

2024

Annual Report



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Solicitors:

The company does not have retained legal advisors

Auditors:

Carroll & Associates Accountants and Financial Advisors
101 Templeogue Road
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Company Registration Number (CRO):

205515

Registered Charity Number (RCN):

20025410

Revenue Charity Number (CHY) :

10069

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Section One

Our Story



Our Mission Statement

The main object for which Parentline is established is the advancement of community welfare by providing free, confidential and non-judgemental 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.

We are committed to our Values:

1. **Integrity** – We recognise the integrity of each caller by being respectful and non-judgemental. We strive to build an atmosphere of confidentiality and trust to ensure each caller feels listened to.
2. **Empathy** – We treat people with compassion and behave ethically and with sensitivity with the aim of improving parental wellbeing throughout Ireland.
3. **Respect** – We respect all cultures and people and we always consider the perspective of others.
4. **Commitment** – (1) We are committed to exploring pathways to ensure the parenting community (in Ireland) who need support are aware of the services provided by Parentline. (2) We value the commitment and dedication of our volunteers by creating an inclusive environment encouraging all volunteers to engage with and support each other.
5. **Good Governance** – We uphold and promote the principles of good governance: transparency & accountability.

The Year in Figures

2024 was another record year for Parentline with 6,461 helpline calls recorded for the year as compared to 6,147 in 2023 which in itself had been a record year. Parentline is the national helpline for parents, guardians

and carers with concerns in relation to children of all ages and any and all issues. Parentline offers information, support and guidance to parents in confidence and without judgement.

The helplines are open from 10am to 9pm Monday to Thursday and from 10am to 7pm on Fridays. Call (01) 873 3500 or visit parentline.ie

The highlights are:



Chairperson's Report 2024

This was an extraordinarily busy year for Parentline. Demand for our services increased yet again as our CEO Aileen Hickie focussed on delivering the key priorities of the Strategic Plan '23-'26.

Growth is welcome, but it also puts pressure on our team and on our finances. As a Board, our main focus is to support our excellent CEO as she navigates these challenges. In particular, the increased administrative burden was somewhat alleviated by our hardworking CEO administrative assistant, Laura Byrne, moving from part-time to full-time hours. Fundraising was also an issue, as the cost of additional training and support for volunteers, put our finances under pressure during 2024. I would like to take this opportunity to commend our CEO Aileen and her assistant Laura, for their teamwork and for steadfastly going above and beyond, to ensure that Parentline delivers on its promise that "no parent feels alone or unsupported".

The Board conducted a Volunteer Survey midyear to measure wellbeing. The results confirmed a team of volunteers who feel very positive, confident and respected in their roles. In addition the Board monitored Helpline User Feedback during 2024 and the results were extremely positive – 90% would recommend Parentline to a friend and 99% of parents who participated in NonViolent Resistance (NVR) programme would recommend it to parents in a similar position.

During 2024, two Board members retired having completed their service. We are indebted to the time and energy both put in over the years. Terence Hayden continues to volunteer with Parentline and Shane Coleman remains as a valued friend and Ambassador. As one

door shut, another opened and two new directors joined the Board in September. We are lucky to have such a dedicated team of people and I pay tribute to each Board member for their time, energy and expertise.

Looking to the future, a key focus is managing Parentline's growth, while ensuring that there is no compromise in service quality. Our aim is to provide parents with the best possible support for every situation. We strive to meet the increasing demand for more targeted support for specific issues such as child to parent violence, anxiety and school avoidance and for parenting courses. Meeting this growing demand requires necessary investments to enable Parentline to support the parents of Ireland. Therefore, funding remains a particular priority.

The Board would like to take this opportunity to applaud all our volunteers. There is no team more committed to providing the best possible support to parents, no matter what difficulty they are navigating. We are extremely grateful to each and every one.

Finally, we extend a "Thank you" to Tusla. Without the ongoing support of our main funder, Parentline could not do the important work of supporting the parents of Ireland. Our thanks also to our CEO Aileen Hickie, who goes above and beyond to raise additional funds to ensure we meet our running costs.

We look forward to working together towards another successful year for Parentline in 2025. On behalf of the Board

Margaret Goddard
Chairperson

A Message from the CEO

2024 was a record year for Parentline in every way, despite many challenges.

The principal highlight was a record number of helpline calls. 6,461 in total. This represented an increase of 5% on calls in 2023. Parentline, in line with the Strategic Plan 2023 to 2026, also increased the number of targeted support programmes offered to parents.

Additionally, Parentline increased the overall number of volunteers to 63, which is a record number in its 42-year history.

However, while Parentline achieved and exceeded its service targets and outcomes in 2024, the organisation also faced major challenges.

Parentline had a difficult year logistically, as the Parentline office and helpline room remained closed until September 2024 due to a structural problem within Carmichael House, where Parentline is housed. This required repair and building work and the office and helpline room were vacated, until this work was completed in late September. During this period, the volunteers worked from home with no loss of service to parents. Once the work was completed, the staff began the process of moving the furniture and office equipment and computers and phones back in to Carmichael and reset up the office and helpline room. Volunteers returned to the helpline room in October and this facilitated the essential training of new volunteers.

However, disruption and the helpline room closure affected some volunteer retention as many volunteers seek the collegiate spirit and support of an office and helpline room. Volunteer retention is a challenge for most charities, as volunteers sometimes struggle

to balance other commitments, experience burnout or feel unappreciated and disengaged from the charity. Parentline works extremely hard to mitigate against these factors and strives to support the wellbeing of its volunteers. This is done through constant communication, wellbeing days, support sessions and coffee mornings.

Fundraising was once again a constant issue in 2024 and it was recognised that a shortfall in fundraising/income would impact strongly on promotional activity and additional training and service offerings, particularly in the context of offering parenting programmes. Fundraising income is essential to ensure no loss in service or shortfall between income and expenditure. Parentline is extremely grateful to its funding partner, Tusla, the Child and Family Agency, however fundraising remains a huge challenge given that only 80% of Parentline costs are funded by Tusla.

In 2024 Parentline volunteers once again showed their commitment to Parentline by generously giving their time to taking calls from parents and carers, listening compassionately, offering guidance and support, signposting to other organisations and overall making sure the parents and carers who needed the support were heard. Thank you Parentline volunteers.

Secretary's Report

Seven Board meetings were held in 2024 to ensure good oversight and governance of the organisation.

The principle issues and highlights were:

- The Risk Register was discussed at each Board meeting as a standing agenda item. It was amended where and when necessary with ratings being reduced or increased in relation to areas.
- The Review of Implementation Status of the Strategic Plan 2023 to 2026 was conducted in April 2024, with the primary objectives being to both manage growth and maintain a quality service.
- Terms of reference were updated for the Governance and Risk Sub-Committee, Strategic Planning Sub-Committee, Nominations, Remuneration and Succession Sub-Committee and the Parentline Strategic Partnerships and Opportunities Sub-Committee.
- A Values Statement was created by the Strategic Planning Sub-Committee and after input and discussion, it was approved by the Board in April 2024.
- Parentline was awarded Triple Lock Certification by the Charities Institute Ireland in recognition of the charity's commitment to ethical fundraising, transparent reporting and strong governance.
- The Parentline Board conducted a self-assessment annual review which was very positive.
- Parentline became a founding member of the Infant Mental Health Network.
- The AGM was held successfully in May 2024. The audited accounts were approved. Board directors Shane Coleman and Terence Hayden retired from the Board, as was the constitutional requirement, as they had served two terms on the Board. They were thanked for their services and sterling work on the Board. Liz Hodgins and Emer Crowley, who had both previously acted as co-opted Board directors, were elected to the Board for a three year term. Katharine Mulcahy agreed to be co-opted as a Board director for another year.
- Margaret Goddard was re-elected Parentline Chair in September as was Treasurer Liz Hodgins. Also in September, there were two new directors co-opted to the Board, Helen Callanan and Shay Heneghan.

Parentline has a suite of 36 policies. The policies listed on page 8 of this report were created or updated, revised and ratified in 2024 as 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 on an ongoing basis to satisfy our stakeholders expectations of us.

1. Board Conflict of Interest Policy – created and approved **October 2024**
2. Board of Directors Handbook – reviewed, updated and approved **March 2024**
3. Board Work Plan 2024– reviewed and approved **November 2024**
4. Board Recruitment and Succession Policy – reviewed, updated and approved **November 2024**
5. Board Timeline Composition and Skills – reviewed, updated and approved **January 2024**
6. Code of Conduct for Board of Directors – reviewed, updated and approved **September 2024**
7. Code of Conduct for Employees – reviewed, updated and approved **October 2024**
8. Code of Conduct for Volunteers – reviewed, updated and approved **September 2024**
9. Conflict of Interests Compliance Statement – reviewed, updated and approved **May 2024**
10. Communications Strategy and Policy – reviewed, updated and approved **April 2024**
11. Credit Card Policy – drafted and approved **May 2024**
12. Donor Charter – reviewed, updated and approved **April 2024**
13. Employee Recruitment Policy – reviewed, updated and approved **October 2024**
14. Finance Policy – reviewed, updated and approved **November 2024**
15. Fundraising Statement – reviewed, updated and approved **April 2024**
16. Fundraising Policy – reviewed, updated and approved **April 2024**
17. GDPR Policy – reviewed, updated and approved **April 2024**
18. Induction Pack for New Board Members – reviewed, updated and approved **March 2024**
19. Matters Reserved for Decision by the Board – reviewed, updated and approved **May 2024**
20. Public Compliance Policy and Public Compliance Statement on Fundraising – reviewed, updated and approved **April 2024**
21. Risk Register – reviewed, updated and approved in its entirety January 2024 – mentioned at each Board meeting as a regular Board Agenda item in case of the necessity of more immediate changes
22. Strategic Plan (2023–26) – Review of Implementation Status **April 2024**
23. Statement of Compliance to Governance Code – reviewed, updated and approved – **January 2024**

Treasurer's Report

Parentline is pleased to report another strong financial performance for the year ended 31 December 2024 with income of €149,433 (2023: €155,309) and expenditure of €150,206 (2023: €154,992) resulting in a small deficit for the year of €773 (2023 surplus: €317). Consistent with prior years, this financial performance is in line with Parentline's objective of fully investing income earned in a period in the furtherance of its objectives.

As at the end of the financial year, Parentline's unrestricted net reserves were €39,312 reflecting a healthy financial position. These reserves include cash at bank of €119,935 and no debt. The cash position reflects advance funding from TUSLA, Ireland's Child and Family Agency, for 2025 which has been prepaid on the Balance Sheet to be recognised in the 2025 income statement.

Considering both Parentline's financial performance and its financial position as at 31

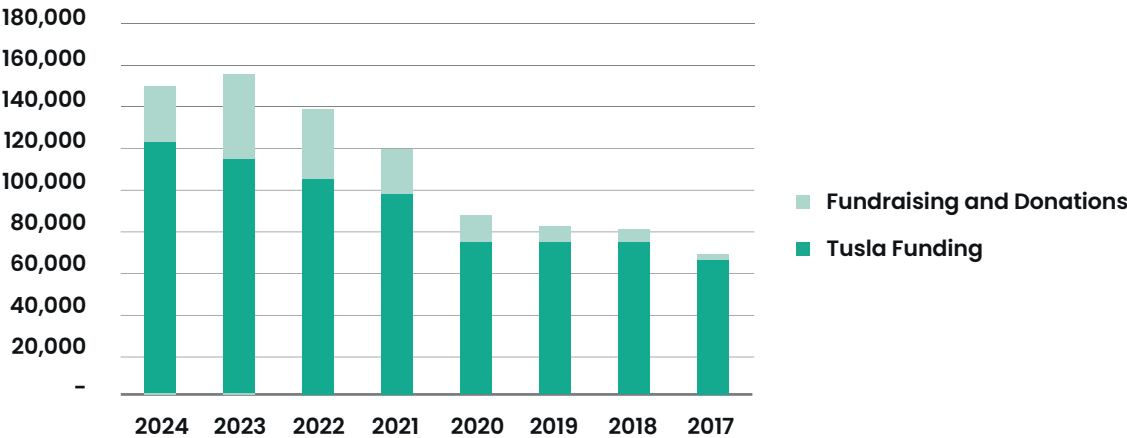
December 2024, the Directors believe that Parentline is in a strong financial position to continue to grow its services to meet the needs of the parenting community.

Income

Although year on year, there was a slight reduction in total income, core funding from TUSLA increased in the year, being up 7% year on year and up 65% since 2020. We would like to acknowledge and express our gratitude for this continued support as it is vital to the achievement of the charity's objectives.

The table below highlights the growth in TUSLA funding and that of fundraising income over the past 8 years. The 2024 increase in core funding is primarily due to the annualised impact of additional funding approved by TUSLA in 2023, to fund both increased administrative hours and a pay increase for staff of 8% in line with the Workplace Relations

A review of Parentline Income: 2017 to 2024



Commission's (WRC) recommendation for employees working in Section 39 (health and disability services), Section 56 (services to children) and Section 10 (homeless and addition services) community services.

2024's fundraising income, although slightly lower than that raised in 2023, is still a fantastic achievement and is vital to the success of Parentline. Fundraising income in 2023 benefited from the inclusion of fundraising income from two 'Ladies Lunches' as the 2022 Parentline/CIH Charity Christmas lunch was postponed to Spring 2023 for COVID reasons, while the 2023 lunch was held as usual prior to Christmas 2023. In 2024, Parentline was the sole beneficiary of funds raised from this annual Christmas lunch and therefore we would like to express our sincere thanks to the organising committee for hosting such a successful afternoon and for choosing Parentline as their nominated charity.

Expenditure

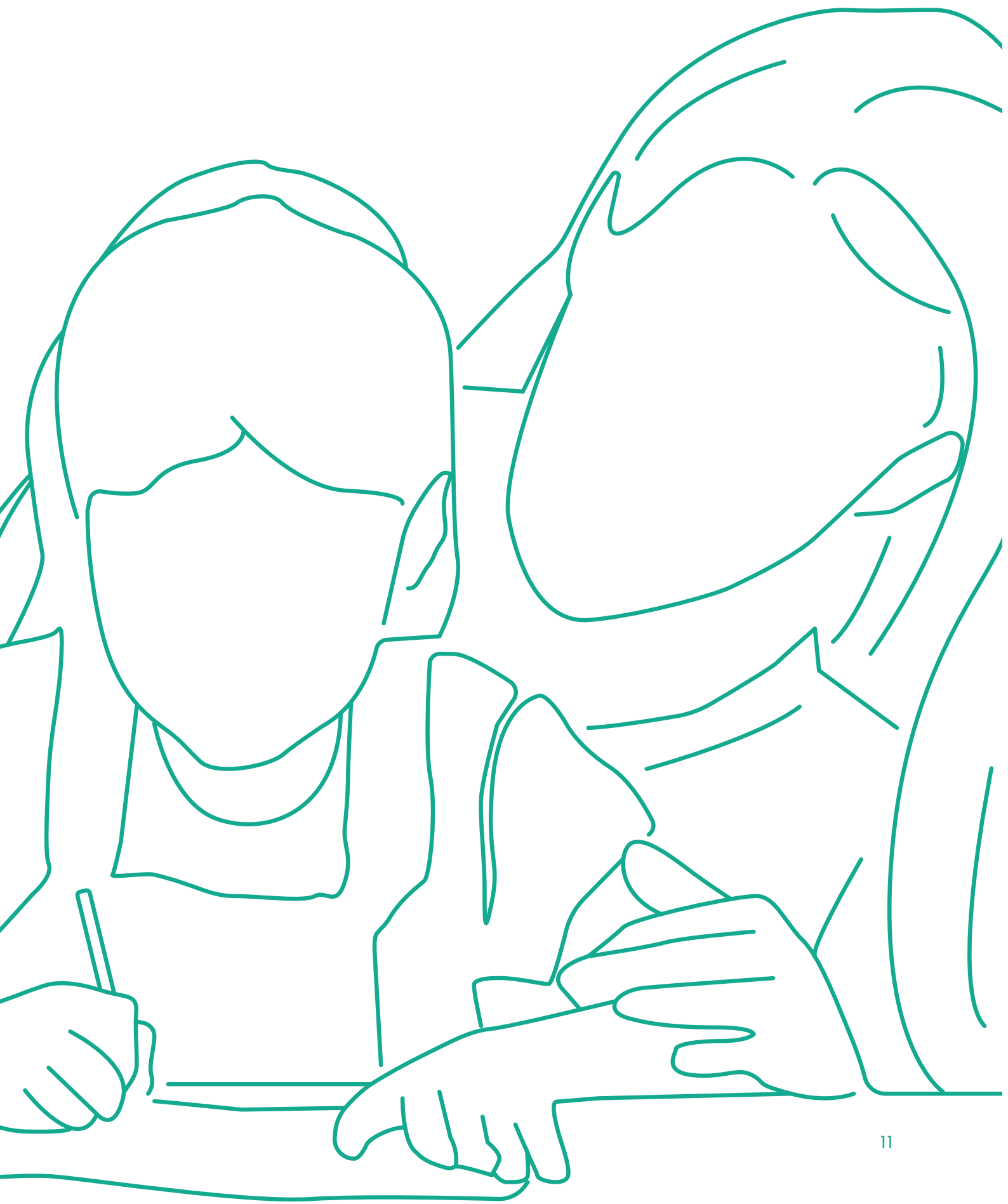
As discussed, Parentline is a not-for-profit organisation, which seeks to fully invest income earned, in so far as possible, in the provision and promotion of its services to the parenting community and the training and welfare of its volunteers. In 2024, total expenditure amounted to €150,206 with the key investment categories being:

- Payroll (62.8%): staff costs increased to €94,307: the increase relates to both implemented WRC pay increases and increased administrative working hours to meet the demands of the expanding Parentline service, both in terms of helpline calls, NonViolent Resistance (NVR) and Supportive Parenting for Anxious Childhood Emotions (SPACE) programme facilitation and provision for webinars.
- Training (7.5% or €11,272): including the training of six new volunteers and the training of existing volunteers in the provision of both the NVR and SPACE programmes together with on-going training of existing volunteers.
- Volunteer Wellbeing (5% or €8,141)
- A full breakdown of costs is provided in the Supplementary Information Relating to the Financial Statements in Section 5 of this report.

Going Concern

Based on the results for the year, the year-end financial position and the confirmation by TUSLA of funding levels for 2025, the Board of Directors believe that Parentline has adequate resources to continue in operational existence for the foreseeable future.





Section Two

Structure, Governance & Management



Parentline Board Composition

Up to 8 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 yearly
This record is updated and reviewed biannually.**



Michèle Ridgway
Chair 2019 to 2023/Volunteer/
Governance/Fundraising
elected 2019, re-elected 2022

Michèle has been volunteering with Parentline for 18 years, she is also a NonViolent Resistance (NVR) facilitator. She holds a M Phil in Modern Irish History from Trinity College and has a particular interest in women's history. Michèle has a professional diploma in Corporate Governance from the Corporate Governance Institute of Ireland (CGII). She is Chair of Nominations, Remuneration and Succession Sub-Committee and also Chairs the Governance and Risk Sub-Committee. Michèle is a member of the Partnership, Opportunities and Sponsorship Sub-Committee.



Helen Callanan
Company Secretary/Law/Legal
co-opted 2024

Helen joined the Parentline Board in September 2024 as a co-optee. She was subsequently elected Company Secretary. Helen was formerly the news editor of The Sunday Tribune. She holds an Honours BA and a Barrister-at-Law degree. She was called to the Bar of Ireland in 2000 and was elevated to Senior Counsel in 2015. She is also a CEDR Accredited Mediator. She is a member of the Nominations, Remuneration and Succession Sub-Committee.



Margaret Goddard
Chair/Volunteer/Marketing
elected 2020, re-elected 2023

Margaret has volunteered with Parentline since October 2017. She has been Parentline Chair since 2023. She is a trained NVR facilitator and has enjoyed working with families on this programme for the past five 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 a member of the Strategic Planning Sub-Committee and the Governance and Risk Sub-Committee



Louise Mulholland
Board Member/Volunteer/Health
elected 2020, re-elected 2023

Louise joined Parentline in 2015 and has more recently focussed on her work with the NonViolent Resistance (NVR) and Supportive Parenting for Anxious Childhood Emotions (SPACE) programmes. 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 Nominations, Remuneration and Succession Sub-Committee,



James Heneghan
Board Member/Psychology/Education
co-opted 2024

Dr. James Heneghan is leader of the Psychological Support Service for one of the largest education providers in Ireland. He is dual qualified in Educational (PhD) and Counselling Psychology (M.A.), and has worked in the Post Primary and Further Education sectors since 1998. He is also involved in the training of students undertaking their PhD in Educational Psychology.



Elizabeth Hodgins

Treasurer/Finance/Fundraising
co-opted 2021, 2022 and 2023 and
elected 2024

Elizabeth Hodgins is an experienced PwC trained Chartered Accountant currently working as Director of Software Revenue with Planet and previously as Head of Group Finance with C&C Group plc. Elizabeth has volunteered as a member of the Board for several charities including D8CEC, a second chance provider of education to adults in the south-west inner-city Dublin area for a number of years (2015 – 2023) and Rathfarnham Parish National school (2018 to date).

Elizabeth assumed the role of Treasurer for Parentline in 2021 and is a member of the Finance Sub-Committee.



Emer Crowley

Board Member/Finance/Recruitment
co-opted 2021, 2022 and 2023 and
elected 2024

Emer is the current Chair of the Finance Sub-Committee and also Chair of the Strategic Planning 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.



Katherine Mulcahy

Board Member/Finance/Technology
co-opted 2021, 2022, 2023 and 2024

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 and the Strategic Planning Sub-Committee.



Rose Fahey

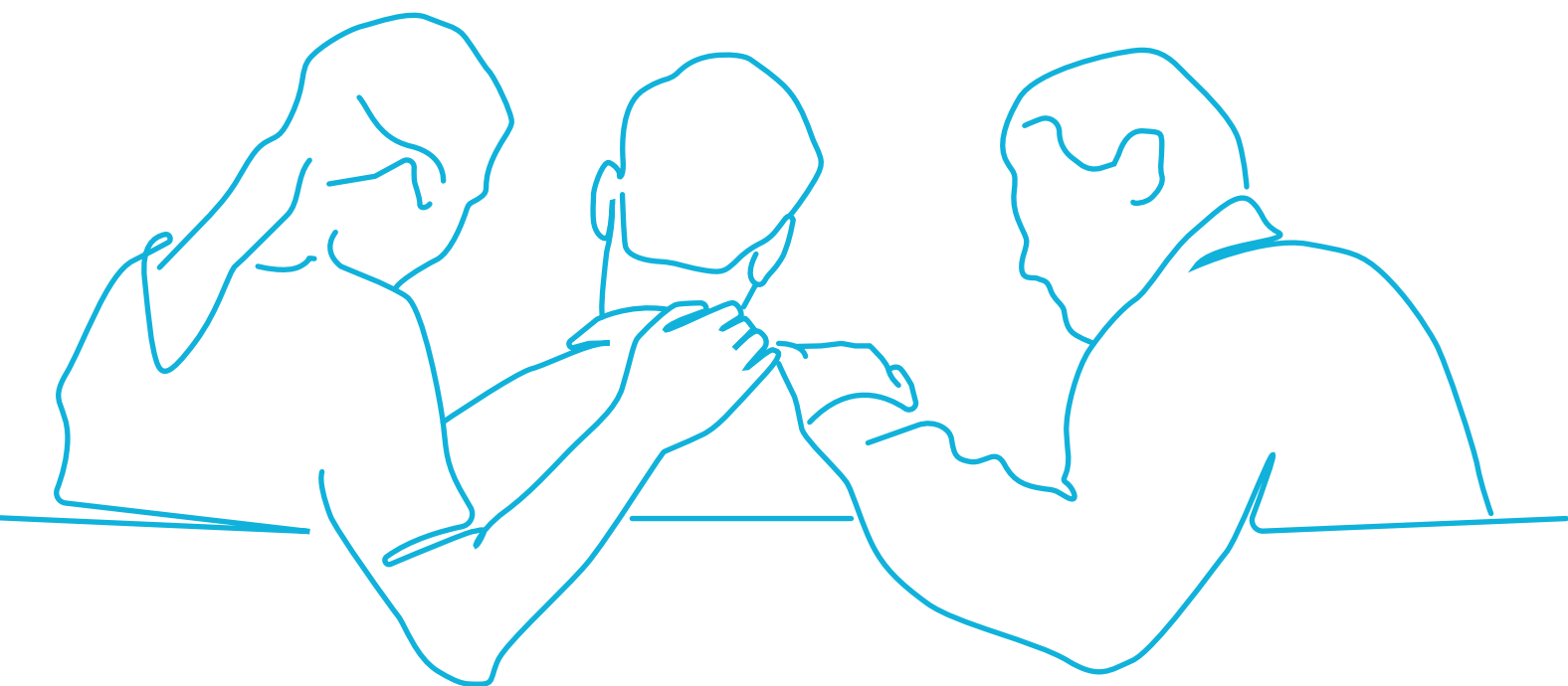
Board Member/Volunteer/Fundraising
elected 2022

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. She is the Chair of the Partnership, Opportunities and Sponsorship Sub-Committee.

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 2024. Five were by Zoom and the other two were physical meetings. All of the Board meetings achieved a quorum

Board Meeting Dates 2024

January 15th 2024	Attendance: full attendance of nine Directors
March 5th 2024	Attendance: eight out of nine Directors attended, apologies Katharine Mulcahy
April 16th 2024	Attendance: seven out of nine Directors attended, apologies Katharine Mulcahy and Rose Fahey
May 14th 2024	Attendance: eight out of nine Directors, apologies Shane Coleman
September 11th 2024	Attendance: seven out of nine Directors, apologies James Heneghan and Katharine Mulcahy
October 16th 2024	Attendance: full attendance of nine Directors
November 27th 2024	Attendance: seven out of nine Directors, apologies Rose Fahey and Emer Crowley

Strategic Planning Sub-Committee Report

2024 Activity

MEMBERS

Emer Crowley (Chair)
Margaret Goddard
Katherine Mulcahy

MEETINGS AND CORRESPONDENCE

Sub-Committee work was primarily via zoom meetings held in February, April, September and November and additionally by email and phone correspondence as and when required.

KEY OUTCOMES

- The Parentline Strategic Plan 2023-2026 was reviewed by the Sub-Committee and the performance indicators were presented to the April Board meeting.
- Review of the Terms of Reference of the Strategic Planning Sub-Committee.
- Review of the partnership proposal document and comments submitted to the Board for discussion.
- The Sub-Committee finalised a new Vision Statement for Parentline in April 2024 and created the following: 'Our Vision is that no parent feels alone or unsupported'.
- Throughout the year the Strategic Planning Sub-Committee worked in tandem with the Strategic Partnership Sub-Committee as and when required.



Finance Sub-Committee Report

2024 Activity

MEMBERS

Emer Crowley (Chair)
Elizabeth Hodgins (Treasurer)
Katherine Mulcahy

MEETINGS & CORRESPONDENCE

Sub-Committee meetings were held in February, May, October and November 2024. They were primarily via zoom. For additional work, email and phone correspondence were used when required.

- The Finance Sub-Committee put a new Credit Card Policy in place followed the introduction of enhanced revenue reporting (ERR) requirements.
- The Finance Sub-Committee assisted with making representation to Tusla for additional funding to support administrative staff and additional training for new programmes.

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

KEY OUTCOMES

- The Treasurer prepares the Annual Budget and the Monthly Treasurers' report which is reviewed by the Finance Sub-Committee.
- The Treasurer works with the auditor in preparing the Annual Report which is reviewed by the Finance Sub-Committee.
- Review of annual insurance.
- The Finance Sub-Committee assisted the CEO with reviewing the terms of employment for administrative staff and assisted with general remuneration and contract queries.
- The Finance Sub-Committee reviewed its Terms of Reference and the Finance Policy.

Nominations, Remuneration and Succession Sub-Committee Report

2024 Activity

MEMBERS

Shane Coleman
(Chair, January to May 2024 retired)

Terence Hayden
(January to May 2024 retired)

Michéle Ridgway
(Chair, May to December 2024)

Louise Mulholland
(September to December 2024)

Helen Callanan
(September to December) 2024.

Key Outcomes

The **Terms of Reference** for the Sub-Committee was agreed and accepted by the Board.

The committee proposed **two potential Board members**, one with legal expertise and one psychologist working in education, both candidates were approved by the Board. Dr James Heneghan and Helen Callanan Senior Counsel subsequently were co-opted to the Board at the AGM in May.

Conversations commenced regarding **updating the Parentline Constitution** and principally to extend the number of terms which a director could sit on the Board from 2 to 3 terms.

Meetings and correspondence

There were meetings in February, May and November via zoom. There was email correspondence during the year discussing Board retirements, nominations and co-optees.

Governance and Risk Sub-Committee (GARC) Report

2024 Activity

Members

Michèle Ridgway (Chair)
Margaret Goddard
Rose Fahey

Meetings and Correspondence

5 meetings (January, March, August, October and November) during 2024 - via zoom with follow up via emails and phone calls.

All updated Board Policies, Board Handbook, Governance Code Document sent to the Board.

Key Outcomes

The **Risk Register** was updated with named personnel or Sub-Committees allocated responsibility for specific risks.

The suite of policies relating to **Fundraising** were reviewed.

The **Communications Policy** was updated to be more relevant.

A new **Credit Card Policy** was created to expand the suite of finance policies.

The establishment of a **Conflict of Interest Policy For Staff** was commenced and the **Conflict of Interest for Trustees Policy** was updated.

The **Charity Regulator Governance Code** compliance document was reviewed and updated in November and presented to the Board with changes and additions explained. It was unanimously approved by the Board. Parentline is fully compliant to the Code.

Partnership, Opportunities and Sponsorship Sub-Committee (POSC) Report

2024 Activity

Members

Rose Fahey (Chair)
Aileen Hickie
Michéle Ridgway.

MEETINGS AND CORRESPONDENCE

Meeting were held in January, March and October 2024. These were primarily by zoom and further work was completed by email and correspondence.

KEY OUTCOMES

The Terms of Reference was reviewed, updated and submitted to the Board for approval.

Potential Partnership Opportunities have been explored with larger companies, including their sports and social clubs.

Presentation to Deloitte Ireland was completed and Parentline is now part of their employee support network.

Parentline participated in Deloitte Impact week

Professional sponsorship presentation was created that can be adapted for potential partners and sponsors.

Possibility of Lottery funding is being pursued.

Potential sponsorship opportunities are being explored with companies that align with Parentline goals.

Parentline Policies

1. Accident Report and Incident Form – reviewed, updated and approved January 2022 – next review **January 2025**
2. Board Conflict of Interest Policy – created and approved October 2024 – next review **October 2027**
3. Board of Directors Handbook – reviewed, updated and approved October 2024 – next review **October 2025**
4. Board Work Plan 2024 – reviewed, updated and approved August 2024 – next review **January 2025**
5. Board Recruitment and Succession Policy – reviewed, updated and approved November 2024 – next review **November 2027**
6. Board Timeline Composition and Skills – reviewed, updated and approved January 2024 – next review **January 2025 or earlier if there is a change in Board composition**
7. Child Safeguarding Statement – reviewed, updated and approved January 2023 – next review **January 2025**
8. Code of Conduct for Board of Directors – reviewed, updated and approved September 2024 – next review **September 2027**
9. Code of Conduct for Employees – reviewed, updated and approved October 2024 – next review **October 2027**
10. Code of Conduct for Volunteers – reviewed, updated and approved September 2024 – next review **September 2027**
11. Conflict of Interests Compliance Statement – reviewed, updated and approved May 2024 – next review **May 2027**
12. Communications Strategy and Policy – reviewed, updated and approved April 2024 – next review **April 2027**
13. Complaints and Feedback Policy – reviewed, updated and approved January 2022 – next review **January 2025**
14. Compliance Statement in relation to Lobbying – reviewed, updated and approved January 2022 – next review **January 2025**
15. Credit Card Policy – drafted and approved May 2024 – next review May 2027
16. Donor Charter – reviewed, updated and approved April 2024 – next review **April 2027**
17. Employee Recruitment Policy – reviewed, updated and approved October 2024 – next review **October 2027**
18. Finance Policy – reviewed, updated and approved November 2024 – next review **November 2027**
19. Fundraising Statement – reviewed, updated and approved April 2024 – next review **April 2027**
20. Fundraising Policy – reviewed, updated and approved April 2024 – next review **April 2027**
21. Gifts Policy – reviewed and approved May 23rd 2023 – next review **May 2026**
22. GDPR Policy – reviewed, updated and approved March 2024 – next review **March 2025**
23. Health, Safety and Wellness Policy – reviewed, updated and approved January 2022 – next review **Jan/Feb 2025**
24. Induction Pack for New Board Members – reviewed, updated and approved January 2024 – next review **January 2025 or when a new director joins the Board.**
25. Matters Reserved for Decision by the Board – reviewed, updated and approved May 2024 – next review **May 2027**

- 26. Parentline Constitution (reviewed, updated and ratified November 2020 and no further amendments required currently)
- 27. Protected Disclosure Policy – updated, reviewed and approved September 2023 – next review **September 2026**
- 28. Public Compliance Policy and Public Compliance Statement on Fundraising – reviewed, updated and approved April 2024 – next review **April 2027**
- 29. Reserves Policy – reviewed and approved September 2022 – next review **September 2025**
- 30. Reimbursement Policy – reviewed and approved May 2023 – next review **May 2026**
- 31. Risk Management Policy – Reviewed and approved November 2023 – next review **November 2025**
- 32. Risk Register – reviewed, updated and approved in its entirety January 2024 – next review January 2025 – mentioned at each Board meeting as a regular Board Agenda item in case of the necessity of more immediate changes
- 33. Staff Conflict of Interest Policy – next review **January 2028**
- 34. Strategic Plan (2023–26) – Review of Implementation Status April 2024 – next review **April 2025**
- 35. Statement of Compliance to Governance Code – reviewed, updated and approved – January 2024 – next review **January 2025**
- 36. Volunteer Recruitment Policy – reviewed, updated and approved January 2022 – next review **January 2025**

Charities Regulator Governance Code Compliance Statement.

The Parentline Board has a duty to comply with The Charities Governance Code, which sets out a mandatory standard for governance in Irish charities with implementation from 2020 onwards.

Implementation of the Code was accomplished by the Parentline Board in 2020 and prior to the prescribed deadline.

The Charities Governance Code is reviewed and updated annually by the Parentline Governance and Risk Sub-Committee (GARC) and thereafter brought to the Parentline Board for approval and ratification. The most recent annual review and update was in January 2024.

There is now a suite of 36 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. D07RHA8. The documents relevant to the public are available on our website www.parentline.ie.

Parentline is compliant with the Code and the Board is very happy that its policies are relevant and meaningful. Governance, of course, is an ongoing process dealt with at every Board meeting. The policies and procedures will be reviewed regularly to ensure Parentline is at the forefront of good governance practice.

Parentline Child Safeguarding Statement

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. Parentline provides the national helpline for Post-Natal Depression (PND) and facilitates the Non-Violent Resistance (NVR) Programme to deal with child to parent violence and the Supportive Parenting for Anxious Childhood Emotions (SPACE) programme to help parents dealing with anxiety in relation to their children.

The Parentline Child Safeguarding Statement has been developed in line with the 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 Safeguarding 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 make the required report to **Tusla either via the Tusla Portal which is the designated area for such submissions or to the relevant Tusla local office**. This reporting is completed by the submission of Child Protection and Welfare Report Forms.

- 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 Safeguarding Training provided by Carmichael House on behalf of Tusla.

There were seven identifiable child safety concern in 2024 reported to Tusla and notified to the Board.

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



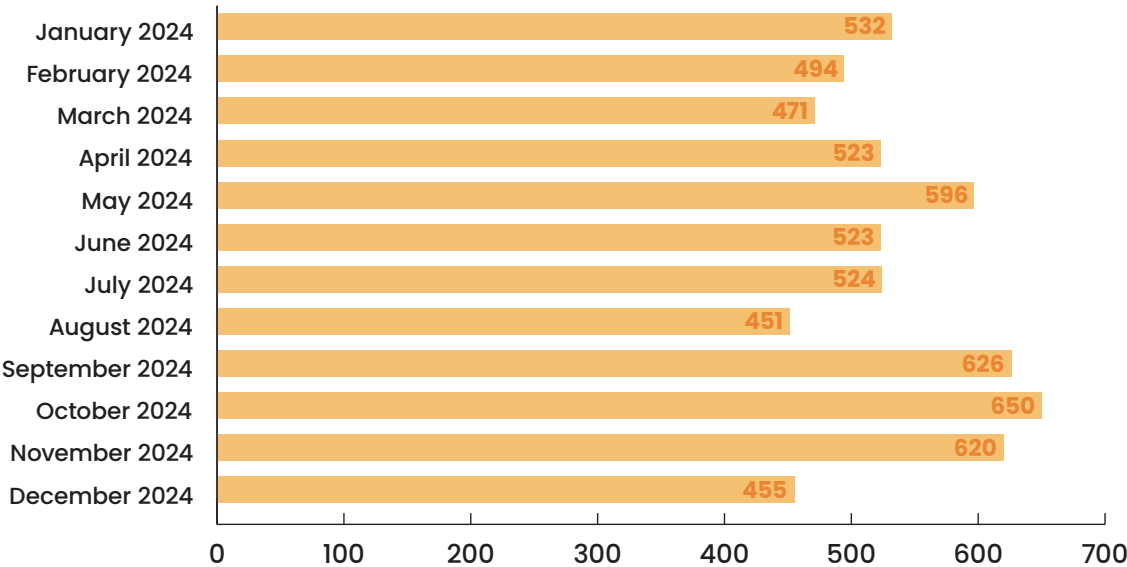
Section Three

Achievements & Performance



Call Data Statistics 2024

Callers by month in 2024



Helpline Calls by Month

October was the busiest month in 2024 with 650 calls followed by September (626 calls) and November (620 calls).

This compares with the previous year when January was the busiest month with a total of 627 calls logged with March (623 calls) and May (594) being the second and third busiest months respectively.

Calls to Parentline by Call Status and Call Type

In relation to the status of calls handled by the helpline volunteers in 2024, the majority of calls were inbound with 3,816 calls received. This compares to a figure of 3,253 calls received in 2023, representing a 16 per cent increase in calls of this category. There were 922 outbound calls made by the volunteers in 2024. 721 calls were diverted to the answering machine in 2024 compared to 829 calls in 2023, representing a 12% per cent decrease. The type of calls handled by the Parentline volunteers in 2024 was characterised by a predominance of first-time callers, accounting for 2,711 calls (42% of all calls) made which

represents a significant increase on 2023 when one third of all calls were from first time callers to the helplines.

Of significant note is a major decline in the number of hang-ups between 2023 and 2024, decreasing from 93 in 2023 to 67 in 2024. There had been 344 hang ups in 2022. This annual decline in hang ups is a clear reflection in the continuing success of effective call management strategy first implemented by Parentline in 2021.

Previous callers to the service accounted for 638 calls in 2024 which is approximately the same as the corresponding figure of 633 for 2023 with missed calls accounting for 235 calls in 2024 in comparison to 369 the previous year. This 37% decline in missed calls is another very positive indication of how well calls are being managed and received.

Profile of Callers to Parentline in 2024

The profile of callers to the helpline service during 2024 was characterised by a predominance of females over males (67.3% and 32.7% respectively) which reflects a longstanding pattern of a predominance of women callers over men. However, there was a very notable increase in the proportion of male callers between 2023 and 2024, increasing from 23.5% to 32.7%. This is a 40% increase in the numbers of dads calling Parentline.

The age profile of callers to Parentline in recent years has been typified by a predominance of callers in the 40 to 49 year old and 50 to 59 year old categories with a smaller proportion of callers aged in their 30s and those aged 60 and over. This is a clear reflection of the predominance of teenagers as the child of concern to callers to the service and also the increasing age of marriage and childbearing among the Irish population in recent decades.

Callers during 2024 typified this trend, with the predominant age category of callers being those in the 40 to 49 year old cohort. These account for 51 per cent of the total. Callers in their 30s represented 19.6% of the calls and callers in their fifties were 20.6% of all calls.

Profile of Children of Concern to Callers

Children of concern to callers were characterised in 2024 by a predominance of males (59 per cent) with females accounting for the remaining 41 per cent. This compares with males comprising 56 per cent of the share in 2023 with females accounting for 44 per cent. Therefore, between 2023 and 2024 there was a small increase in the share of male children of concern to callers with a corresponding decrease in females between the two years.

The age profile of the children of concern to those availing of the helpline service in 2024 was characterised by a predominance of teenagers aged between 13 and 17 years which reflects the pattern evident in recent years. There was a slight decrease in the proportion of teenagers between 2023 and 2024, from 53 per cent to 51% of the total respectively.

There was also a slight decrease in the proportion of young adult children of concern to callers, from 18 per cent in 2023 to 14% in 2024. Conversely there was an increase in the percentage share of pre-teen children (10 years to 12 years) from 10 per cent in 2023 to 16% in 2024.

Principal Reason for Calls to Parentline

The issue of anger/aggression was by far the stand out principal reason stated by callers for their calls made to the helpline service in 2024, accounting for over one third (35%) of all calls logged where a principal reason was stated. This is a slight increase from the 33% of callers stating anger and aggression as the main issue why they called Parentline in 2023.

The biggest increase however was parents stating anxiety as the issue why they were ringing Parentline in 2024. Calls on this issue almost doubled from 7% in 2023 to 13% in 2024.

The other biggest reason for parents contacting the helpline was school refusal at 8% of all calls in 2024 which was a slight increase on calls on that issue in 2023.

Of note was the large increase in calls on vaping which in 2023 was 1% of all calls but this figure almost tripled in 2024 to 3% of all calls. There was also a jump in calls on social media from a negligible number in 2023 to 1.8% of all calls in 2024. This was ten times the number of calls on social media in 2023. Calls related to parents concerned about pornography rose from 28 calls in 2023 to 80 calls in 2024. Calls on Postnatal Depression remained at 1.5%.

Region of Origin of Calls to Parentline

The geographical pattern of calls to Parentline in 2024 was marked by a clear predominance of callers from Dublin (Dublin city and the three surrounding counties of Fingal, South Dublin and Dun Laoghaire-Rathdown), accounting for 57 per cent of the regional share of calls in 2024. The other counties accounting for the largest volume of calls to the service in 2024 were Cork, Galway, Donegal and Mayo.

Caller Feedback on our Helpline Service

Caller feedback on the advice and support provided to them by the helpline volunteers was overwhelmingly positive in nature, as with previous years where data has been examined. The majority of callers thanked the volunteers for their assistance (50 per cent of the total), with a further 17 per cent indicating that it was good to talk. 12 per cent of callers who gave feedback felt better after making their call with an additional 7.2 per cent saying that they would call again. In contrast, negative evaluation of the service by callers in 2023 was negligible, with only 0.3 per cent of the opinion that the call did not help them.

NonViolent Resistance Programmes

In 2024 there were 256 NonViolent Resistance (NVR) programmes given to parents all over Ireland in 2024. This was an increase of almost 10% on the numbers of programmes given to parents in 2023. The NVR programme is offered to parents who are dealing with the issue of child to parent violence and other aggressive behaviours which make the parent fearful of their own child in their own home.

Supportive Parenting for Anxious Childhood Emotions (SPACE) Programmes

In 2024 Parentline rolled out its first SPACE programme for parent dealing with the issue of children and young adolescent dealing with anxiety. The programme is to support parents and give them the skills and tools to help their child to overcome anxiety and OCD and related problems. It focusses on changes that parents can make to their own behaviours and in their response to their child. It guides parents on reducing the accommodations they have been making to the child symptoms. Parentline offers the SPACE programme in group zoom sessions and is a two to five session programme. 84 parents participated in Parentline SPACE programmes in 2024.

Implementation Status Review of Strategic Plan

Measurement and Performance

As per the Strategic Plan 23–26, the Board measures progress annually under each of these strategic priorities using Key Performance Indicator’s listed below.

Reaching more Parents

KPI 2023		REVIEW 2024
Calls	Grow Annual Helpline Calls +2% per annum from baseline of 5857 in 2022.*	6461 calls logged in 2024, +5% on 2023 which was also +4.95% on 2022. Another Record Year!
	Encourage First Time Callers +5% per annum	Significant increase in first time callers –represented 42% of all calls in 2024, up from 33% of all calls in 2023
Website	Grow monthly users from baseline of 1900 Dec 2022 + 3% per annum	New Users 2024 +23k New users 2023 +13k.
Diversity	Grow male callers to 25% of total (from 17% 2022)	Huge increase in male callers in 2024 to 32.7% of total callers, up from 23.5% in 2023
	Grow millennial parents to 25% of total (only 13.5% of callers under 40 years 2022).	28.4% of callers were under 40 years in 2024, up from 27.8% in 2023.
Digital	Instagram – target 3,000 followers by 2026	2,077 followers 1st April 2025

* Helpline calls and NVR calls are all included in this figure

Strengthening our People

	KPI 2023	REVIEW 2024
Volunteers & Staff	<p>Maintain a minimum of 50 Helpline Volunteers (assuming annual attrition of 10%)</p> <p>Rota – Achieve a minimum of one Helpline only volunteer on each rota</p> <p>Annual Recruitment into training +15% (to cover attrition)</p> <p>NVR Facilitators – Ensure a minimum of 25 to facilitate 200 programmes per annum</p> <p>Ongoing Training – maintain 8 sessions per annum</p> <p>Survey of Volunteers and staff to measure wellbeing</p>	<p>Total 63 volunteers – 49 Helpline, 12 NVR only, 1 SPACE only, 1 NVR training only, 40 NVR (includes 12 specific and 28 both helpline and NVR)</p> <p>6 SPACE (includes 1 SPACE only and 5 both SPACE and Helpline trained)</p> <p>Achieved – 6 new recruits 2024, 14 new recruits 2023</p> <p>40+ NVR facilitators Achieved</p> <p>Survey sent out March '24, Results very positive, no areas requiring remedial action</p>
Quality and Evaluation of Service	<p>NVR Programme Evaluation – Achieve 100% “likely to recommend”</p> <p>Service User Feedback – Achieve 95% “would recommend” or higher</p>	<p>99% in 2024, 98% in 2023 (one participant who replied said neither likely or unlikely)</p> <p>2024: 90% would recommend (9/10 respondents)</p> <p>2023: 7/8 (88%) would recommend</p>

Strengthening our People

	KPI 2023	REVIEW 2024
Tusla / HSE	Core Funding – estimate €101,000 pa (subject to change)	122,556 received 2024 115,309 received 2023
Fundraising Target	Achieve Annual Fundraising Base Target €20,000 – bearing in mind that it is not Parentline’s policy to become reliant on fundraising or donations to provide its core service.	Excess of €25k raised by AH in '24 Excess of €25k raised by AH in '23
Reserves Target	Maintain unrestricted reserves equivalent to the greater of the budgeted annual fundraising target or 6 months operating costs.	€25k
Donations Target	Offer opportunities to donate	Clients invited to donate after completing NVR, very little impact. Increased effort planned for 2025 suggesting a €30 donation.

Overview

- As per KPI review above 2024 was a another record year for Parentline in terms of calls and program delivery.
- Calls from our target market of Dads and Millenials (parents under 40) increased- substantially with our targets for 2026 already achieved.
- There was a record increase in first time callers during 2024 which is due in large part to the magnificent PR efforts of Aileen both in print and on radio and television where she has made the most of every opportunity to promote Parentline. This was a huge achievement without the support of any advertising campaign.
- Website traffic increased by 10,000 users from 13,000 in 2023 to 23,000 during 2024
- The New Partnership Opportunities Sub Committee (POSC) worked on a sponsorship representation in association with Deloitte to aid with attracting donations/sponsors for Parentline.
- Additional Tusla funding was achieved to secure full time administrative support hours for 2025 PLUS the full financing of 8 Parents Plus parenting programmes, a Tusla support increase of over €50k for 2025.
- Parentline now has a full time administrator to support its service growth.
- 2024 was a successful year for fundraising with the budgeted fundraising target exceeded. The fundraising took place at the end of the year with Parentline taking all proceeds from the Christmas charity lunch in the Westbury.
- A contribution of €30 is to be requested from NVR clients in 2025 in an effort to encourage donations.
- The SPACE programme commenced rollout in Feb 2024 and during the year 84 parents participated in the programme.

Strategic Priorities

- Achieved growth in awareness of Parentline and growth in Digital presence (website improvements)
- Service delivery from volunteers is of high quality (little or no complaints from clients)
- Helpline reopened late 2024 and this is a better working environment for staff as well as being essential to volunteer training and development.
- Raising funds is an ongoing challenge as Parentline grows and requires additional finances, however much was achieved to improve this in 2024 (Tusla funding increase).

Strategic Objectives

1. REACHING PARENTS

- Service expanding – SPACE, growth in NVR programme delivery, webinars etc.
- Brand awareness growing – incredible media coverage thanks to Aileen's PR drive.
- Logo's in use – posters, car stickers, leaflets, pop-ups, PR, updated Powerpoint presentations.
- Website promoted and under continuous update – new material regularly uploaded.
- Targeted PR – employee wellness programme – large company approached.
- Partnership Opportunities Sub-Committee in place. Deloitte workshop, collaborations with One Family and Rutland Centre.
- Ambassador opportunities being developed – Dr Lee Devaney on website
- Leveraging social media – 2,077 followers, plans to focus on/invest in this area during 2025.

2. STRENGTHENING OUR PEOPLE

- Annual volunteer intake.
- Regular training attendance is excellent and there is volunteer interest in NVR and SPACE training programmes.
- Volunteer survey took place March 2024 with very positive results.
- Board is very supportive of CEO and the increase in Board Sub Committees (new Governance & Risk and Partnership Opportunity Sub-Committees) provide additional support to the CEO.
- Staffing hours increased for 2025 to 40 admin hours and there has been a small increase in salary in line with Tusla recommendation.
- Two new Board members joined in 2024 bringing new skills and fresh thinking to the Board.

3. ENHANCING QUALITY OF SERVICE

- Feedback generation from volunteers, stakeholders and via website is facilitated, encouraged and documented at Board level.

4. RAISING FUNDS

- Increased Tusla funding received in late 2024 for additional admin hours and to fund 8 Parents Plus programmes in 2025. Fundraising is essential to deliver the core service and it is an ongoing concern as it puts additional pressure on the CEO whose time is already over spent.
- AH fundraising plans for 2025 include 3 events – Cork business dinner and Fashion Show in Spring '25 and Christmas Charity Lunch in December 2025

Areas for Board discussion following this review, with managing Parentline's growth in mind:

- **2024:** CEO support from the Board, social media
- **2023:** Staff and Office Requirements, Fundraising/ Donations, Social Media



Feedback to Parentline

Parentline is rigorous in seeking regular feedback from parents and stakeholders. Feedback is essential and is sought in relation to the helpline calls and how they are handled, the NonViolent Resistance (NVR) programme and the Supportive Parenting for Anxious Childhood Emotions (SPACE) programmes. This feedback is scrutinised and improvements are made where there are perceived weaknesses.

Parentline also conducts regular feedback surveys on the wellbeing and satisfaction of the volunteers who operate the helplines.

NonViolent Resistance (NVR) Programme

NVR FEEDBACK SURVEY

Once an NVR programme has been completed, the parent or parents are sent a link to complete a feedback survey on the programme. 73% of the parents concluding the Parentline NVR programme complete and return this feedback survey. 256 parents participated in NVR programmes with Parentline in 2024.

Some 2024 survey results:

- 90% said their confidence in their ability to manage conflict had increased
- De-escalation was the most popular tool gained by parents according to the survey followed by parental presence and delayed response
- The most difficult elements were stated to be the support network, the announcement and the sit in

- 74% of respondents said their authority and presence in their child's life had increased
- 85% said the violence had decreased in their homes
- In 54% of the programmes, both parents engaged with the NVR programme sessions
- 99% of respondents would recommend the programme to other parents

Helpline call feedback

Feedback is extracted via a form accessed from the Parentline website

- 100% of respondents said they would recommend the service to others
- 100% of respondents said they would contact Parentline again
- 80% found it easy to get through to the service
- 100% said the service received on the helplines exceeded their expectations
- Improvements suggested included increasing the helpline hours and increasing the awareness to parents of the services offered



Supportive Parenting for Anxious Childhood Emotions (SPACE) informed Zoom sessions

Feedback was extracted via a questionnaire with all 84 participants post the SPACE programme and there was a 75% response rate

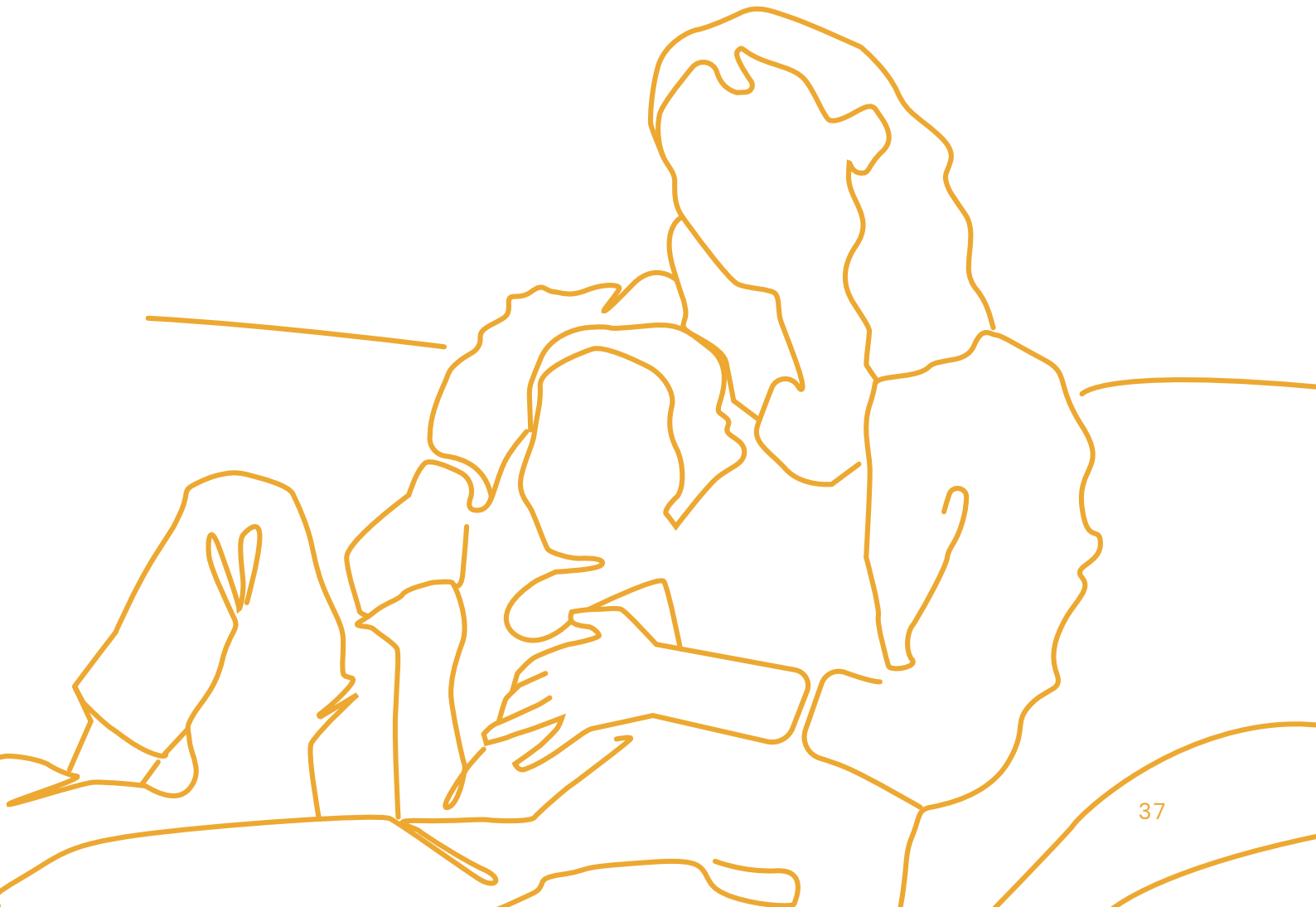
- 100% of respondents found the SPACE informed training beneficial
- 85% of respondents said it was good to know they were not on their own
- 95% of respondents said they felt better equipped and more comfortable/confident to handle the anxiety following the Information sessions: -
- 100% said it increased the awareness of the accommodations they were making for their children
- 100% of respondents said they would recommend the programme to others

Volunteer Sentiment

Postal survey sent to 63 volunteers in May 2024 and 90% response rate.

Summary of findings:

- Parentline volunteers are very positive and feel confident and respected in their roles
- Remote working is a challenge for some but most do not believe it has affected the service Parentline provides
- Volunteer wellbeing is generally good
- Peer support and real life social interaction is valued
- Volunteers are generally positive about the training and resources open to them
- 84% do not want to do more than a weekly three hour shift
- The majority would like to have more easily accessible information on organisations and services for signposting



2024 Volunteer Training

In 2024 Parentline recruited and trained six new helpline volunteers. Recruitment was through advertisement on Activelink, I-Vol, the Irish Independent and the website.

Training was completed over the course of eight sessions and 18 hours per trainee of classroom based training in the Carmichael Centre with Parentline Trainers Valerie McLoughlin and Margaret Lamont. Two of the sessions were by Zoom.

Summary of training:

- Introduction (includes history and service provided by Parentline and the role of a volunteer)
- Meet and greet the other trainee volunteers
- Prep session on the following: Active Listening Skills, Closed and Open Questions, Blocks to effective Listening, Tapping into Feelings (callers and listener)
- Active Listening Skills
- Telephone active listening skills (how they differ to face to face)
- Blocks to Effective Listening

- Closed and Open Questions
- Feelings about abrupt ending calls/ aggressive/etc (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
- Child Safeguarding

Once the training was completed it was followed by two 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.

Talks and Speakers in 2024

January 13th	Wellness Workshop/Suicide or Survive
January 22nd	NonViolent Resistance (NVR) Programme Reflective Session/Shay Heneghan
January 23rd	Eileen Brosnan /Parents Plus
February 6th	Dr Tony Humphries/Psychologist
February 26th	NVR from the parents perspective/Lore
March 11th	Andrea Napier/One Family
March 25th	Veronica Black/Treoir
April 8th	Blathnaid Smith/ Dublin Community Mediation
April 15th	Webinar on anxiety/Parentline volunteers trained in supporting parents dealing with anxiety
April 22nd	Jane McGarrigle/ Webwise
April 29th	Reiki/Irene O'Toole
April 29th	NVR Reflective Session/Shay Heneghan
May 2nd	NVR Ireland webinar
May 8th	Webinar on addiction/Rutland Centre and Parentline
May 9th	Revision of the principles of NVR/Tara Kelly and Madeleine Connolly psychotherapists
May 24th	Round table discussion on NVR in Donegal/Alcohol Forum
May 28th	NVR Supervision Session/Margaret Gilbert
June 4th	Jen Geraghty/Belong to

June 10th	Orlaith Potter/ HSE on my child.ie
June 17th	NVR Reflective Session/Shay Heneghan
July 9th	NVR Supervision Session/Margaret Gilbert
August 20th	NVR Supervision Session/Margaret Gilbert
September 9th	Handing Anxiety with school professionals/ Dr Michael Redmond
September 23rd and 30th	Master class in Infant Mental Health/Young Ballymun
September 14th	Annual Training Day in the Margaret Aylward Centre/ Main speaker Maebh Mullany CEO - The Rutland Centre
September 30th	NVR Supervision Session/Margaret Gilbert
October 7th	NVR Reflective Session/Shay Heneghan
October 14th	Sinead Murray/Treoir
October 21st	National Parents week webinar/in collaboration with Geraldine Kelly of One Family
November 1th	Orlaith Potter/HSE
November 18th	Margaret Gilbert
November 19th	SPACE programme update/Aileen Hickie

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-judgemental 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.



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 2025. Parentline particularly plans to continue to promote the service to a younger profile of parent, aged 25 to 40 years. This will be done through targeted marketing and advertising in cinemas, webinars, talks in organisations, social media and print and broadcast media coverage 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, 750 calls to Parentline in 2025.

Helpline volunteers

Parentline had 63 volunteers at the end of 2024. It is planned to train another six to eight volunteers in 2025 and with attrition it is hoped that Parentline will have 66 plus volunteers by the end of 2025. This is taking attrition into account whereby an average of five volunteers leave Parentline or do not complete their training each year.

Parents Plus Programmes and training.

Parentline has been delivering Parents Plus programmes through its website since 2022. These programmes are offered by Parentline but delivered by Parents Plus in a partnership setting. We hope with funding to continue this programme delivery in 2025, as the programmes are highly sought and often booked out very quickly with waiting lists.

Additionally in 2025 we hope to train two of our own volunteers to become Parents Plus trainers so that we can offer Parents Plus programmes directly to parents via Parentline trainers. This will be a new initiative for Parentline.

SPACE (Supportive Parenting for Anxious Childhood Emotions) informed Programmes and training

In 2025, Parentline plans to increase the numbers of SPACE informed Zoom programmes it offers to parents who are dealing with the issue of childhood anxiety and school refusal. 84 parents participated in SPACE programmes in 2024 and Parentline plans to increase this number to 120 approx in 2025.

Parentline has six volunteers trained in the delivery of these programmes, which are facilitated over a number of sessions and with groups of up to ten parents. It is hoped to increase this number to eight SPACE trained volunteers in 2025.

NonViolent Resistance (NVR) Programme

Parentline now has 40 NVR volunteer practitioners. There is a waiting list for the programme, that we try to facilitate as quickly as possible. The programme takes 8 to 10 weeks to deliver, and is a large time commitment on the NVR trained facilitators. It is hoped Parentline can commence and deliver 250 plus programmes in 2025 and increase the numbers of volunteer practitioners to 42.

Webinars

Parentline plans to host three webinars in 2025 in partnership with other organisations and on specific topics of concern to parents.

Fundraising

In 2025, Parentline hopes to raise €29k 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.

Section Five

Finances



Annual Report and Audited Financial Statements for the financial year ended 31 December 2024

Reference and Administrative Information

Directors	Elizabeth Hodgins Emer Crowley Helen Callanan (Appointed 20 September 2024) James Heneghan (Appointed 20 September 2024) Katharine Mulcahy Louise Mulholland Margaret Goddard Michéle Ridgway Rose Fahey Shane Coleman (Resigned 20 September 2024) Terence Hayden (Resigned 20 September 2024)	
Chairperson	Margaret Goddard	
Company Secretary	Helen Callanan (Appointed 20 September 2024) Terence Hayden (Resigned 20 September 2024)	
Revenue Charity Number(CHY)	10069	
Charities Regulatory Authority Number(RCN)	20025410	
Company Registration Number(CRO)	205515	
Registered Office and Principal Address	Carmichael House 4-7 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

Director's Annual Report for the financial year ended 31 December 2024

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 2024.

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 financial performance and position for the financial year 2024. 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.

Principal Activity

The principal activity is the operation of a helpline for parents that offers support, guidance and information on being a parent.

Financial Results

At the end of the financial year the charity had gross assets of €119,935 (2023 - €63,761) and gross liabilities of €80,623 (2023 - €23,676). The net assets of the charity have decreased by €(773).

Principal Risks and Uncertainties

The company is reliant on grant income from the government agency Tusla along with necessary fundraising activities to fund ongoing activities.

Directors and Secretary

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

Shane Coleman (Resigned 20 September 2024)

Terence Hayden (Resigned 20 September 2024)

Katharine Mulcahy

Michéle Ridgway

James Heneghan (Appointed 20 September 2024)

Margaret Goddard

Louise Mulholland

Emer Crowley

Helen Callanan (Appointed 20 September 2024)

Elizabeth Hodgins

Rose Fahey

Terence Hayden served as secretary until his retirement on 20th of September 2024. Helen Callanan served as secretary for the remainder of the financial year.

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.

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 14 May 2025 and signed on its behalf by:



Margaret Goddard
Chairperson



Helen Callanan
Director

Directors' Responsibilities Statement

for the financial year ended 31 December 2024

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 14 May 2025 and signed on its behalf by:



Margaret Goddard
Chairperson



Helen Callanan
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 2024 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 2024 and of its deficit 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 circumstances 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

In our opinion, based on the work undertaken in the course of the audit, we report that:

- the information given in the Directors' Annual Report is consistent with the financial statements;
- 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.

In our opinion 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.

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
14 May 2025

Statement of Financial Activities

(Incorporating an Income and Expenditure Account)
for the financial year ended 31 December 2024

		Unrestricted Funds	Total	Unrestricted Funds	Total
		2024	2024	2023	2023
Notes		€	€	€	€
Incoming resources					
Charitable activities					
- Grants from governments and fundraising income	4.1	149,352	149,352	155,309	155,309
Bank interest income	4.2	81	81	-	-
Total incoming resources		149,433	149,433	155,309	155,309
Resources expended					
Charitable activities	5.1	150,206	150,206	154,992	154,992
Net (outgoing)/incoming resources before transfers		(773)	(773)	317	317
Gross transfers between funds		-	-	-	-
Net movement in funds for the financial year		(773)	(773)	317	317
Reconciliation of funds					
Total funds at the beginning of the year	10	40,085	40,085	39,768	39,768
Total funds at the end of the year		39,312	39,312	40,085	40,085

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

Approved by the Board of Directors on 14 May 2025 and signed on its behalf by:

Margaret Goddard

Margaret Goddard
Chairperson

Helen Callanan

Helen Callanan
Director

Balance Sheet

As at 31 December 2024

	Notes	2024 €	2023 €
Current Assets			
Cash at bank and in hand		119,935	63,761
Creditors: Amounts falling due within one year	8	(80,623)	(23,676)
Net Current Assets		39,312	40,085
Total Assets less Current Liabilities		39,312	40,085
Funds			
General fund (unrestricted)		39,312	40,085
Total funds	10	39,312	40,085

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 14 May 2025 and signed on its behalf by:

Margaret Goddard

Margaret Goddard
Chair

Helen Callanan

Helen Callanan
Director

Notes to the Financial Statements

for the financial year ended 31 December 2024

1. General Information

PARENTLINE CLG is a company limited by guarantee incorporated in 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 2024 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 prorata 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.

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 €	2024 €	2023 €
Income from charitable activities	149,352	-	149,352	155,309

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.

4.2 OTHER TRADING ACTIVITIES	Unrestricted Funds €	Restricted Funds €	2024 €	2023 €
Bank interest income	81	-	81	-

5. Expenditure

5.1 CHARITABLE ACTIVITIES	Direct Costs €	Other Costs €	Support Costs €	2024 €	2023 €
Audit fee	-	-	4,980	4,980	4,980
Office expenses	-	-	50,919	50,919	64,153
Staff wages	-	-	94,307	94,307	85,859
	-	-	150,206	150,206	154,992

5.2 SUPPORT COSTS	Charitable Activities €	2024 €	2023 €
Audit fees	4,980	4,980	4,980
Office expenses	50,919	50,919	64,153
Staff wages	94,307	94,307	85,859
	150,206	150,206	154,992

6. Analysis Of Support Costs

	2024 €	2023 €
Staff wages	94,307	85,859
Audit fees	4,980	4,980
Office expenses	50,919	64,153
	150,206	154,992

7. Employees And Remuneration

Number of employees

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

	2024 number	2023 number
Management	1	1
Administration	1	1
	2	2

The staff costs comprise:

	2024 €	2023 €
Wages and salaries	84,904	77,415
Social security costs	9,403	8,444
	94,307	85,859

8. Creditors

Amounts falling due within one year

	2024 €	2023 €
Taxation and social security costs	5,782	7,082
Other creditors	812	2,128
Accruals	5,244	6,430
Deferred income	68,785	8,036
	80,623	23,676

9. Reserves

	2024 €	2023 €
At the beginning of the year	40,085	39,768
(Deficit)/Surplus for the financial year	(773)	317
At the end of the year	39,312	40,085

10. Funds

10.1 Reconciliation Of Movement In Funds

	Unrestricted Funds €	Total Funds €
At 1 January 2023	39,768	39,768
Movement during the financial year	317	317
At 31 December 2023	40,085	40,085
Movement during the financial year	(773)	(773)
At 31 December 2024	39,312	39,312

10.2 Analysis of Movements in Funds

	Balance 1 January 2024 €	Income €	Expenditure €	Transfers between funds €	Balance 31 December 2024 €
Unrestricted funds					
Income	40,085	149,433	150,206	-	39,312
Total funds	40,085	149,433	150,206	-	39,312

10.3 Analysis Of Net Assets By Fund

	Current assets €	Current liabilities €	Total €
Unrestricted general funds	119,935	(80,623)	39,312
	119,935	(80,623)	39,312

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 14 May 2025.

Supplementary Information Relating to the Financial Statements

Operating Statement for the financial year ended 31 December 2024

	2024	2023
	€	€
Income		
Donations	813	601
TUSLA grant	122,556	114,378
Fundraising	25,983	40,330
	149,352	155,309
Expenses		
Wages and salaries	84,904	77,415
Social security costs	9,403	8,444
Training	11,272	9,785
Fundraising costs	739	362
Rent payable	2,921	5,997
Carmichael centre service charges	3,212	3,549
Insurance	1,071	1,059
Computer	-	125
Accounting package	1,336	1,450
Printing	1,959	2,013
Printing and postage	3,792	3,394
Office expenses	2,287	1,541
Advertising	3,669	15,152
Salesforce support	1,750	2,675
Board expenses	305	363
Telephone	6,904	6,195
Website maintenance & software subscription costs	1,322	1,070
Travelling and subsistence	-	368
Legal and professional	-	980
Auditor's/independent examiner's remuneration	4,980	4,980
Bank charges	30	-
Helpline room	209	256
Staff and volunteer welfare	8,141	7,820
General expenses	-	(1)
	150,206	154,992
Miscellaneous income		
Bank interest income	81	-
Net (deficit)/surplus	(773)	317

