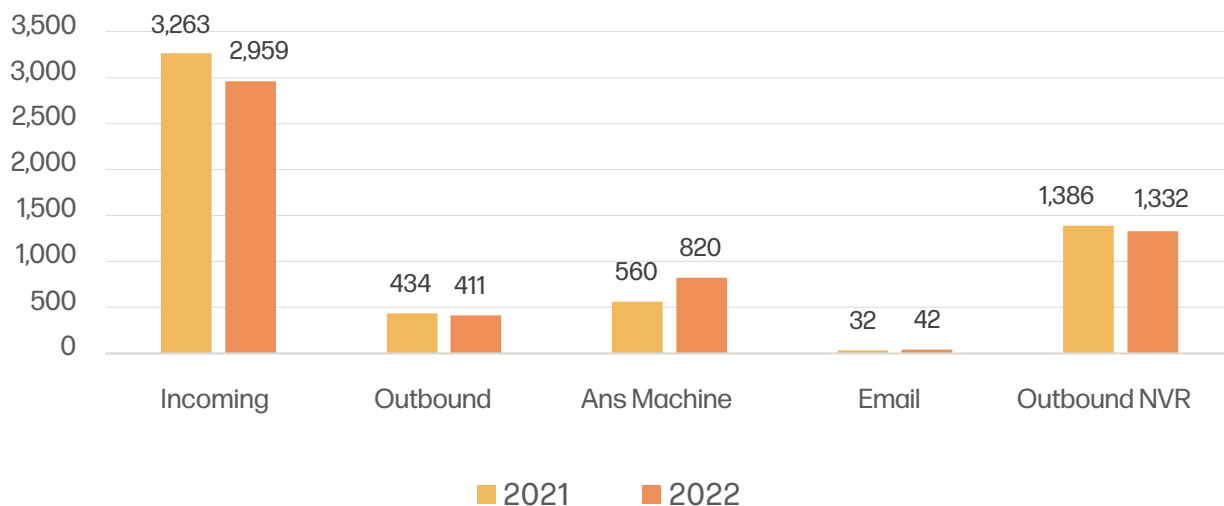


Figure 2. Calls to Parentline in 2022 by Call Status (number)

Profile of Callers to Parentline

An examination of the data pertaining to the callers to Parentline during 2022 reveals that in terms of gender, 83 per cent of calls to the service were made by women and 17 per cent by men. This represents a significant increase in the share of men calling the service compared to 2021 when men accounted for 13.5 per cent of the calls made.

Parentline has been running a promotional campaign to encourage more fathers to avail of the service and the notable increase in fathers making calls is a reflection of the success of that campaign. This data is illustrated in Figure 3 below.

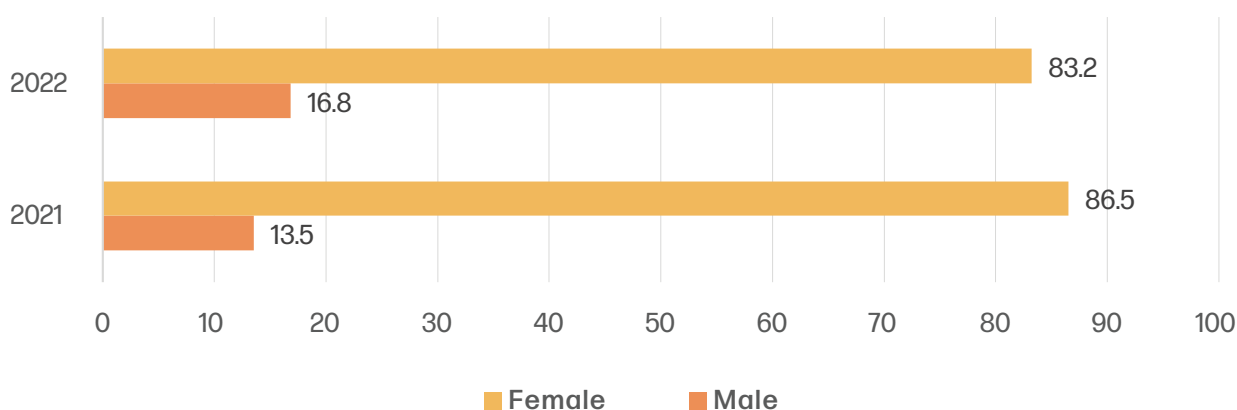


Figure 3 Gender of Callers to Parentline, 2021 and 2022 (in %)

Age Profile of Callers to Parentline

In terms of the age profile of callers to the service, the clear majority were aged between 40 and 49 accounting for 58 per cent of the total in 2022. This reflects the fact that the majority of calls made in 2022 were in relation to teenagers (see following section) and the callers in their 40s were likely to be the parents of children of concern in the teenage category. The second highest share of calls in 2022 were made by callers in their 50s accounting for 23 per cent of

the total. This compares to corresponding figures in 2021 of 57 per cent aged in their 40s and 20 per cent in their 50s. Callers aged between 30 and 39 accounted for 12.4 per cent of calls in 2022 compared to 17 per cent in 2021 with 5.7 per cent accounted for by callers aged 60 and above with a very small percentage (1.1 per cent) of callers in 2022 aged in their 20s. These figures are illustrated in Figure 4.

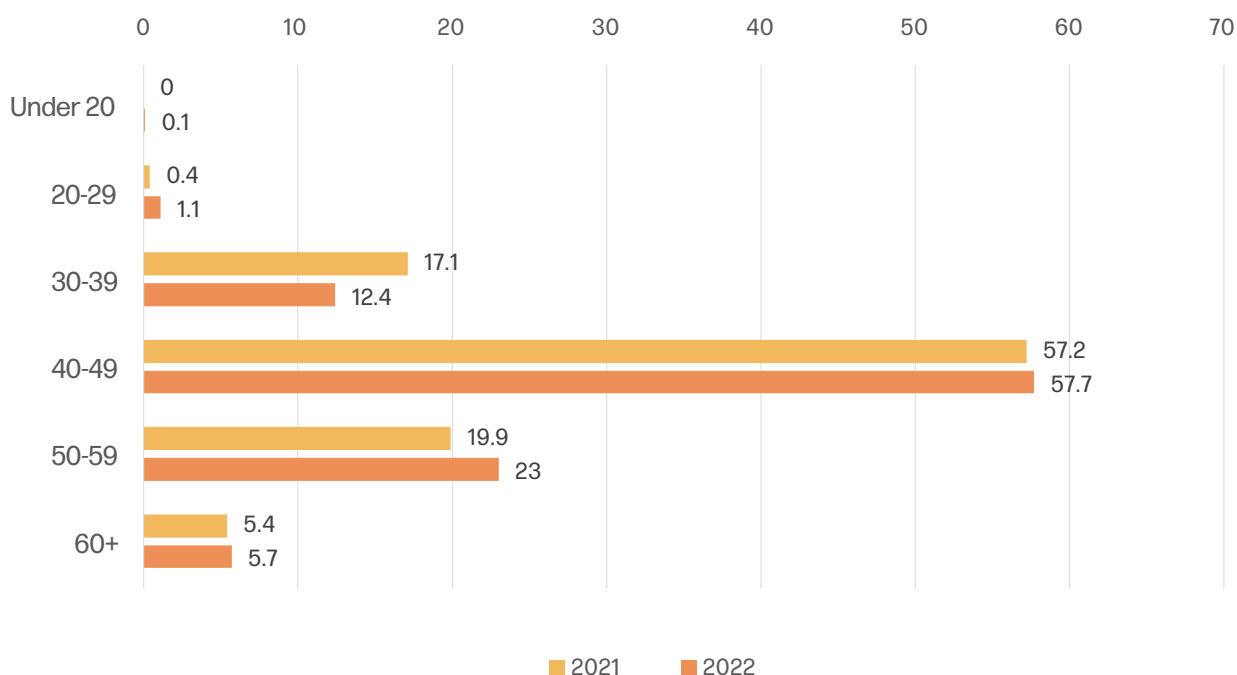


Figure 4 Age Profile of Callers to Parentline, 2021 and 2022 (in %)

Profile of Children of Concern to Callers

Children of concern to callers to Parentline in 2022 were characterised by a predominance of males (64 per cent) with females accounting for the remaining 36 per cent. This

compares to corresponding shares of 67 per cent males and 33 per cent females in 2021. Figure 5 below illustrates this information.

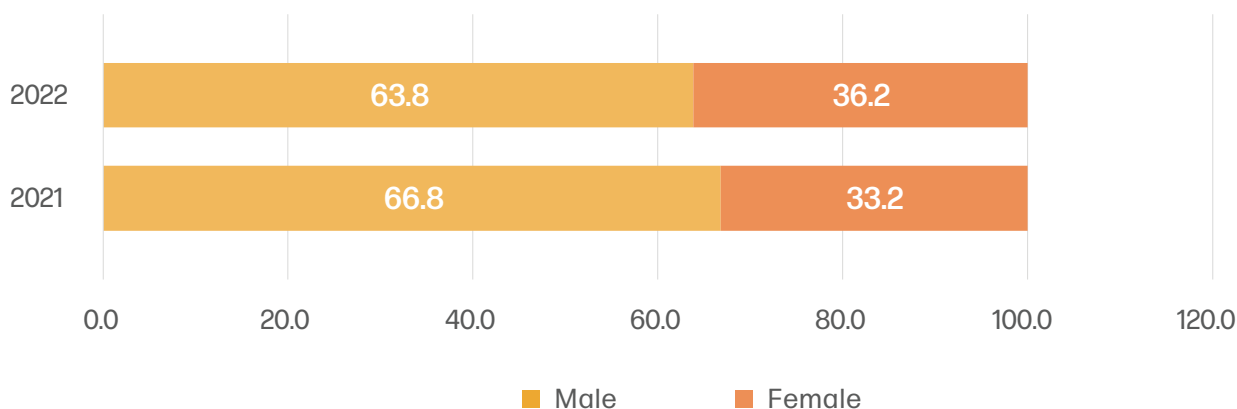


Figure 5 Gender of Children of Concern to Callers, 2021 and 2022 (in %)

Age Profile of Children of Callers

The age profile of children of concern to callers to Parentline in 2022 was characterised by a predominance of those aged in the teenage category (age 13 to 17 inclusive) which accounted for 61.5 per cent of calls. This high percentage of calls relating to teenagers is also reflected in the age profile of callers to the service aged in their 40s (see previous section).

The second highest share of calls was related to young adult children of callers aged between 18 and 25 which accounted for 12 per cent of calls in 2022 with children in

the pre-teen age category (10 to 12 inclusive) accounting for 10 per cent of the total. This corresponds to broadly similar figures for 2021 when teenagers accounted for 58 per cent of calls with young adult children and pre-teens accounting for 11.4 and 13.6 per cent of the total respectively. Younger children aged 6 to 9 years accounted for 9.6 per cent of calls in 2022 with small proportion of calls related to toddlers aged 1 to 3 and infants under 1 year of age which combined accounted for 3.7 per cent of the total in 2022.

This data is illustrated in Figure 6 below.

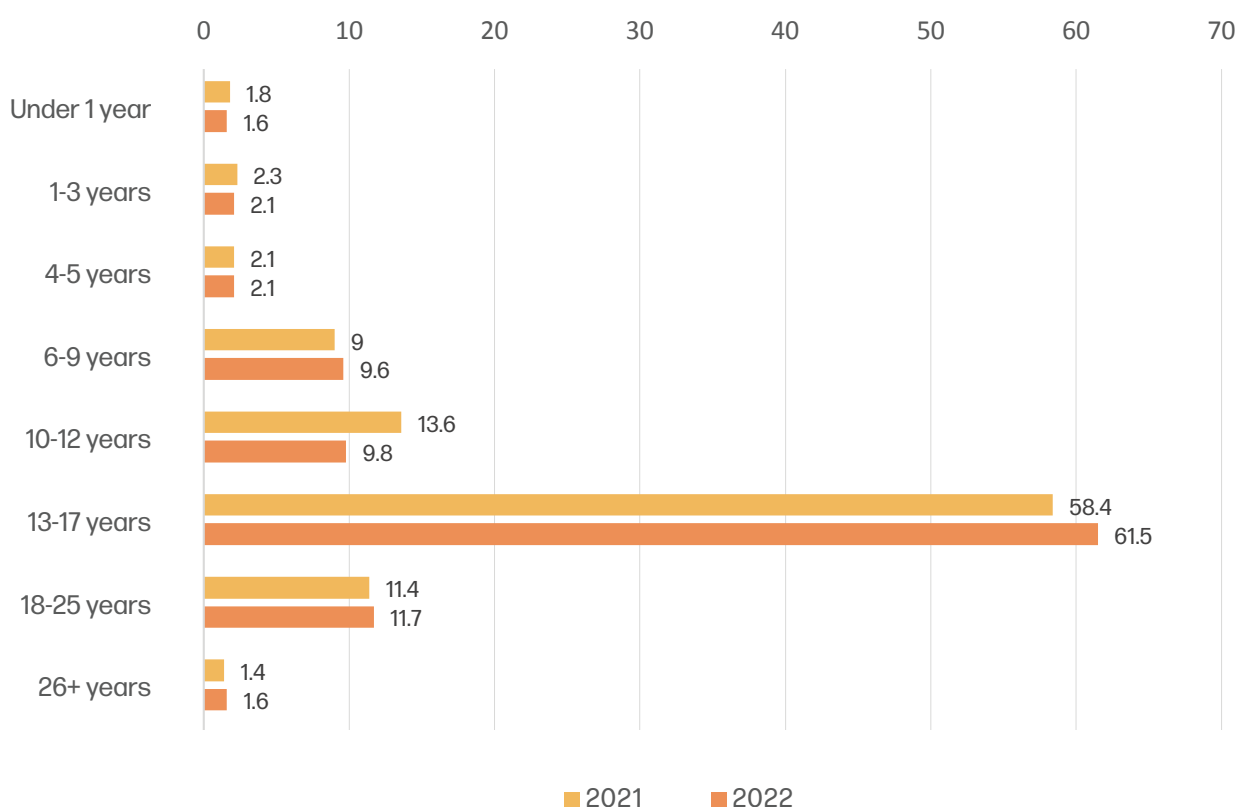


Figure 6 Age Profile of Children of Concern to Callers, 2021 and 2022 (in %)

Principal Reasons for Calls to Helpline

An analysis of the principal reasons stated by callers to Parentline during 2022 indicates that the top principal reasons for parents and guardians making their call to the service was related to the issues of anger/aggression in their child of concern (28.3 per cent of the total share of stated reasons) followed by anxiety (10 per cent), school refusal (7 per cent), ADD/ADHD (6.4 per cent), conflict (4.6 per cent) and an equal share of 4 per cent accounted for by both school/work issues and children abusing their parent(s).

This compares to corresponding figures of 42 per cent accounted for by anger/aggression in 2021, 9.4 per cent by anxiety and a further 7.6 per cent of calls relating to school refusal in that same year.

The key reasons stated by callers to Parentline for their calls in terms of the share of all calls where a principal reason was stated are illustrated in Figure 7 below.

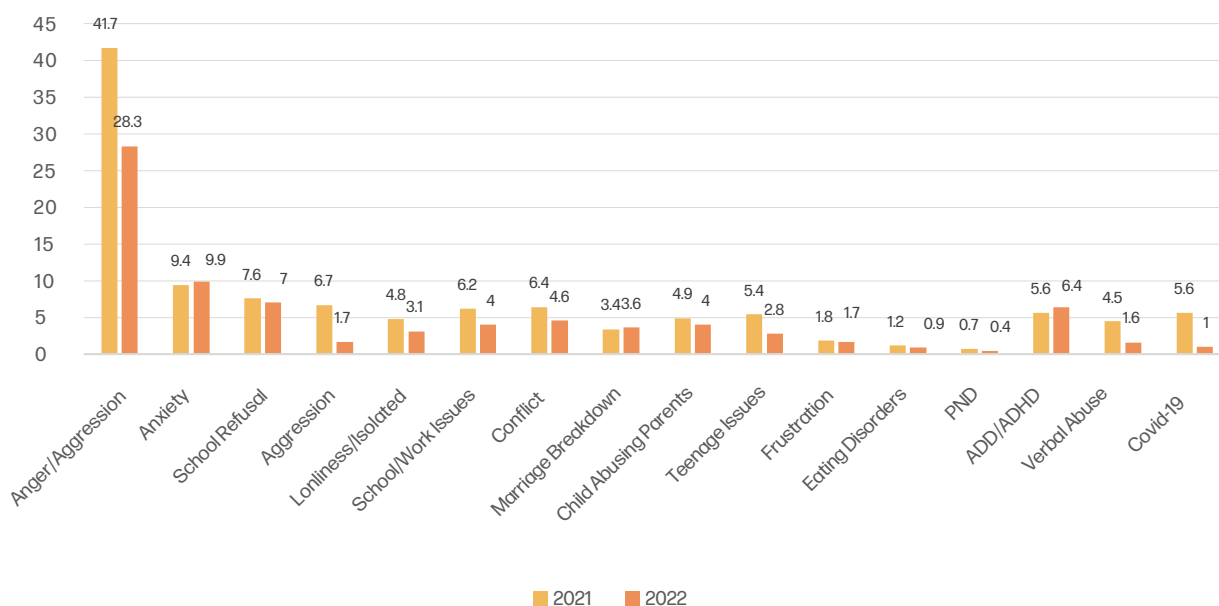


Figure 7 Principal Stated Reasons for Call to Parentline, 2021 and 2022 (in %)

Caller Feedback

As with previous years, caller feedback to Parentline on the services provided was overwhelmingly positive in nature, with just over 50 per cent of callers to the helpline thanking the volunteers for their advice and support and an additional 15.4 per cent stating that it was good to talk with 12 per cent of callers feeling better after their call. This corresponds to 42 per cent, 14.2 per cent and 10 per cent for these categories respectively in 2021 indicating that

caller satisfaction with the helpline service has increased from an already high level in 2021.

The number of callers who were dissatisfied with Parentline in 2022 were very small in number and accounted for less than 0.1 per cent of the calls where caller feedback was recorded. These data are illustrated in Figure 8 below.

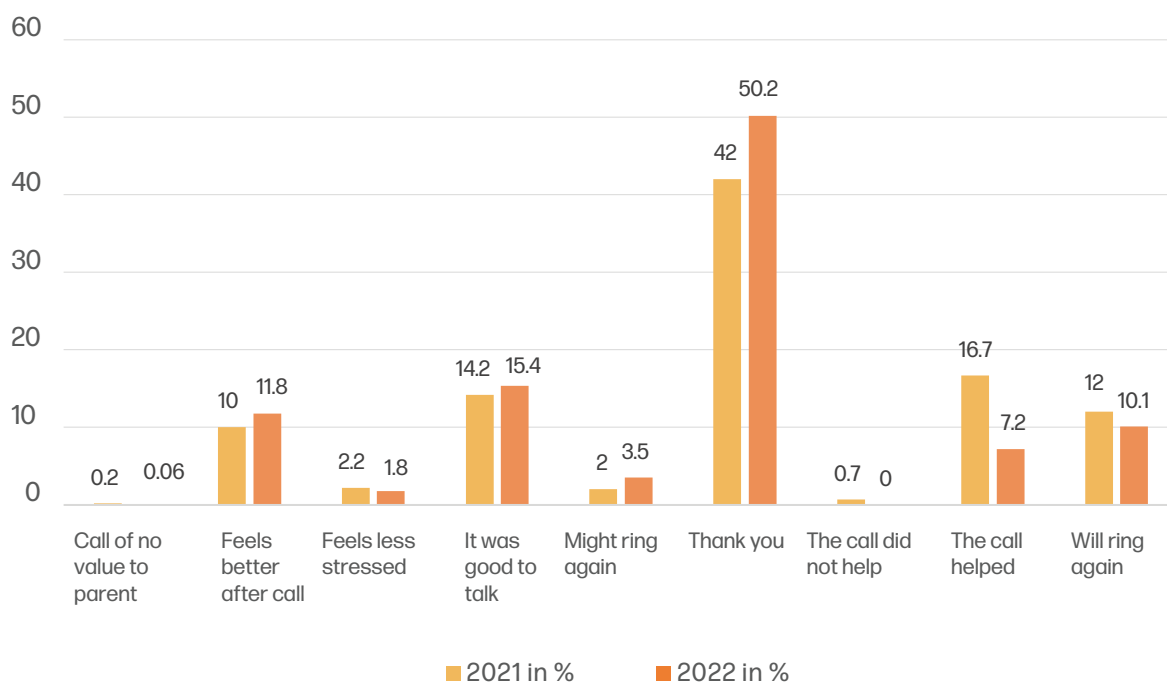


Figure 8 Caller Feedback in 2021 and 2022 (in %)

NVR (Non-Violent Resistance) Programme

Since 2013 Parentline has been successfully operating its Non-Violent Resistance (NVR) programme to enable parents to effectively manage problematic and violent children in a proactive manner. In operation for a decade, the continued success of Parentline's NVR programme is reflected in an increased uptake of the programme during 2022, with a

total of 225 NVR programmes in operation compared to 187 in 2021, representing a 20.3 per cent increase in the numbers of parents and families helped by Parentline in this regard. This growth in the scale of the NVR programme is evident in graphic form in Figure 9 below.

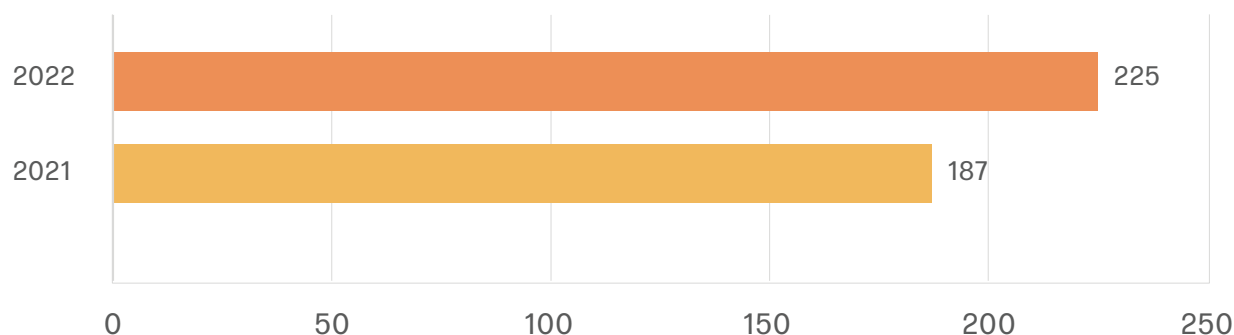


Figure 9 NVR Programme by Participants, 2021 and 2022 (number)

Long-range Statistics and Trends in Relation to Calls to Parentline between 2012 and 2022

Since April 2020, Parentline has produced a series of annual reports based on an analysis of caller statistical data that is collected by the volunteers operating the helpline service and entered into the Salesforce database system. These reports have provided important insights into the operations of Parentline, identified emerging issues and trends, informed Board policy and provided guidance in terms of Parentline's operations as a critical support service to parents in Ireland and their children.

This is the first analytical report on long-range statistics and trends in relation to calls to Parentline between 2012 and 2022. Thus this report addresses the gap in the data available on caller statistics. It examines data from 2012, 2017 as the mid-point year and 2022. This decadal analysis

provides useful insights into the changes with respect to the profile of callers to the helpline service, their children of concern, the key reasons and issues for callers contacting Parentline and the operation of the telephone system.

In terms of general call volumes, there were a total of 3,085 calls to Parentline in 2012 and 2,763 in 2017 which reflects an average of approximately 3,000 calls annually to the service in the decade between 2009 and 2019. The sharp and dramatic doubling of call volumes experienced during 2020 and 2021 is reflected in the 5,857 calls made in 2022, the second highest number ever recorded following a record 6,078 calls in 2021. Call volumes for the years 2012, 2017 and 2022 are illustrated in Figure 10 below.

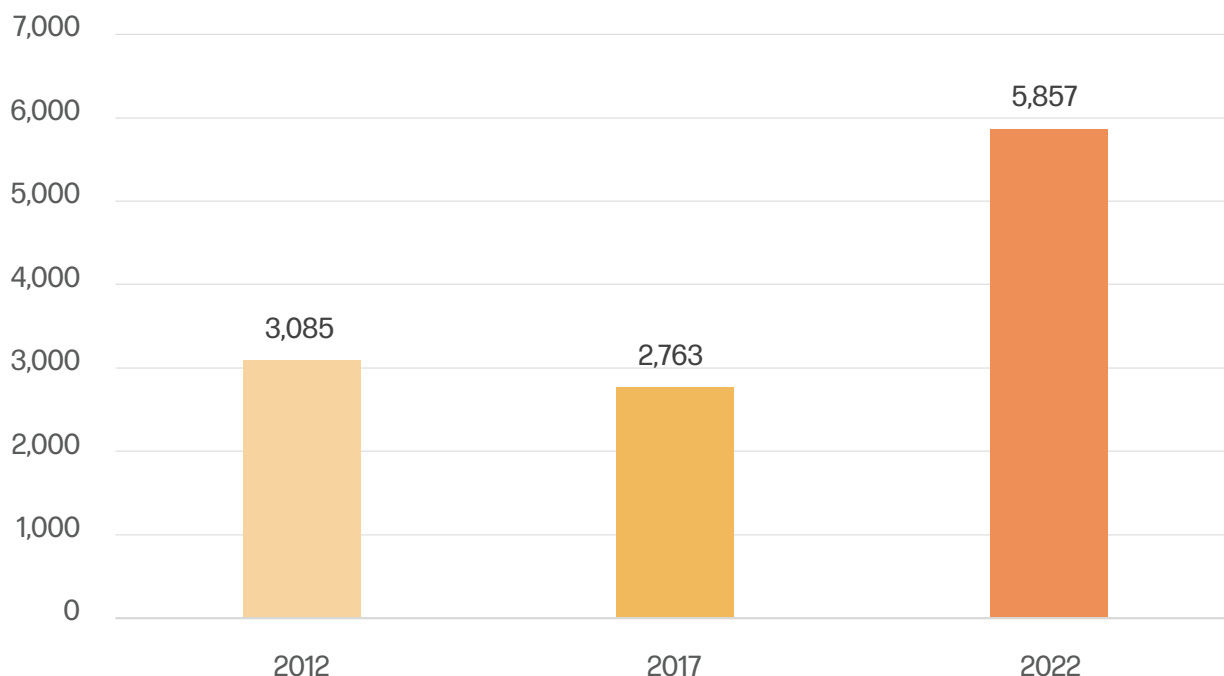


Figure 10 Calls made to Parentline in 2012, 2017 and 2022 (number).

The full report on long-range statistics and trends between 2012 and 2022 is available at the Parentline website, parentline.ie.

New Volunteer Training

In 2022, Parentline recruited and trained 7 new helpline volunteers. Recruitment was through advertisement on Activelink, I-Vol, the Irish Independent and the website.

Training was completed over the course of 4 sessions and 18 hours in total of classroom-based training in the Carmichael Centre with Parentline trainers Valerie McLoughlin and Margaret Lamont.

Summary of training:

Session 1

- Introduction (includes history and service provided by Parentline and the role of the volunteer)
- Meet and greet the other trainee volunteers

Session 2

- Preparation session on the following: Active Listening Skills, Closed and Open Questions, Blocks to effective Listening, Tapping into Feelings (callers and listener)

Session 3

- Active Listening Skills
- Telephone active listening skills (how they differ to face to face)
- Blocks to Effective Listening
- Closed and Open Questions

Session 4

- Feelings about abrupt ending calls/aggressive (managing difficult calls)
- Exercise on mock calls (volunteers)
- Call endings
- Return to group to discuss how it felt to be a listener or be listened to
- Policy and Procedures

Once the training was completed it was followed by 2 months of the new volunteers listening to experienced volunteers taking calls and further followed by the new volunteers being listened to, as they received helpline calls. It increased the number of helpline volunteers to 43 volunteers once all trainees started taking helpline calls in the autumn of 2022.

Full list of Parentline Talks and Speakers in 2022

Lust for life, speaker Laura Skelton by Zoom
Irish mental health charity supporting young people

Reach for Resilience, speaker Clíodhna O'Reilly, by Zoom
Building positive mental health and resilience

Webwise, speaker Jane McGarrigle, by Zoom
Irish internet safety awareness

Youth Probation Service, speaker Rosemary Fox, by Zoom
Organisation working with children and teenagers who come before the courts

Parents Plus, speaker Professor John Sharry, venue Margaret Aylward Centre in Glasnevin
Parenting and mental health programmes

Clanwilliam Institute, speaker CEO Fidelma Healy, venue Margaret Aylward Centre in Glasnevin
Centre for systemic therapy and practice in Ireland

One Family, speaker Valerie Maher, by Zoom
Organisation offering support and information for people parenting alone, sharing parenting and those separating

From Lads to Dads, speaker Dave Saunders, by Zoom
Community based support group, providing a safe, confidential and supportive environment for fathers

Non-Violent Resistance Support session, moderator Margaret Gilbert, by Zoom
Supporting Non-Violent Resistance programme facilitators with issues that arise during their work

Non-Violent Resistance Reflective sessions (7 during 2022), moderator Shay Heneghan, by Zoom
Reflective support sessions for NVR trained facilitators

What Parents Who Have Contacted The Helplines Say About The Parentline Service

I am writing to thank Parentline so much for all you have done for us and our 15 year old son. Before we contacted Parentline we were at our wit's end. We had nowhere to turn and had lost all confidence in our ability to parent our then 14 year old son. This was having an effect on all our family.

The Non-Violent Resistance programme has now given us the tools to deal with the situations that arise and has also given us back our confidence as parents. Our NVR volunteer with her reassuring, kind, non-judgmental voice gave us guidance on a weekly basis and we will be forever grateful for her help. We can now as a family handle the situations that arise and we know that Parentline will always be at the end of phone to give us advice. Keep up the great work.

I would like to extend my heartfelt gratitude to your service and amazing team. I began using your service when my children were aged around 6 and 8 years old and I still avail of the service now even though they are young adults of 23 and 25 years old.

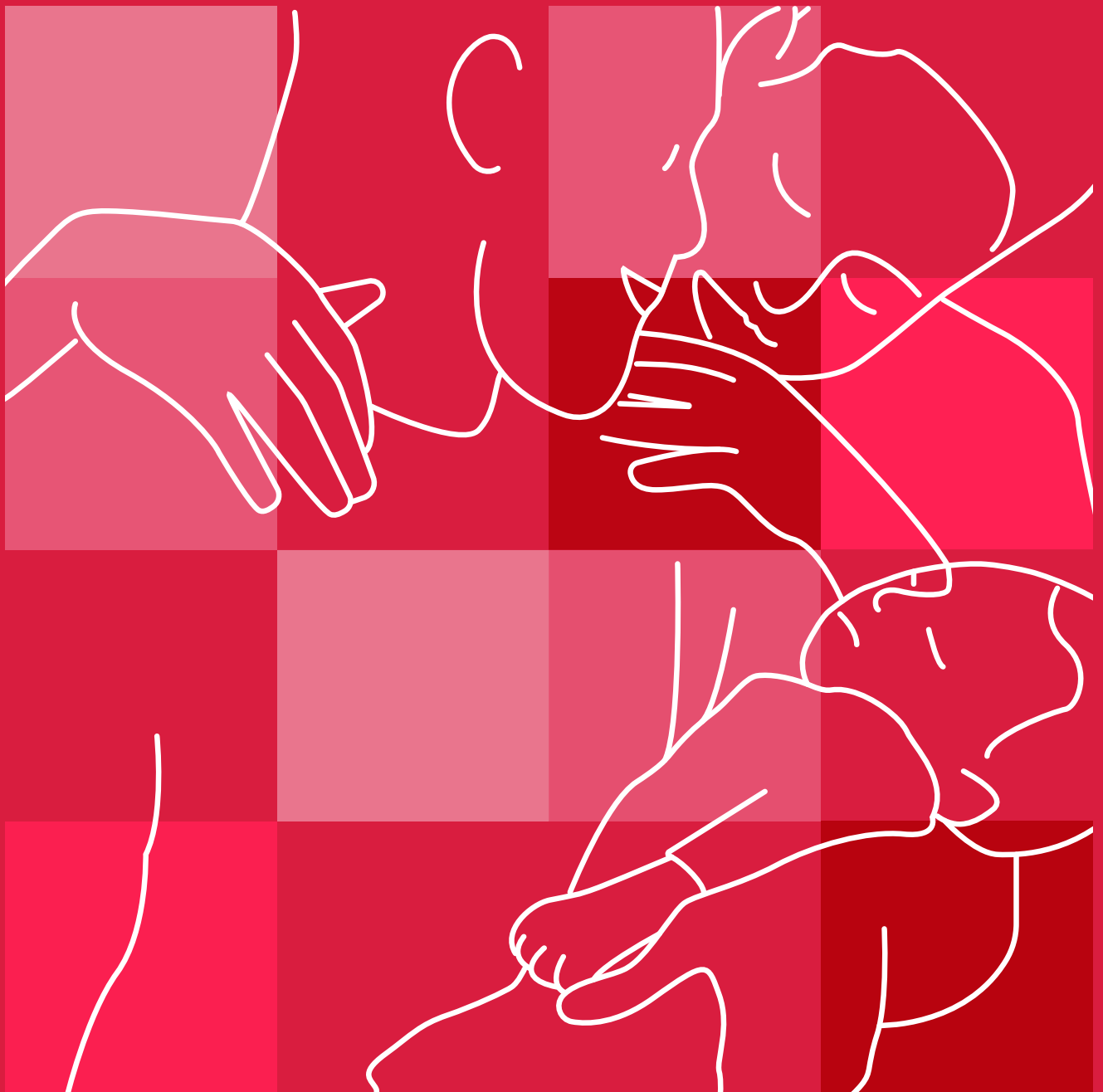
Having been a single mum throughout and navigating the stresses this role entailed, it has been so invaluable having the understanding, insights and supports of someone at the end of the phonenumber who not only understood my situation but helped me to move through it.

Even now as I navigate the next phase of my children's lives into adulthood, I still find the same supports available to me and the same level of understanding. I want to commend you for all of your work and thank you for helping me on my journey of parenting.

(These testimonials have been given anonymously due to the confidential nature of the Parentline service)

Section Four

Future Plans



The Future for Parentline

Helpline Calls

Parentline will continue to increase the awareness of the supports it offers to parents in terms of information and guidance on all parenting issues and in relation to children of all ages. Parentline particularly plans to promote the service to fathers and to a younger profile of parent, aged 25 to 40 years. This will be done through social media activity, advertising as well as seeking out radio and print interviews on a variety of parenting issues.

Overall, the growth in profile and awareness of the Parentline brand and name means that it is anticipated that the increase in helpline calls will continue and that there will be over 6,000 calls to Parentline in 2023.

SPACE Training

Parentline hopes to train three volunteers in SPACE training in 2023 which is a very exciting new development for Parentline. SPACE stands for Supportive Parenting for Anxious Childhood Emotions and is a parent-based treatment program for children and adolescents with anxiety, OCD, and related problems. The workshops are taught by Dr. Eli Lebowitz of the Yale Child Study Centre.

Non-Violent Resistance (NVR) Programme

Parentline now has 31 NVR volunteer practitioners. There is a waiting list for the programme that we try to facilitate as quickly as possible. The programme takes 8 weeks to deliver, and is a large time commitment on the NVR trained facilitators. It is hoped Parentline can commence and deliver 230 programmes in 2023 and increase the numbers of volunteer practitioners to 34.

Postnatal Depression (PND)

Parentline will further promote its offering as the only PND national support helpline. It will do this with a mixture of social media, advertising and newspaper interviews on the subject. The aim is to increase the numbers of callers on this issue from 0.4% of all calls in 2022 to 2% of all calls in 2023.

Parenting Courses

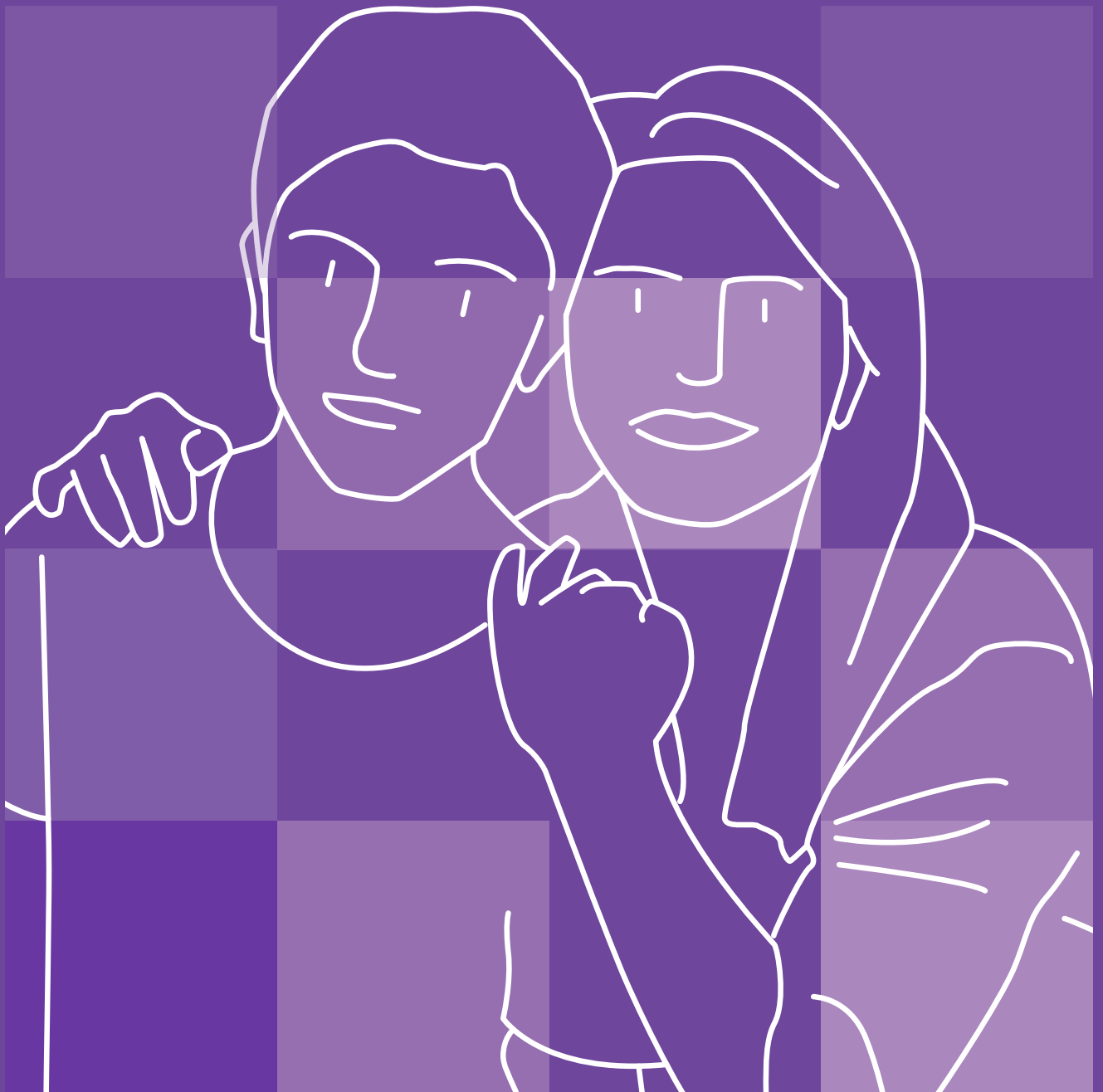
In 2023 Parentline will offer 3 separate rounds of parenting programmes in partnership with the Parents Plus charity, accessed via the Parentline website. The courses are suitable for all families dealing with the normal ups and downs of parenting and those dealing with specific challenges.

Fundraising

In 2023, Parentline hopes to raise €23k through fundraising activities to make up the shortfall between Tusla funding and what is need for operational costs, staffing costs, training costs, promotional costs and other activities. Parentline will continue to ensure that the charity maintains the highest of standards of compliance with the Charities Regulator Governance Code.

Section Five

Income and Expenditure



Annual Report and Audited Financial Statements for the financial year ended 31 December 2022

Reference and Administrative Information

Directors

Shane Coleman
 Terence Hayden
 Anna Barry (Retired 30 May 2022)
 Louise Mulholland
 Margaret Goddard
 Emer Crowley
 Elizabeth Hodgins
 Katharine Mulcahy
 Michéle Ridgway
 Rose Fahey (Appointed 30 May 2022)

Chairperson

Michéle Ridgway

Company Secretary

Terence Hayden

Revenue Charity Number(CHY)

10069

Charities Regulatory Authority Number(RCN)

20025410

Company Registration Number(CRO)

205515

Registered Office and Principal Address

Carmichael House
 North Brunswick Street
 Dublin 7
 D07 RHA8

Auditors

Carroll & Associates Accountants Ltd
 101 Templeogue Road
 Terenure
 Dublin 6W
 D6W X224

Principal Bankers

Allied Irish Bank
 126 Capel St
 North City
 Dublin 1
 D01 VW89

Permanent TSB
 Unit 1/2 Omni Park Shopping Centre,
 Swords Rd
 Dublin 9
 D09 HP90

Directors' Annual Report

for the financial year ended 31 December 2022

The directors present their Directors' Annual Report, combining the Directors' Report and Trustees' Report, and the audited financial statements for the financial year ended 31 December 2022.

The financial statements are prepared in accordance with the Companies Act 2014, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The Directors' Report contains the information required to be provided in the Directors' Annual Report under the Statement of Recommended Practice (SORP) guidelines. The directors of the company are also charity trustees for the purpose of charity law and under the company's constitution are known as members of the board of trustees.

In this report, the directors of PARENTLINE CLG present a summary of its purpose, governance, activities, achievements and finances for the financial year 2022.

The company is a registered charity and hence the report and results are presented in a form which complies with the requirements of the Companies Act 2014 and, although not obliged to comply with the Statement of Recommended Practice (Charities SORP effective January 2015), the organisation has implemented its recommendations where relevant in these financial statements.

The charity is limited by guarantee not having a share capital.

Financial Results

At the end of the financial year the charity had gross assets of €57,971 (2021 - €51,160) and gross liabilities of €18,203 (2021 - €11,502). The net assets of the charity have increased by €110.

Principal Risks and Uncertainties

The company is reliant on grant income from the government agency Tusla for funding to trade.

Directors and Secretary

The directors who served throughout the financial year, except as noted, were as follows:

Shane Coleman
Terence Hayden
Anna Barry (Retired 30 May 2022)
Louise Mulholland
Margaret Goddard
Emer Crowley
Elizabeth Hodgins
Katharine Mulcahy
Michèle Ridgway
Rose Fahey (Appointed 30 May 2022)

In accordance with the Articles of Association, the directors retire by rotation and, being eligible, offer themselves for re-election. The secretary who served throughout the financial year was Terence Hayden.

Compliance with Sector-Wide Legislation and Standards

Compliance with Sector-Wide Legislation and Standards
The charity engages pro-actively with legislation, standards and codes which are developed for the sector.

PARENTLINE CLG subscribes to and is compliant with the following:

- The Companies Act 2014
- The Charities SORP (FRS 102)

The Auditors

The auditors, Carroll & Associates Accountants Ltd have indicated their willingness to continue in office in accordance with the provisions of section 383(2) of the Companies Act 2014.

Directors' Annual Report

for the financial year ended 31 December 2022

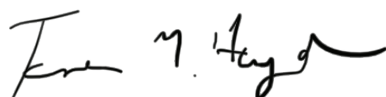
Accounting Records

To ensure that adequate accounting records are kept in accordance with Sections 281 to 285 of the Companies Act 2014, the directors have employed appropriately qualified accounting personnel and have maintained appropriate computerised accounting systems. The accounting records are located at the company's office at Carmichael House, North Brunswick Street, Dublin 7, D07 RHA8.

**Approved by the Board of Directors on 29 May 2023
and signed on its behalf by:**



Michèle Ridgway
Chairperson



Terence Hayden
Director

Directors' Responsibilities Statement

for the financial year ended 31 December 2022

The directors are responsible for preparing the Directors' Annual Report and Financial Statements in accordance with the Companies Act 2014 and applicable regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard, issued by the Financial Reporting Council. Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the charity as at the financial year end date and of the net income or expenditure of the charity for the financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The directors confirm that they have complied with the above requirements in preparing the financial statements.

The directors are responsible for ensuring that the charity keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the charity, enable at any time the assets, liabilities, financial position and net income or expenditure of the charity to be

determined with reasonable accuracy, enable them to ensure that the financial statements and the Directors' Annual Report comply with Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the directors are aware:

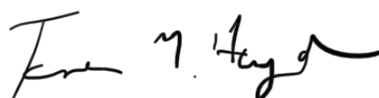
- there is no relevant audit information (information needed by the charity's auditor in connection with preparing the auditor's report) of which the charity's auditor is unaware, and
- the directors have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the Republic of Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Board of Directors on 29 May 2023 and signed on its behalf by:



Michèle Ridgway
Chairperson



Terence Hayden
Director

Independent Auditor's Report

to the Members of PARENTLINE CLG
Report on the audit of the financial statements

Opinion

We have audited the charity financial statements of PARENTLINE CLG ('the Charity') for the financial year ended 31 December 2022 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet and the notes to the financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the Charity as at 31 December 2022 and of its surplus for the financial year then ended;
- have been properly prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described below in the Auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and the Provisions Available for Audits of Small Entities, in the cir-

cumstances set out in note 3 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other Information

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Auditor's Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such

material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

Based solely on the work undertaken in the course of the audit, we report that:

- in our opinion, the information given in the Directors' Annual Report is consistent with the financial statements;
- in our opinion, the Directors' Annual Report has been prepared in accordance with the Companies Act 2014; and
- the accounting records of the charity were sufficient to permit the financial statements to be readily and properly audited and the financial statements are in agreement with the accounting records.

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

Matters on which we are required to report by exception
Based on the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified any material misstatements in the Directors' Annual Report. The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions required by sections 305 to 312 of the Act are not complied with by the charity. We have nothing to report in this regard.

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the Directors' Responsibilities Statement set out on page 6, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Further information regarding the scope of our responsibilities as auditor

As part of an audit in accordance with ISAs (Ireland), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude

that a material uncertainty exists, we are required to draw attention in our Auditor's Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's Report. However, future events or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the charity's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Thomas O'Brien

for and on behalf of

CARROLL & ASSOCIATES ACCOUNTANTS LTD

101 Templeogue Road,

Terenure, Dublin 6W,

D6W X224

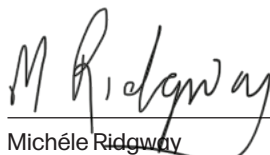
29 May 2023

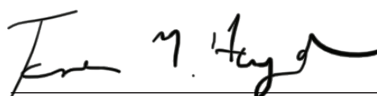
Statement of Financial Activities

		Unrestricted Funds	Total	Unrestricted Funds	Total
		2022	2022	2021	2021
	Notes	€	€	€	€
Incoming resources					
Charitable activities					
- Grants from governments and fundraising income	4.1	138,447	138,447	118,822	118,822
Resources expended					
Charitable activities	5.1	138,337	138,337	119,590	119,590
Net incoming/outgoing resources before transfers		110	110	(768)	(768)
Gross transfers between funds		-	-	-	-
Net movement in funds for the financial year		110	110	(768)	(768)
Reconciliation of funds					
Total funds at the beginning of the year	10	39,658	39,658	40,426	40,426
Total funds at the end of the year		39,768	39,768	39,658	39,658

The Statement of Financial Activities includes all gains and losses recognised in the financial year.
All income and expenditure relates to continuing activities.

Approved by the Board of Directors on 29 May 2023 and signed on its behalf by:


Michèle Ridgway
Chair



Terence Hayden
Director

Statement of Financial Position

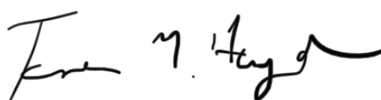
	Notes	2022 €	2021 €
Current Assets			
Cash at bank and in hand		57,971	51,160
Creditors: Amounts falling due within one year	8	(18,203)	(11,502)
Net Current Assets		39,768	39,658
Total Assets less Current Liabilities		39,768	39,658
Funds			
General fund (unrestricted)		39,768	39,658
Total funds	10	39,768	39,658

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", applying Section 1A of that Standard.

Approved by the Board of Directors on 29 May 2023 and signed on its behalf by:



Michèle Ridgway
Chair



Terence Hayden
Director

Notes To The Financial Statements

for the financial year ended 31 December 2022

1. General Information

PARENTLINE CLG is a company limited by guarantee incorporated in the Republic of Ireland. The registered office of the company is Carmichael House, North Brunswick Street, Dublin 7, D07 RHA8 which is also the principal place of business of the charity. The financial statements have been presented in Euro (€) which is also the functional currency of the charity.

2. Summary of Significant Accounting Policies

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charity's financial statements.

Basis of preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice (Charities SORP in accordance with FRS 102, effective January 2015) and with generally accepted accounting principles in Ireland and Irish statute comprising the Companies Act 2014. They comply with the financial reporting standards of the Accounting Standards Board, as promulgated by Chartered Accountants Ireland. The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charitable company's financial statements.

Statement of compliance

The financial statements of the charity for the financial year ended 31 December 2022 have been prepared on the going concern basis and in accordance with the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS 102", applying Section 1A of that Standard.

Incoming Resources

Voluntary income or capital is included in the Statement of Financial Activities when the charity is legally entitled to it, its financial value can be quantified with reasonable certainty and there is reasonable certainty of its ultimate receipt. Entitlement to legacies is considered established when the charity has been notified of a distribution to be made by the executors. Income received in advance of due performance under a contract is accounted for as deferred income until earned. Grants for activities are recognised as income when the related conditions for legal entitlement have been met. All other income is accounted for on an accruals basis.

Income from charitable activities

Income from charitable activities include income earned from the supply of services under contractual arrangements and from performance related grants which have conditions that specify the provision of particular services to be provided by the charity. Income from government and other co-funders is recognised when the charity is legally entitled to the income because it is fulfilling the conditions contained in the related funding agreements. Where a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, it is accrued in debtors.

Grants from governments and other co-funders typically include one of the following types of conditions:

- Performance based conditions: whereby the charity is contractually entitled to funding only to the extent that the core objectives of the grant agreement are achieved. Where the charity is meeting the core objectives of a grant agreement, it recognises the related expenditure, to the extent that it is reimbursable by the donor, as income.
- Time based conditions: whereby the charity is contractually entitled to funding on the condition that it is utilised in a particular period. In these cases the charity recognises the income to the extent it is utilised within the period specified in the agreement.

In the absence of such conditions, assuming that receipt is probable and the amount can be reliably measured, grant income is recognised once the charity is notified of entitlement.

Grants received towards capital expenditure are credited to the Statement of Financial Activities when received or receivable, whichever is earlier.

Resources Expended

All resources expended are accounted for on an accruals basis. Charitable activities include costs of services and grants, support costs and depreciation on related assets. Costs of generating funds similarly include fundraising activities. Non-staff costs not attributed to one category of activity are allocated or apportioned pro-rata to the staffing of the relevant service. Finance, HR, IT and administrative staff costs are directly attributable to individual activities by objective. Governance costs are those associated with constitutional and statutory requirements.

Cash at bank and in hand

Cash at bank and in hand comprises cash on deposit at banks requiring less than three months notice of withdrawal.

Taxation and deferred taxation

No current or deferred taxation arises as the charity has been granted charitable exemption. Irrecoverable valued added tax is expensed as incurred.

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the balance sheet date where transactions or events have occurred at that date that will result in an obligation to pay more tax in the future, or a right to pay less tax in the future. Timing differences are temporary differences between the company's taxable income and its results as stated in the financial statements.

Deferred tax is measured on an undiscounted basis at the tax rates that are anticipated to apply in the periods in which the timing differences are expected to reverse, based on tax rates and laws that have been enacted or substantively enacted by the balance sheet date.

3. Provisions Available for Audits of Small Entities

In common with many other charitable companies of our size and nature, we use our auditors to assist with the preparation of the financial statements.

4. Income

4.1 CHARITABLE ACTIVITIES

	Unrestricted Funds €	Restricted Funds €	2022 €	2021 €
Fundraising Income:				
Income from charitable activities	138,447	-	138,447	118,822

Voluntary income including donations, gifts and legacies are recognised where there is entitlement, receipt is probable,

and the amount can be measured with sufficient reliability. Monetary donations are recognised when the donations are received. Income arising from legacies is recognised when it becomes probable that funds will be received (i.e. where there is a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached are within the control of the company). Such income is only deferred when: the donor specifies that the grant or donation must only be used in future accounting periods or the donors have imposed conditions which must be met before the charity has unconditional entitlement.

5. Expenditure

5.1 CHARITABLE ACTIVITIES

	Direct Costs €	Other Costs €	Support Costs €	2022 €	2021 €
Staff costs	-	-	70,363	70,363	64,791
Audit fee	-	-	4,000	4,000	2,500
Office expenses	-	-	63,974	63,974	52,299
	-	-	138,337	138,337	119,590

5.2 SUPPORT COSTS

		Charitable Activities €	2022 €	2021 €
Staff costs		70,363	70,363	64,791
Audit fee		4,000	4,000	2,500
Office expenses		63,974	63,974	52,299
		138,337	138,337	119,590

6. Analysis of Support Costs

	2022 €	2021 €
Staff costs	70,363	64,791
Audit fee	4,000	2,500
Office expenses	63,974	52,299
	138,337	119,590

7. Employees and Remuneration

Number of employees

The average number of persons employed (including executive directors) during the financial year was as follows:

	2022 number	2021 number
Management	1	1
Administration	1	1
	2	2

The staff costs comprise:

	2022 €	2021 €
Wages and salaries	63,597	58,475
Social security costs	6,766	6,316
	70,363	64,791

8. Creditors

Amounts falling due within one year

Taxation and social security costs
Accruals
Deferred income

2022	2021
€	€
5,395	4,872
4,772	6,630
8,036	-
18,203	11,502

9. Reserves

At the beginning of the year
Surplus/(deficit) for the financial year
At the end of the year

2022	2021
€	€
39,658	40,426
110	(768)
39,768	39,658

10. Funds

10.1 RECONCILIATION OF MOVEMENT IN FUNDS

At 1 January 2021
Movement during the financial year
At 31 December 2021
Movement during the financial year
At 31 December 2022

Unrestricted Funds	Total Funds
€	€
40,426	40,426
(768)	(768)
39,658	39,658
110	110
39,768	39,768

10.2 ANALYSIS OF MOVEMENTS ON FUNDS

	Balance 1 January 2022 €	Income €	Expenditure €	Transfers between funds €	Balance 31 December 2022 €
Unrestricted funds	39,658	138,447	138,337	-	39,768
Total funds	39,658	138,447	138,337	-	39,768

10.3 ANALYSIS OF NET ASSETS BY FUND

	Current assets €	Current liabilities €	Total €
Unrestricted general funds	57,971	(18,203)	39,768
	57,971	(18,203)	39,768

11. Status

The charity is limited by guarantee not having a share capital.

The liability of the members is limited.

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up while they are members, or within one year thereafter, for the payment of the debts and liabilities of the company contracted before they ceased to be members, and the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amount as may be required, not exceeding €1.27 (one euro and twenty seven cent).

12. Post-Balance Sheet Events

There have been no significant events affecting the Charity since the financial year-end.

13. Approval Of Financial Statements

The financial statements were approved and authorised for issue by the Board of Directors on 29 May 2023.

Supplementary Information Relating to the Financial Statements

Operating Statement for the financial year ended 31 December 2022

	2022	2021
	€	€
Income		
Donations	1,087	225
Tusla grant	104,940	97,402
Fundraising	32,420	21,195
	138,447	118,822
Expenses		
Wages and salaries	63,597	58,475
Social security costs	6,766	6,316
Volunteer training	3,452	266
Training	3,083	355
Rent payable	11,128	9,638
Carmichael Centre service charges	4,202	3,844
Insurance	1,059	940
Computer	487	136
Accounting package	1,332	1,533
Printing	4,619	8,158
Repairs and maintenance	1,322	-
Printing and postage	583	965
Stationery	992	1,506
Advertising	12,078	9,358
Salesforce support	525	495
Board expenses	2,186	-
Telephone	5,198	5,009
Website hosting	2,180	2,089
Travelling and entertainment	495	805
Conference costs	2,022	2,159
Auditor's/Independent Examiner's remuneration	4,000	2,500
Talks	-	200
Helpline room	217	69
Staff and Volunteer welfare	4,797	1,791
Volunteer recruitment	1,360	270
General expenses	657	2,713
	138,337	119,590
Net surplus/(deficit)	110	(768)

The supplementary information does not form part of the audited financial statements.



