



Annual Report 2025



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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 and accountability.

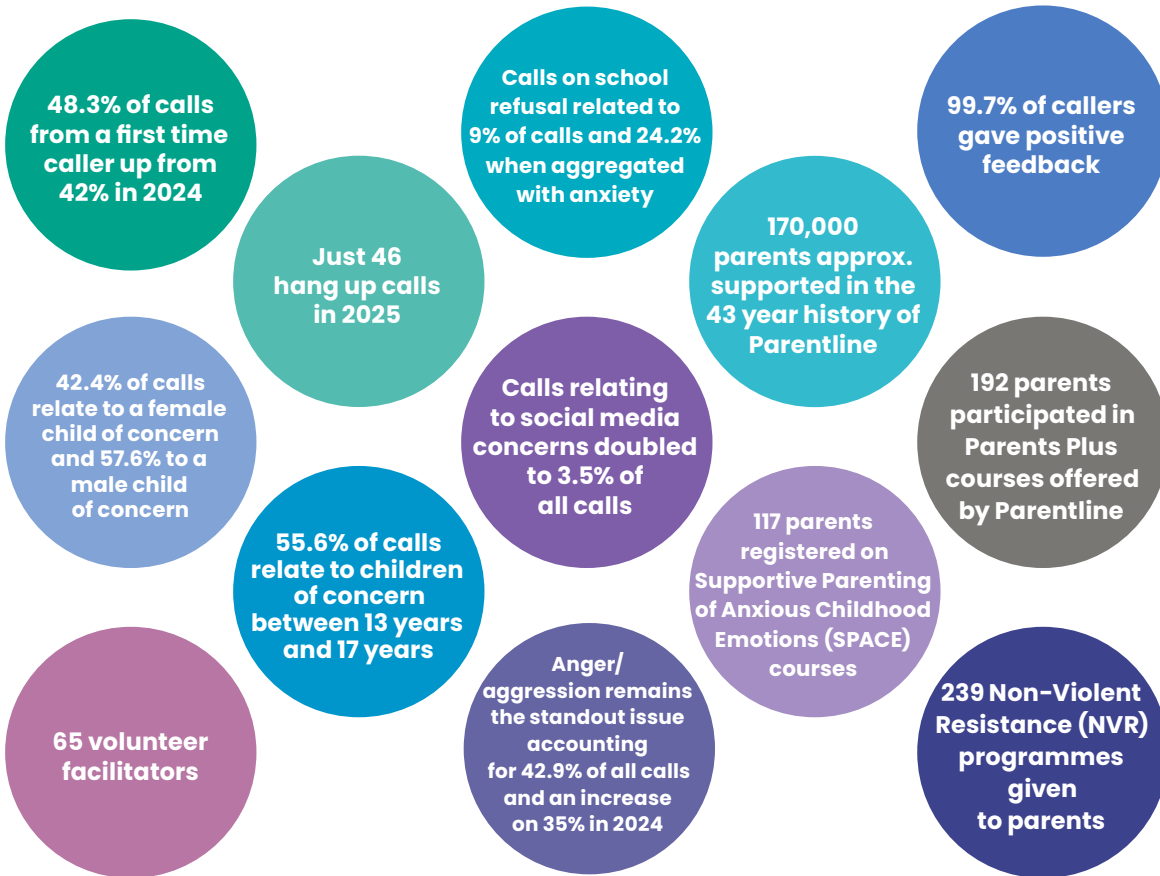
The Year in Figures

2025 was another record year for Parentline with 7,022 helpline calls recorded for the year as compared to 6,461 in 2024 and 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 2025

2025 was another year of significant growth for Parentline with continued increases in call volumes and demand for our services. In particular, referrals to our targeted parenting programmes – the **Parentline NVR (Non-Violent Resistance)** and the **Parentline SPACE (Supportive Parenting for Anxious Childhood Emotions)** programmes – grew strongly. These initiatives address two of the main challenges parents contact our helpline about – child-to-parent violence (CPV) and anxiety. Public awareness of these and other parenting issues was heightened by media attention, including recent TV programmes such as *Adolescence* and *Manosphere*, which have brought the difficulties faced by parents and guardians, especially those of teenagers, into the national conversation.

Strengthening Our Team and Capacity

The increasing demand for our targeted programmes has resulted in higher administrative requirements. In response, Parentline successfully secured funding to expand our administrative capacity for calendar year 2025, increasing our Administrative Assistant hours to forty a week. Funding for this was confirmed again in December 2025 for calendar year 2026.

A central priority this year was also **strengthening our team of 60+ volunteers** through recruitment, training and ongoing professional development. Volunteer training and well-being remain key strategic goals to ensure that Parentline continues to deliver a high quality, empathetic and consistent service to parents across Ireland.

Managing Growth and Financial Pressure

Growth naturally brings financial pressure. Like many charities, Parentline faced rising costs in 2025 – including wages, pension and rent – while striving to keep up with increasing demand. We are deeply grateful to our main funder, Tusla, for its steadfast support, without which our service could not continue.

However it has become clear that **ongoing and diversified fundraising** will be essential to sustain our operations and everyday expenses. Our CEO, Aileen Hickie, dedicated substantial additional time to fundraising this year, successfully securing enough income to achieve a breakeven outcome. This was a significant achievement in a challenging funding environment, though long-term resource stability remains a key challenge.

Governance and Board Development

Strong governance remains at the heart of the board's responsibilities. Early in 2025, the Parentline Constitution underwent a comprehensive review, resulting in several updates approved by members in March. **Notably, the maximum term for elected board members was extended from six to nine years**, enabling us to retain talent for longer and enhance succession planning for key board roles.

Two new directors were elected to the Parentline Board in May 2025, commencing their roles in September. We also saw the conclusion of one co-opted director's term, who

continues to contribute greatly in her role as Secretary. I extend my sincere gratitude to all members of our Board for their dedication, energy and expertise throughout the year.

Looking Ahead

Our **three-year strategic plan**, set to conclude in 2026 remains well on track. Work will soon begin on our updated strategy for **2027-2030**, ensuring Parentline is well positioned to respond to the future needs of the parents and families across Ireland. Demand for our targeted programmes is expected to remain high, particularly around complex issues such as anxiety and family conflict. Meeting this rising need will require continued investment in staff, volunteer training and service delivery – making sustainable funding an ongoing priority.

Acknowledgements

I would like to take this opportunity to extend heartfelt thanks to our CEO **Aileen Hickie**, for her outstanding leadership, innovation and relentless commitment to ensuring our goal that “no parent feels alone or unsupported”. Her efforts to strengthen financial stability and maintain service delivery have been exceptional.

I also wish to acknowledge **Laura Byrne**, our Administrative Assistant, whose transition for the year to a forty hour week was pivotal in ensuring the seamless management of our ever-growing programmes during 2025.

Finally, my deepest thanks go to our **Parentline volunteers and facilitators**, whose compassion, professionalism and dedication continue to make life-changing differences to parents nationwide.

And of course, our sincere gratitude to **Tusla**, our principal funder, for your continued trust and invaluable support. Parentline simply would not be possible without it.

On behalf of the Board

Margaret Goddard
Chairperson

A Message from the CEO

2025 was a record year for Parentline, despite many challenges, with calls going over the 7,000 mark for the first time in the 43-year-old history of the organisation. There were 7,022 calls which represented an increase of 9% on calls in 2024.

Parentline, in line with the Strategic Plan 2023 to 2026, also increased the number of targeted support programmes offered to parents. Parentline now offers group Non-Violent Resistance (NVR) Programmes online to parents, one to one NVR programmes to parents, group Supportive Parenting of Anxious Childhood Emotions (SPACE) programmes online to parents and a number of online Parents Plus programmes including Parenting when Separated, Early Childhood, Adolescent and ADHD programmes.

A total of 524 parents participated in a Parentline parenting programme in 2025 which was an increase from 488 parents in 2024.

The impact of this increased programme delivery was evidenced by the feedback received from parents completing the programmes. 95% of parents who responded to a post SPACE programme survey stated that they felt better equipped and more comfortable and confident to handle their child's anxiety and school avoidance following the programme. 85% of those who responded to the NVR feedback survey said the violence they had been experiencing in their own homes had decreased.

Other highlights included being short-listed for the Good Governance Awards 2025 which is a significant honour, along with being once again awarded Triple Lock certification by the Charities Institute Ireland.

Parentline also ran a six-week advertising campaign from August to October in all 83 Irish cinema venues which meant visibility on 560 screens nationwide. The advert consisted of a 30 second video played before movies with guaranteed admissions of more than 150,000 viewers.

However, while Parentline achieved and exceeded its service targets and outcomes in 2025, the organisation also faced major challenges.

Volunteer retention is a challenge for most charities, as volunteers sometimes struggle to balance other commitments or experience burnout. Parentline works extremely hard to mitigate against these factors and strives to support the well-being of its volunteers. This is done through constant communication, well-being days, support sessions and coffee mornings.

However, despite training a further six volunteers, the organisation also lost the services of four volunteers bringing the numbers of volunteers in 2025 to 65 volunteers, a small increase on the 63 volunteers who worked with Parentline in 2024.

Fundraising was once again a constant issue in 2025 as a shortfall in income impacts strongly on any promotional activity and even more pertinently on training and service offerings, particularly in relation to parenting programmes. Fundraising income is essential to ensure there is no loss in service or shortfall between income and expenditure particularly when Parentline had increased rental and phone costs in 2025.

Parentline is extremely grateful to its funding partner, Tusla, the Child and Family Agency,

however fundraising remains a huge challenge given that only 75% of Parentline costs are funded by Tusla.

Parentline was fortunate to be the recipient of funding from four major fundraising events in 2025, the Cork Business Association Dinner, the Dublin 6 Fashion Show, a community Square Meal dinner in Third Space and the Westbury Ladies Christmas Lunch.

In 2025 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

The strong growth in demand for Parentline's services continued in 2025. There were 7,022 calls which was a record year for Parentline in its 43-year history.

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

Seven Board meetings were held in 2025 to ensure good oversight and governance of the organisation.

The principal 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 January 2025 Board meeting discussed changing the Parentline Constitution in relation to Board Director term limits. Concerns were expressed that a limit of two terms should be extended to a maximum of three terms or 9 years for Board Directors as otherwise Parentline was at risk of losing knowledge and experience from the Board. This would impact Board Succession. Extending the number of terms a Board Director could serve is in line with best practice in the charity sector.
- The newly amended draft Constitution was unanimously approved with four changes to the wording, at the March Board meeting.
- The newly amended Constitution was approved by the Charities Regulator and a special requisition filed with the CRO.
- An EGM was held on the 31st of March 2025 by zoom to vote on the special resolution that the updated Constitution of Parentline be approved and adopted by the members of Parentline. The special resolution was, on a show of hands, carried by a majority of 18 to 1.
- 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.
- Following Board Discussion it was decided to merge the Strategic Planning Sub-committee and the Strategic Partnerships and Opportunities and Sub-committee as there were duplication in their remits.
- 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.
- The Review of Implementation Status of the Strategic Plan 2023 to 2026 was conducted in April 2025, with the primary objectives being to both manage growth and maintain a quality service.
- Parentline was once again 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. It expressed concerns about succession planning and time spent discussing strategic matters versus operational matters.
- Parentline was shortlisted for the Evoke Community Well-being Project of the Year.
- Parentline was shortlisted for the Good Governance Awards 2025 in recognition of its adherence to good governance practice.

- The AGM was held successfully on the 26th of May 2025. The audited accounts were approved. Board director Helen Callanan retired from the Board but agreed to remain as Company Secretary. She was thanked for her services and sterling work on the board. Katharine Mulcahy and James Heneghan agreed to be co-opted as Board Directors for another year. Ajeet Karn and Anthony Kelly were elected to the Board of Parentline for a three-year term. Michéle Ridgway and Rose Fahey were elected for another term to the Board. Carroll & Associates were appointed as auditors to Parentline for another year.
- Margaret Goddard was re-elected Parentline Chair in September as was Treasurer Elizabeth Hodgins.
- Parentline trained six new helpline volunteers. A further three volunteers were trained in delivery of the Non-Violent Resistance programme. Furthermore, two Parentline volunteers completed their training in the Parents Plus training programme.
- Parentline had a stand for three days at the World Skills Fair in the RDS in October.
- Parentline ran a six-week promotional campaign in nationwide cinemas in September/October. The advert ran in 83 cinemas and was seen by over 150,000 viewer and received extremely positive feedback.

Parentline has a suite of 37 policies. The below listed policies were created or updated, reviewed and ratified in 2025 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.

The following policies were reviewed, updated and approved in 2025.

1. Accident Report and Incident Form – reviewed, updated and approved January 2025 – next review **January 2028**
2. Board of Directors Handbook – reviewed, updated and approved February 2025 – next review **February 2026**
3. Board Work Plan 2026– reviewed and approved November 2025 – next review **November 2026**

4. Board Timeline Composition and Skills – reviewed, updated and approved October 2025 – next review **January 2026** or earlier if there is a change in Board composition
5. Child Safeguarding Statement – reviewed, updated and approved January 2025 – next review **January 2027**
6. Complaints and Feedback Policy – reviewed, updated and approved January 2025 – next review **January 2028**
7. Compliance Statement in relation to Lobbying – reviewed, updated and approved January 2025 – next review **January 2028**
8. GDPR Policy – reviewed, updated and approved April 2025 – next review **April 2026**
9. Health, Safety and Welfare Policy – reviewed, updated and approved March 2025 – next review **March 2028**
10. Induction Pack for New Board Members – reviewed, updated and approved February 2025 – next review **February 2026 or when a new director joins the Board.**
11. Parentline Constitution (reviewed, updated and ratified November 2020) further amended March 2025.
12. Reserves Policy – reviewed and approved May 2025 – next review **May 2028**
13. Risk Management Policy – Reviewed and approved May 2025 – next review **May 2027**
14. Risk Register – reviewed, updated and approved in its entirety January 2025 – next review **January 2026** – mentioned at each board meeting as a regular Board Agenda item in case of the necessity of more immediate changes
15. Staff Conflict of Interest Policy – created and approved January 2025 – next review **January 2028**
16. Strategic Plan (2023–26) – Review of Implementation Status April 2025 – next review **April 2026**
17. Statement of Compliance to Governance Code – reviewed, updated and approved – January 2025 – next review **January 2026**
18. Volunteer Recruitment Policy – reviewed, updated and approved March 2025 – next review **March 2028**

Treasurer's Report

I am pleased to present the Treasurer's Report for the financial year ended 31 December 2025.

Financial Overview

The financial year 2025 was another successful period for Parentline. Growing demand for our services was facilitated by a **47.7% increase in income to €220,762** (2024: €149,433). This uplift supported a proportional and planned expansion of expenditure to **€219,732** (2024: €150,206), enabling continued growth in the delivery of Parentline's NVR and SPACE programmes and the delivery of parenting courses in partnership with the Parents Plus charity.

Consequently, Parentline closed the year with a **modest surplus of €1,030** (2024: deficit of €773), consistent with our objective of reinvesting income each year to enhance and develop our services.

At year end, **unrestricted net reserves stood at €40,342** (2024: €39,312), reflecting a stable and sustainable financial position. These reserves include **cash balances of €65,953** and no debt. The year on year decrease in cash reflects the planned utilisation of advance funding received from TUSLA for the delivery of parenting courses with ParentsPlus. Considering both the year's financial performance and the closing reserves, the Directors are satisfied that Parentline remains well positioned to continue its services for parents and families in the year ahead.

TUSLA Funding and Income Overview

TUSLA continues to be Parentline's primary funder, providing 75% of the organisation's annual income. Their partnership remains vital in enabling Parentline to deliver free, confidential and non judgemental guidance and support to parents nationwide.

The significant increase in income for 2025 was driven by the following key factors:

- A 4.4% increase in core TUSLA funding, bringing the annual allocation to €127,983.
- Additional non SLA TUSLA support of €13,109, enabling the provision of 12 extra administrative hours per week.
- €37,312 in dedicated TUSLA funding to support the delivery of parenting courses in partnership with ParentsPlus.

We wish to express our sincere gratitude to TUSLA for their ongoing commitment. Their continued support is essential to Parentline's ability to operate and fulfil its mission.

Despite this support, overall funding remains insufficient to meet the rising costs of running the charity. Each year, Parentline must bridge this gap through fundraising and donations. In 2025, fundraising and donation income increased by 28% (€7,448). Parentline extends heartfelt thanks to the Cork Business Association, Third Space, the D6W Fashion Show Fundraising Committee, and the Westbury Ladies Lunch Fundraising Committee for selecting Parentline as a beneficiary, as well as to all individuals and organisations

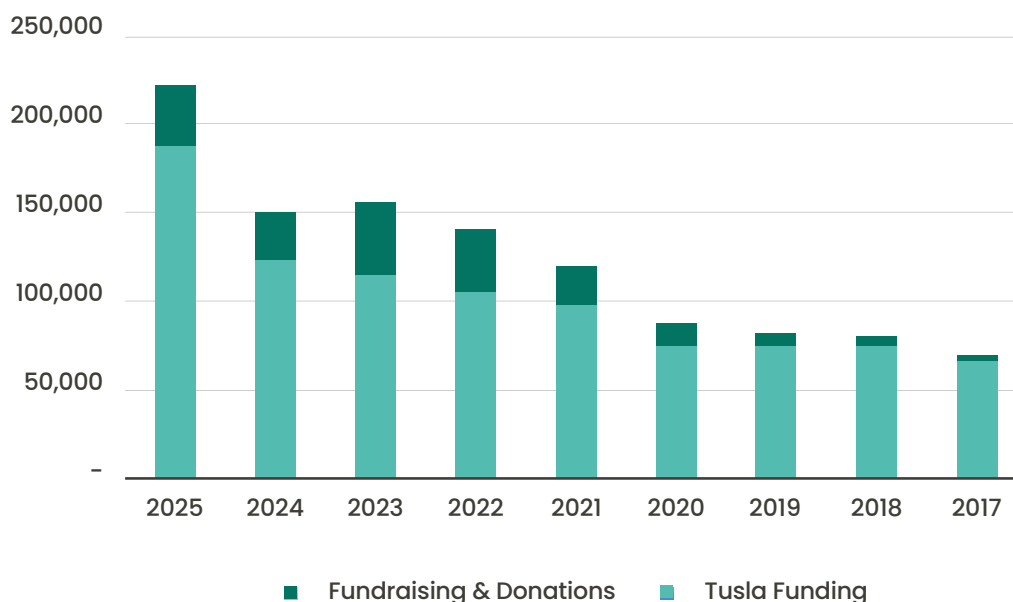


TABLE 1 HIGHLIGHTS THE STRONG GROWTH IN BOTH TUSLA AND FUNDRAISING INCOME OVER THE PAST NINE YEARS.

who contributed through donations or by attending fundraising events.

Expenditure

As a not for profit organisation, Parentline is committed to directing its income towards the delivery, development, and promotion of services that support the parenting community, as well as the training and well-being of its volunteers.

Total expenditure for 2025 amounted to €219,732, with key investment areas outlined below:

- Payroll – €112,411 (51%) (2024: €94,307) The year on year increase in payroll costs, consistent with 2024, reflects the implementation of Workplace Relations Commission (WRC) pay adjustments. In 2025, Parentline implemented 5.25% of the phased 9.25% agreed increase, with the remaining 4% scheduled for April and October 2026. Payroll expenditure also rose due to the addition of 12 weekly administrative hours required to support expanded Parentline activities, for which Tusla provided dedicated funding.

- Volunteer Training – €8,405 (3.8%) (2024: €11,272) Training expenditure supported the onboarding of six new volunteers, training of volunteers in the delivery of Non Violent Resistance (NVR) and Space programmes, and ongoing upskilling of existing volunteers.
- Other Training: Parenting courses in partnership with ParentPlus – €37,312 (17%) Costs associated with delivering parenting courses in partnership with ParentPlus were fully funded by Tusla.
- Staff & Volunteer Well-being – €10,412 (4%) (2024: 8,141) Investment in volunteer well-being remained an important priority, ensuring volunteers are supported in their roles and equipped to deliver high quality services.

A full breakdown of expenditure is provided in the Supplementary Information Relating to the Financial Statements on page 68.

Financial Reserves

The Board is responsible for ensuring that Parentline maintains adequate reserves to safeguard the continuity of its services in the event of an unexpected reduction in income. The Financial Reserves Policy is reviewed on a triennial basis, with the most recent review completed in 2026.

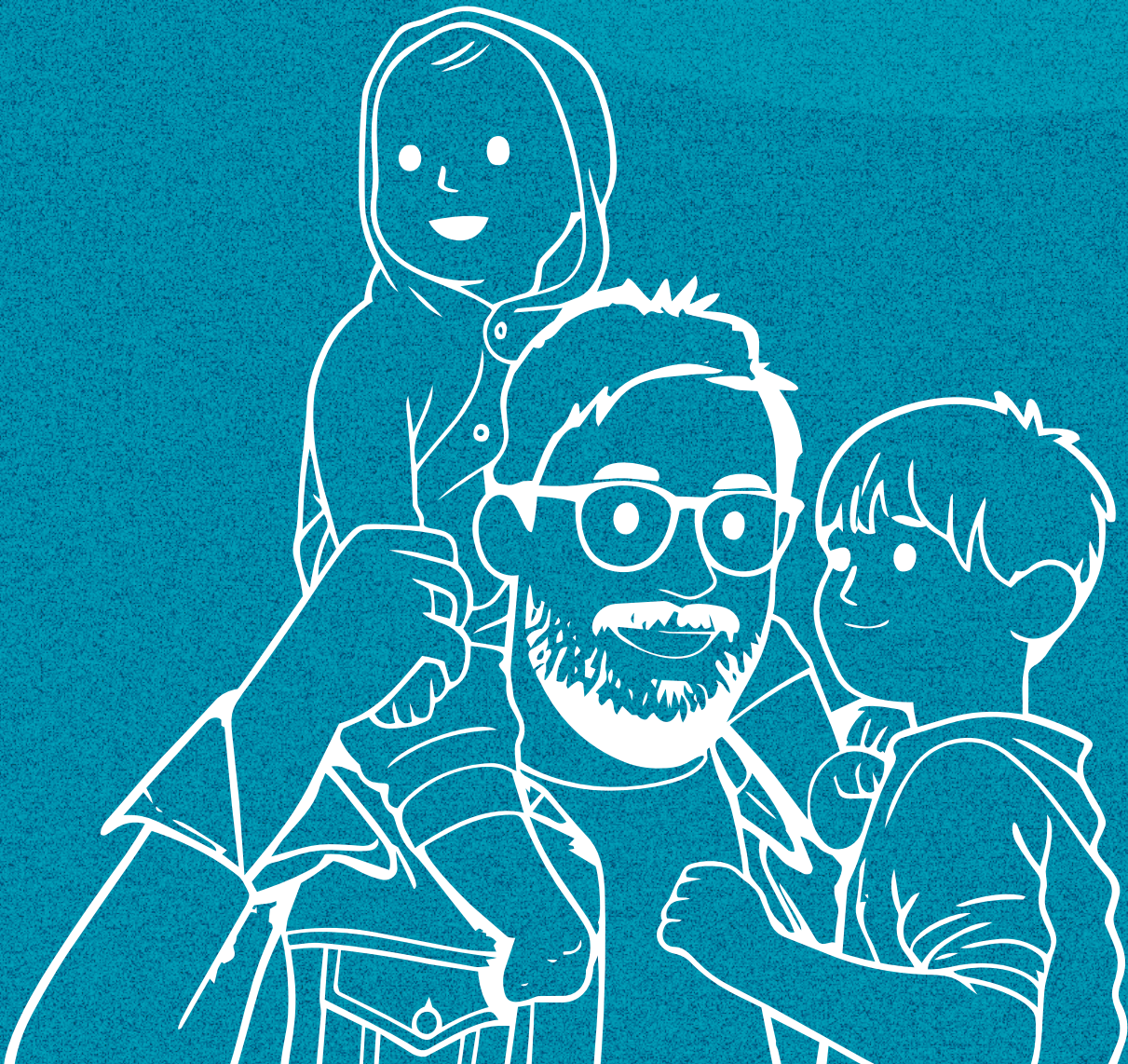
To support long-term financial sustainability, the Board has established a target range for unrestricted reserves of €35,000 to €40,000. The Board confirms that, at year end, Parentline's unrestricted reserves were maintained in line with this policy.

Going Concern

Based on the financial results for the year, the year end reserves position, and confirmation of TUSLA funding for 2026, the Board of Directors is satisfied 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 three 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
Volunteer/Governance/Fundraising
elected 2019, re-elected 2022,
re-elected 2025

Michèle has been volunteering with Parentline for 18 years, she is also a Non-Violent Resistance (NVR) facilitator. She holds a M Phil in Modern Irish History from Trinity College and has a particular interest in women's history. 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, retired as Director 2025

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. Margaret 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/NVR
elected 2020, re-elected 2023

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



James Heneghan
Board Member
co-opted 2024, 2025

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 (2021) Finance/Fundraising
 co-opted 2021 and 2022 elected 2024

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



Katherine Mulcahy
Board Member/Finance
 co-opted 2021, 2022, 2023, 2024 and 2025

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.



Emer Crowley
Board Member/Finance/Renumerations
 co-opted 2021 and 2022 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.



Rose Fahey
Board Member/Volunteer
 elected 2022, re-elected 2025

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.



Dr. Anthony Kelly
Board Member/Volunteer
elected 2025

Dr Anthony Kelly is a researcher in Artificial Intelligence for Mental Health at the University of Limerick. With over 30 years’ experience in senior engineering, research and innovation roles, he brings strategic leadership from both industry and academia. His work focuses on the ethical and human-centred application of technology in support of well-being.

Anthony holds a PhD in Electronic Engineering, MSc degrees in Artificial Intelligence and Psychology, and an Executive MBA. A trained Non-Violent Resistance practitioner and Parentline listening volunteer, he brings both professional expertise and frontline experience to his role on the Board.



Ajeet Karn
Board Member/Volunteer
elected 2025

Ajeet Karn is an economics graduate from Banaras Hindu University, India, and holds a Higher Diploma in Journalism & Mass Communication. He pursued political journalism for 15 years in New Delhi and was the founder-editor of the social media news-sharing platform Newsbuzz for a decade—pioneering the concept long before the onset of modern social media platforms. After moving to Ireland, Ajeet shifted his focus toward Public Policy and Social Policy, completing both a Master’s in Public Policy and a Higher Diploma in Social Policy at University College Dublin (UCD). Ajeet has been associated with Parentline since 2022, originally joining as a volunteer before moving into his current role.

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 2025. Five were by Zoom and the other two were physical meetings. All of the board meetings achieved a quorum. There was an EGM in March and the AGM in May 2025.

Board Meeting Dates 2025

January 15th 2025	Attendance: eight out of nine Directors attended, apologies Shay Heneghan
March 5th 2025	Attendance: eight out of nine Directors attended, apologies Louise Mulholland
April 9th 2025	Attendance: seven out of nine Directors attended, apologies Liz Hodgins and Rose Fahey
May 14th 2025	Attendance: eight out of nine Directors, apologies Michele Ridgway
September 17th 2025	Attendance: eight out of ten Directors, apologies Rose Fahey and Ajeet Karn
October 22nd 2025	Attendance: nine out of ten Directors, apologies Katharine Mulcahy
November 26th 2025	Attendance: nine of ten Directors, apologies Ajeet Karn

General Meetings

March 31st 2025	EGM – Attendance : 19 members , apologies 21 members
May 26th 2025	AGM – Attendance: 23 Members, apologies 18 members

Strategic Planning Sub-Committee Report

2025 Activity

Note - The above committees were amalgamated in September 2025.

Original committees members in 2024 were as follows:

Strategic Planning Sub-Committee -2024

- Emer Crowley (Chair)
- Margaret Goddard
- Katherine Mulcahy

POSC Committee - 2024

- Rose Fahey Chair
- Aileen Hickie
- Michéle Ridgway

Amalgamated Committee Members 2025

- Emer Crowley (Chair)
- Margaret Goddard
- Katherine Mulcahy
- Rose Fahey (Chair)
- Aileen Hickie (By invitation of the board)
- Michéle Ridgway
- Anthony Kelly

Meetings & Correspondence

Sub-Committee work was primarily via Zoom meetings held in February, May, July and September, with additional communication by email and phone as required.

Key Outcomes

- The Terms of Reference of both committees were reviewed, amalgamated, updated and submitted to the board for approval.
- Presentations and webinars took place during the year to businesses and schools to create a support network for employees and parents.
- The Parentline Strategic Plan 2023-2026 was reviewed by the Sub-Committee and the key performance indicators were presented to the May 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 reviewed the Vision Statement for Parentline in April 2025 and maintained the following:

'Our Vision is that no parent feels alone or unsupported'.

Finance Sub-Committee Report

2025 Activity

Members

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

Meetings and Correspondence

The Finance Sub Committee convened in February, May, July, September, and November 2025. Meetings were held primarily via Microsoft Teams. Additional work and follow up actions were managed through email and telephone correspondence as required.

Key Outcomes

- A comprehensive review of the organisation's annual insurance arrangements was completed.
 - The Finance Committee supported the CEO in reviewing employment terms for administrative staff and provided guidance on remuneration and contract related matters.
 - The Committee reviewed the Finance Sub Committee's Terms of Reference and the organisation's Reserves Policy.
 - The Committee assisted in preparing representations to Tusla seeking additional funding to support administrative staff and expanded training needs.
 - The Committee contributed to the implementation of changes arising from updates to pension legislation.
- Throughout the year, the Finance Committee provided ongoing support and advice to the CEO on general financial matters as required.
- The Treasurer prepared the Annual Budget and the Monthly Treasurer's Report, both of which were reviewed by the Finance Committee.
 - The Treasurer collaborated with the external auditor on the preparation of the Annual Report, which was subsequently reviewed by the Finance Committee.

Nominations, Remuneration and Succession Sub-Committee Report

2025 Activity

Members

- Michéle Ridgway (Chair)
- Louise Mulholland
- Helen Callanan (retired May 2025)
- Dr James Heneghan (appointed September 2025)

Meetings and Correspondence

There were meetings in February and November via zoom. There was email correspondence and phone calls during the year discussing board changes.

The committee attended a webinar on Succession organised by Boardmatch Ireland in November.

Key Outcomes:

The Terms of Reference remain the same.

It was decided in conjunction with the Governance Committee to make changes to the **Parentline Constitution** to allow board members the choice of sitting for up to nine years. This was agreed at an EGM.

Two Parentline volunteers agreed to join the board and were deemed elected at the AGM – Ajeet Khan and Dr Anthony Kelly.

The Committee commenced an **in-depth review of present board members** re their skills and timeline so as to be better prepared for succession challenges in 2026/27

Governance and Risk Sub-Committee (GARC) Report

2025 Activity

Members

- Michèle Ridgway (Chair)
- Margaret Goddard
- Rose Fahey

Meetings and Correspondence

5 meetings (January, February, August, October and December) during 2025 via zoom with follow up via emails and phone calls.

All updated/new Board Policies, Board Handbook, Induction pack and Governance Code Document sent to the Board.

Key Outcomes

Terms of Reference for GARC were updated.

It was decided in conjunction with the Succession Committee that the **Parentline Constitution** should be updated to allow a longer term for Board members - this meant holding an EGM.

The **Risk Register** was updated with named personnel or sub-committees allocated responsibility.

A new **Conflict-of-Interest Policy for Staff** was established

Code of Conduct Policies for Board members, Volunteers and Staff reviewed along with the **Finance Policy**.

A full Board assessment was completed.

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

Parentline Policies

1. Accident Report and Incident Form – reviewed, updated and approved January 2025 – next review **January 2028**
2. Artificial Intelligence (AI) Policy – approved February 2026 – next review **February 2028**
3. Board Conflict of Interest Policy – created and approved October 2024 – next review **October 2027**
4. Board of Directors Handbook - reviewed, updated and approved February 2026 – next review **February 2027**
5. Board Work Plan 2026– reviewed and approved November 2025 - next review **November 2026**
6. Board Recruitment and Succession Policy – reviewed, updated and approved November 2024 – next review **November 2027**
7. Board Timeline Composition and Skills – reviewed, updated and approved January 2026 – next review **January 2027** or earlier if there is a change in Board composition
8. Child Safeguarding Statement – reviewed, updated and approved January 2025 – next review **January 2027**
9. Code of Conduct for Board of Directors - reviewed, updated and approved September 2024 - next review **September 2027**
10. Code of Conduct for Employees - reviewed, updated and approved October 2024 - next review **October 2027**
11. Code of Conduct for Volunteers – reviewed, updated and approved September 2024 – next review **September 2027**
12. Conflict of Interests Compliance Statement – reviewed, updated and approved May 2024 – next review **May 2027**
13. Communications Strategy and Policy – reviewed, updated and approved April 2024 – next review **April 2027**
14. Complaints and Feedback Policy – reviewed, updated and approved January 2025 - next review **January 2028**
15. Compliance Statement in relation to Lobbying – reviewed, updated and approved January 2025 - next review **January 2028**
16. Credit Card Policy – drafted and approved May 2024 – next review **May 2027**
17. Donor Charter – reviewed, updated and approved April 2024 – next review **April 2027**
18. Employee Recruitment Policy – reviewed, updated and approved October 2024- next review **October 2027**
19. Finance Policy – reviewed, updated and approved November 2024 - next review **November 2027**
20. Fundraising Statement – reviewed, updated and approved April 2024 – next review **April 2027**
21. Fundraising Policy – reviewed, updated and approved April 2024 – next review **April 2027**
22. Giving of Gifts Policy – reviewed and approved January 2026– next review **January 2029**
23. GDPR Policy – reviewed, updated and approved April 2025 – next review **April 2026**
24. Health, Safety and Welfare Policy – reviewed, updated and approved March 2025 – next review **March 2028**
25. Induction Pack for New Board Members – reviewed, updated and approved February 2026 – next review **February 2027** or when a new director joins the Board.

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

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 2026.

There is now a suite of 37 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 practices

January 28th 2026

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 Safety Statement. The CEO will, in turn, report to the Board of Directors of Parentline.
- All volunteers and staff are trained and made aware of our policies as part of their induction process. References are always checked.

If anyone connected with Parentline becomes aware of a child protection or welfare concern, and has identifying information, they report it initially to the Designated Liaison Person (DLP) or the Deputy DLP. This person will then 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 2025

2025 was another record year for Parentline in terms of the total volume of calls made to the helpline service, with a total of 7,022 calls logged. This compares with a total of 6,461 calls made in 2024. This represents a 9 per cent increase on the previous year.

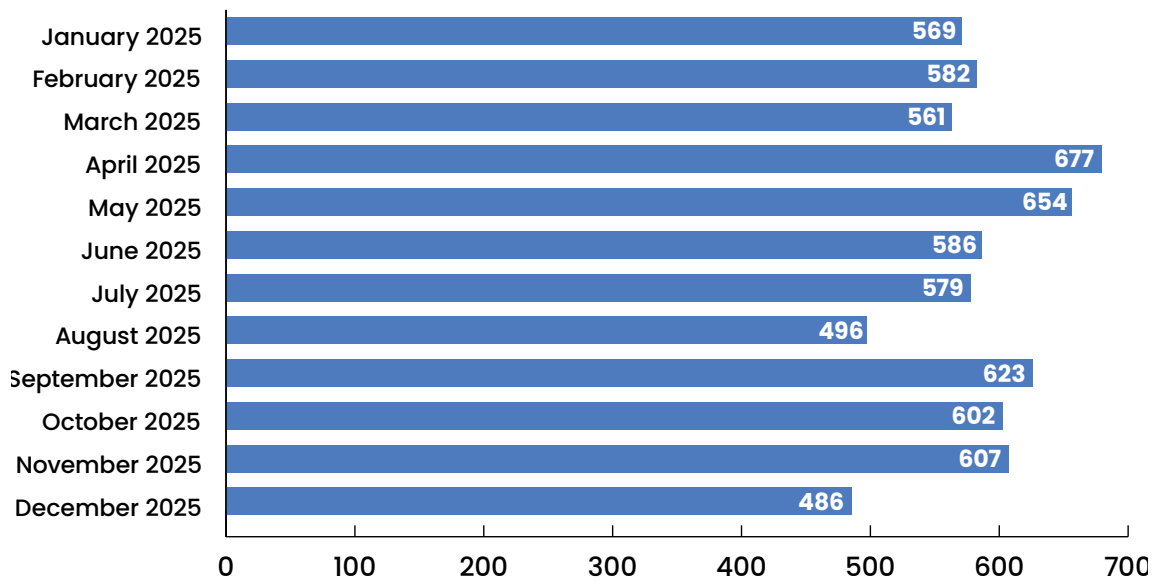
A long-range analysis of call volumes handled at Parentline indicates that call volumes more than doubled during the period from 2019 (2980 calls) to 2021 and since that time, the total number of calls logged have remained in the region of the 6,000 mark.

However, 2025 represents a significant increase with 7,022 calls logged to Salesforce.

Helpline Calls by Month

April was the busiest month in 2025 with 677 calls followed by May (654 calls) and November (623 calls). This compares with the previous year when October was the busiest month with a total of 650 calls logged with September (626 calls) and November (620) being the second and third busiest months respectively.

Callers by month in 2024



Calls to Parentline by Call Status and Call Type

The type of calls handled by the Parentline volunteers in 2025 was characterised by a predominance of first-time callers, accounting for 3,392 calls (48.3% of all calls) made which represents a significant increase on 2024 when 42% of all calls were from first time callers to the helplines.

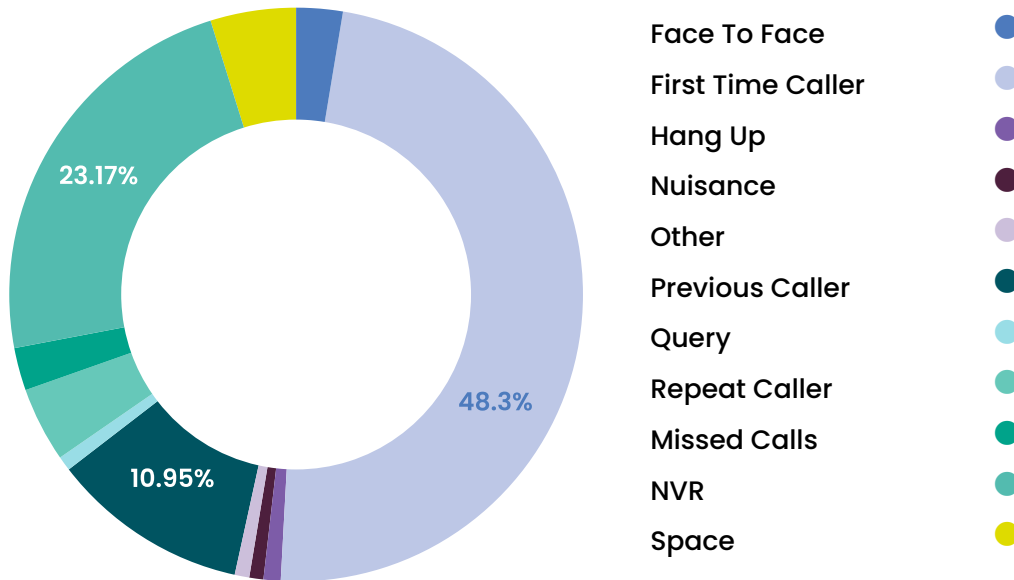
Of significant note is a major decline in the number of hang-ups between 2022 and 2025, decreasing from 93 in 2023 to 67 in 2024 and only 46 in 2025. There had been 344 hang ups in 2022. This annual decline in hang ups is a

clear reflection in the continuing success of effective call management strategy first implemented by Parentline in 2021.

Previous callers to the service accounted for 769 calls 2025 or 11 % of calls which is a small increase on the corresponding figure of 638 for 2024.

Also of significance was the decline in the number of missed calls accounting for 117 calls in 2025 in comparison to 235 the previous year. This 50% decline in missed calls is another very positive indication of how well calls are being managed and received.

CALLS TO PARENTLINE BY CALL STATUS AND CALL TYPE



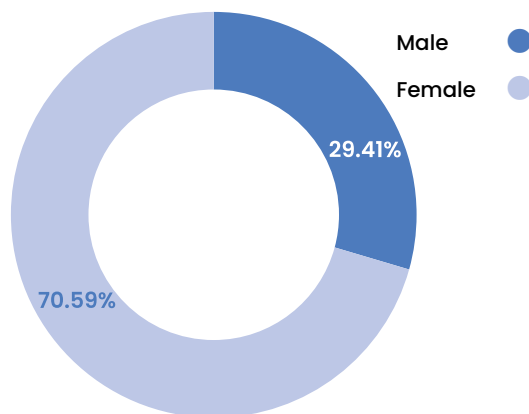
Profile of Callers to Parentline in 2025

The profile of callers to the helpline service during 2025 was characterised by a predominance of females over males (70.6% and 29.4% respectively) which reflects a long-standing pattern of a predominance of women callers over men. The figures represent a slight decrease in the numbers of dads calling Parentline from 32.75 of all calls in 2024.

The age profile of callers to Parentline in recent years has been typified by a predominance of callers in the 40 year 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 child-bearing among the Irish population in recent decades. Callers during 2025 typified this trend, with the predominant age category of callers being those in the 40- to 49-year-old cohort. These account for 46.35% per cent of the total.

Also of significance was the large increase in callers in their 30s which increased from 19.6% of the calls in 2024 to 31.92% which is a more than 50% increase in callers in the younger age group. Callers in their fifties constituted 16.98% of all calls.

CALLS BY GENDER (PARENT)



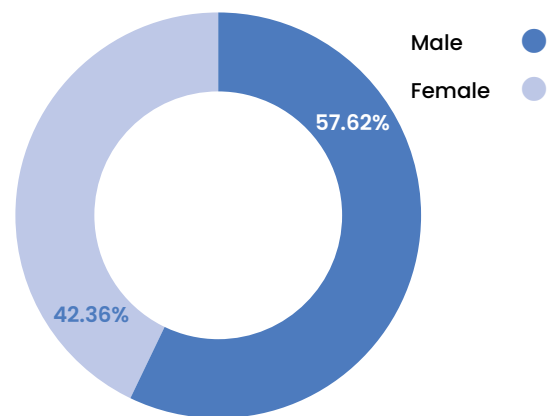
Profile of Children of Concern to Callers

Children of concern to callers were characterised in 2025 by a predominance of males (57.6% per cent) with females accounting for the remaining 42.4% per cent. This compares with males comprising 59 per cent of the share in 2024 with females accounting for 41 per cent. Therefore, between 2024 and 2025 there was a small decrease in the share of male children of concern to callers with a corresponding increase in females between the two years.

The age profile of the children of concern to those availing of the helpline service in 2025 was characterised by a predominance of teenagers aged between 13 and 17 years which reflects the pattern evident in recent years. There was an increase in the proportion of teenagers between 2024 and 2025, from 51 per cent to 55.6% of the total respectively.

There was also a marked decrease in the proportion of young adult children of concern to callers, from 14 per cent in 2024 to 7% in 2025. Conversely there was a large increase in the percentage share of pre-teen children (10 years to 12 years) from 16 per cent in 2024 to 24.3% in 2025

HELPLINE CALLS BY GENDER (CHILD)



Principal Reason for Calls to Parentline

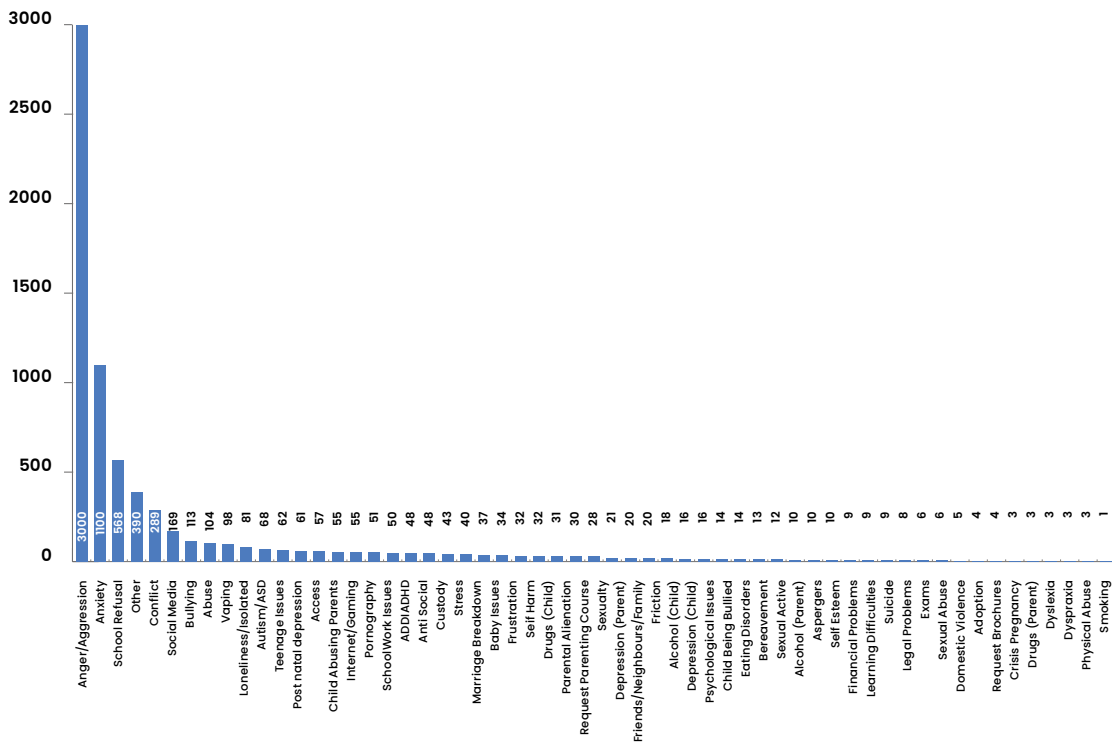
The issue of anger/aggression was by far the stand out principal reason stated by callers for their calls made to the helpline service in 2025 accounting for over two in five (42.9%) of all calls logged where a principal reason was stated. There were 3,008 calls on this issue. This is an increase from the 35% of callers stating anger and aggression as the main issue why they called Parentline in 2025.

There was also an increase in calls from parents stating anxiety as the issue why they were ringing Parentline in 2025. Calls on this issue went from 13% in 2024 to 15.23% in 2025 (1069 calls).

The other biggest reason for parents contacting the helpline was school refusal at 9% of all calls in 2025 which was a slight increase on calls on that issue in 2024 when it was 8% of all calls.

Of note also was the increase in calls on social media which in 2025. In 2024 calls on social media and internet use represented 1.8% of all calls but this figure almost doubled in 2025 to 3.5% of all calls. This was more than ten times the number of calls on social media in 2023. Calls on Postnatal Depression in 2025 remained at just over 1%.

REASON FOR CALL 2025



Region of Origin of Calls to Parentline

The geographical pattern of calls to Parentline in 2025 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 58.7% per cent of the regional share of calls in 2025. The other counties accounting for the largest volume of calls to the service in 2025 were Cork (13.41%), 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 2025 was negligible, with only 0.3 per cent of the opinion that the call did not help them.

Non-Violent Resistance Programmes

In 2025 there were 239 Non-Violent Resistance (NVR) programmes given to parents all over Ireland. This was approximately the same as the numbers of programmes given to parents in 2024. 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. 117 parents participated in Parentline SPACE programmes in 2025. This was an increase from 81 parents 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 APRIL 2026
Calls	<p>Grow Annual Helpline Calls +2% per annum from baseline of 5857 in 2022.*</p> <p>Encourage First Time Callers +5% per annum</p>	<p>7022 calls logged in 2025, +9% on 2024 which was +5% on 2023 and that in turn was +4.95% on 2022. Another Record Year!</p> <p>Significant increase in first time callers – represented 48% of all calls in 2025, up from 33% of all calls in 2023</p>
Website	<p>Grow monthly users from baseline of 1900 Dec 2022 + 3% per annum</p>	<p>New Users 2025 +25k New users 2023 +13k. Active Users 2025 = 26K</p>
Diversity	<p>Grow male callers to 25% of total (from 17% 2022)</p> <p>Grow millennial parents to 25% of total (only 13.5% of callers under 40 years 2022).</p>	<p>Male callers 2025 = 29.4% of total</p> <p>32% of callers were under 40 years in 2025, up from 27.8% in 2023.</p>
Digital	<p>Instagram – target 3000 followers by 2026</p>	<p>2230 followers April 2026</p>

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

Strengthening our People

	KPI 2023	REVIEW APRIL 2026
Volunteers & Staff	Maintain a minimum of 50 Helpline Volunteers (assuming annual attrition of 10%)	Total 65 volunteers Incl. 37 NVR trained & 6 SPACE trained
	Rota – Achieve a minimum of one Helpline only volunteer on each rota	Achieved
	Annual Recruitment into training to cover attrition +15% (6-7 new volunteers)	Achieved– 6 new recruits 2025 on top of 6 new in 2024, 14 new recruits 2023
	NVR Facilitators – Ensure a minimum of 25 to facilitate 200 programmes per annum	Achieved (37 facilitators and 239 programmes completed in 2025)
	Ongoing Training – maintain 8 sessions per annum	Achieved
	Survey of Volunteers and staff to measure well-being	Survey sent out March '24, Results very positive, no areas requiring remedial action. Repeat survey tbc 2026.
Quality and Evaluation of Service	NVR Programme Evaluation – Achieve 100% “likely to recommend”	99% in 2025 and 2024, 98% in 2023 (one participant who replied said neither likely or unlikely)
	Service User Feedback – Achieve 95% “would recommend” or higher	2025: 92% would recommend 2024: 90% would recommend 2023: 88% would recommend

Funding

	KPI 2023	REVIEW APRIL 2026
Tusla / HSE	Core Funding - estimate €101,000 pa (subject to change)	127,983 core SLA received 2025* 122,556 received 2024 115,309 received 2023 *plus one off funding of €37,312 for Parents Plus courses and €13,109 for additional admin hours
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 in ‘25 Excess of €25k in ‘24 Excess of €25k in ‘23
Reserves Target	Maintain unrestricted reserves equivalent to the greater of the budgeted annual fundraising target or 6 months operating costs.	The Board has determined that the appropriate level of unrestricted reserves is €35,000- €40,000.
Donations Target	Offer opportunities to donate	Clients invited to donate after completing NVR, low impact to date.

Overview

- As per KPI review above 2025 was a another record year for Parentline in terms of calls and program delivery.
- Calls from our **target market of Dads and Millennials (parents under 40) increased substantially** with our targets for 2026 already achieved.
- There was a **record increase in first time callers during 2025** 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. The short cinema advertising campaign in Autumn 2025 supported this.
- Website traffic increased by 12,000 users from 13,000 in 2023 to 25,000 during 2025.
- 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 **once off Tusla support increase of over €50k for 2025**.
- Parentline hopes to continue to fund a **full time administrator** to support its service growth.
- 2025 was a very successful year for fundraising with the budgeted fundraising target exceeded. There were four major fundraising events during the year – the Cork Business Association Dinner, the Dublin 6 Fashion Show, a community square meal dinner in Third Space and the Westbury Ladies Christmas Lunch.
- **The SPACE programme** had its first full year of operation in 2025 and approx. 117 parents participated in the programme, up from 81 in 2024.

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)
- Raising funds is an ongoing challenge as Parentline grows and requires additional finances.

Strategic Objectives

1. REACHING PARENTS

- Service expanding – SPACE, growth in NVR programme delivery, webinars etc.
- Brand awareness growing – cinema ads and media coverage thanks to AH'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.
- Ambassador opportunities being developed – Dr Lee Devaney on website
- Leveraging social media – plans to focus on/invest in this area during 2026.

2. STRENGTHENING OUR PEOPLE

- Annual volunteer intake of 6+
- 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. Follow up survey to take place in 2026.
- Board is very supportive of CEO and the Board Sub Committees provide additional targeted support to the CEO.
- Staffing hours increased in 2025 to 40 admin hours. Salary has increased in line with Tusla WRC recommendations.
- The CEO now receives a 5% contributory pension.

- Two new board members joined in 2025 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.
- Experienced a **50% drop in missed calls** (from 235 in 2024 to **117** in 2025) and a continuing decline in hang ups (from 344 in 2022 down to just **46** in 2025).
- Introduced a new volunteer support: PALS AI assistant to make Parentline approved suggestions for signposting to volunteers, presented as information during a call.

4. RAISING FUNDS

- Tusla one off funding received in late 2024 for additional admin hours and to fund 8 Parents Plus programmes in 2025. One off funding for admin hours received again in December 2025 for financial year 2026.
- 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. The board is focussing on supporting AH directly with this in 2026.
- Fundraising plans for 2026 include Spring Cinema Event, Fashion Show in Autumn '26 and the Christmas Charity Lunch in December 2026.

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

- **2025:** Updated Strategic Plan required for 2027-2030
- **2024 :** CEO support from the board, social media
- **2023 :** Staff and Office Requirements, Fundraising/ Donations, Social Media

Outline Plan of 2027 – 2030 Strategy Development

TASKS	OUTCOME	DESCRIPTION	WHO	WHEN (BY)
T1: Prepare Strategic review	A document or presentation to highlight where we are strategically	Input for Board Strategy Workshop	S-Sub	Before T3
T2: Gather External Input	Report on input from stakeholders (for Board Strategy Workshop)	-Volunteer Survey	Input for Board Strategy Workshop	Input for Board Strategy Workshop
T3: Board Strategy Workshop	Develop Initial Strategic Themes	Input for Board Strategy Workshop	Input for Board Strategy Workshop	Input for Board Strategy Workshop
T4: Develop Strategic Themes	Initial strategic Priorities	Synthesise workshop output into Strategic Themes and Priorities	S-Sub	Oct 2026
T5: Agree Strategic Priorities	Board agreement of Priority areas	- Agree Priorities	Board	Oct 2026
T6: Develop Strategic plan	Priority Items and KPIs	Strategic plan and implementation plan	S-Sub	Oct 2026
T7: Consultation	Volunteer Review of Draft Strategy		S-Sub	Feb 2027
T8: Approve Plan	Plan Approved by Board		Board	March 2027
T9: External Communications / Launch	Launch the plan publicly	- PR launch and comms	CEO?	March 2027

Impact of the work of Parentline in 2025

Parentline provides critical, confidential support to parents across Ireland, handling over 7,000 calls in 2025 to address diverse challenges, from toddler tantrums to teenage issues. It offers a non-judgemental listening ear, practical guidance, and specialized, evidence-based programs for issues like child-to-parent violence, anxiety, and school refusal.

Key Impacts of Parentline:

- **Addressing Child-to-Parent Violence:** 239 parents experiencing abusive or violent behaviour completed the Non-Violent Resistance programme in 2025 and gained practical skills to reduce aggression and violence in the home.
- **Specialized Anxiety Support:** Parentline runs the SPACE programme (Supportive Parenting for Anxious Childhood Emotions) to help parents manage children's anxiety and OCD. 119 parents completed this programme in 2025.

- **High Demand & Growing Reach:** 2025 was a record year with 7,022 calls, marking a 9% increase over 2024, highlighting its crucial role in helping parents dealing with high anxiety, school refusal, and social media concerns.
- **Extensive Support Network:** Over 43 years, it has supported over 160,000 callers.
- **Male Inclusivity:** A significant 29.9% of callers in 2025 were male.

Parentline plays a crucial role in improving the well-being of families throughout Ireland by providing a safe space to talk, guiding parents to solutions, and offering evidence-based, practical support for modern parenting challenges

2025 Volunteer Training

In 2025 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.

- 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

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)

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 2025

January 13th	Non-violent Resistance (NVR) reflective practice session - James Heneghan
January 20th	Talk to Parentline volunteers by Rainbows Ireland – Anne Staunton
January 27th	Supervised Parentline Peer Support session – Margaret Lamont
February 10th	Supervised NVR session – Margaret Gilbert
February 17th	Non-violent Resistance (NVR) reflective practice session - James Heneghan
February 24th	Postnatal Depression (PND) talk- Dr Richard Duffy
March 10th	Parentline Peer Support session - Valerie McLoughlin
March 22nd	Wellness Workshop for Parentline volunteers – Suicide or Survive (SOS)
March 25th	Supervised NVR session – Margaret Gilbert
April 7th	Zest for Life talk – Stuart Wilson
April 14th	Non-violent Resistance (NVR) reflective practice session - James Heneghan
April 28th	Supervised Parentline Peer Support session – Margaret Lamont
May 6th	Supervised NVR session – Margaret Gilbert
May 12th	Webwise talk - Jane McGarrigle
May 15th	Webinar with One Family on “Supporting Parents In Making The Best Choices In Relation To Their Children Post Separation”
May 20th	GDPR webinar - Data Protection Commissioner
May 27th	Supervised NVR session – Margaret Gilbert

June 10th	Designated Liaison Person training - Carmichael
July 3rd	NVR refresher session – Rosemary Fox
July 14th	Non-violent Resistance (NVR) reflective practice session - James Heneghan
July 15th	HSE workshop on Understanding Self Harm
August 21st	Board Induction Training – Carmichael
August 22nd	Workplace Wellness Webinar - HEA
September 10th	GDPR webinar - Enclude
September 18th	Board Roles and Responsibilities training – Carmichael
September 20th	Annual Training Day in the Margaret Aylward Centre - Tara Kelly om NVR and SPACE programmes
September 20th	Afternoon session – My Well-being with Rachel Gaffney
September 29th	NVR Supervision session – Margaret Gilbert
October 6th	Non-violent Resistance (NVR) reflective practice session - James Heneghan
October 20th	Workshop for National Parents week in partnership with Rainbows (Geraldine Kelly) - “Informing parents how to support children dealing with bereavement”
October 20th	Talk from Dr Tony Humphries talk to volunteers
October 13th	NVR Supervision session - Margaret Gilbert
October 23rd	Board Member Induction training - Carmichael
October 23rd	Child Protection and Safeguarding - Tusla
October 28th	NVR Supervision session – Margaret Gilbert
November 3rd	Parentline Peer Support session - Valerie McLoughlin
November 10th	Child Protection Guidelines – Aileen Hickie
November 10th	ADHD Ireland talk – Ken Kilbride
November 24th	NVR Supervision session – Margaret Gilbert

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

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

Having been a single mum throughout and navigating the stresses this role entailed, it has been so invaluable having the understanding, insights and supports of someone at the end of the phonenumber who not only understood my situation but helped me to move through it. Even now as I navigate the next phase of my children's lives into adulthood, I still find the same supports available to me and the same level of understanding. I want to commend you for all of your work and thank you for helping me on my journey of parenting."

"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 Challenges



Challenges Facing Parentline in the Future

Parentline faces several significant challenges in 2026 and future years, primarily driven by a large increase in call volumes and the evolving, complex nature of parental concerns in Ireland

Operational & Resource Challenges

- **Surging Demand:** Call volumes reached record highs in 2025 (7,022 calls), representing a nearly 135% increase from pre-pandemic levels in 2019.
- **Waiting Lists for Critical Programmes:** Despite having a record number of volunteers, Parentline maintains a waiting list for its Non-Violent Resistance (NVR) programme due to overwhelming demand.
- **Volunteer Recruitment & Training:** The organisation must recruit at least six new volunteers annually to counter attrition and maintain a minimum of 50 helpline volunteers to meet rising demand.
- **Digital Transformation:** A priority for 2026 and going forward is expanding the Parentline digital presence and reaching “millennial parents” through social media and other means, which requires additional internal staff time and expertise.

Financial Challenges

- **Funding Gaps:** Parentline relies on Tusla for funding its core services, but this funding do not fully cover annual running costs.
- **Fundraising Targets:** The charity must raise at least €30,000 annually through independent fundraising to cover shortfalls and fund additional training or promotional activities.

Evolving Parental Concerns

- **Child-to-Parent Violence:** This is now the “standout” issue, with over **40% of calls in 2025** involving anger and aggression—often leaving parents fearful in their own homes.
- **Digital Risks:** Concerns regarding social media and internet safety doubled in 2025, with specific new worries appearing around **vaping** and easy access to **pornography** for children as young as nine.
- **Rising Mental Health Issues:** Calls specifically regarding **childhood anxiety** rose from 9% in 2024 to over 15% by 2025.

Section Five

Finances



Annual Report and Audited Financial Statements for the financial year ended 31 December 2025

Reference and Administrative Information

Directors	Elizabeth Hodgins Emer Crowley Helen Callanan (Resigned 26 May 2025) James Heneghan Katharine Mulcahy Louise Mulholland Margaret Goddard Michéle Ridgway Rose Fahey Anthony Kelly (Appointed 26 May 2025) Ajeet Karn (Appointed 26 May 2025)	
Chairperson	Margaret Goddard	
Company Secretary	Helen Callanan	
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 2025

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 2025.

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 2025. 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, offering support, guidance and information on parenting.

Financial Results

At the end of the financial year the charity had gross assets of €65,969 (2024 - €119,935) and gross liabilities of €25,627 (2024 - €80,623). The net assets of the charity have increased by €1,030.

Principal Risks and Uncertainties

The company's principal risk is its reliance on grant funding from the government agency Tusla, together with ongoing fundraising activities, to support its operations.

Directors and Secretary

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

Elizabeth Hodgins
 Emer Crowley
 Helen Callanan (Resigned 26 May 2025)
 James Heneghan
 Katharine Mulcahy
 Louise Mulholland
 Margaret Goddard
 Michéle Ridgway
 Rose Fahey
 Anthony Kelly (Appointed 26 May 2025)
 Ajeet Karn (Appointed 26 May 2025)

The secretary who served throughout the financial year was Helen Callanan.

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)

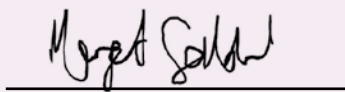
The Auditors

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 27th May 2026 and signed on its behalf by:



Margaret Goddard
 Chairperson



Elizabeth Hodgins
 Director

Directors' Responsibilities Statement

for the financial year ended 31 December 2025

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.

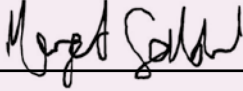
The directors are responsible for ensuring that the charity keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the charity, enable at any time the assets, liabilities, financial position and net income or expenditure of the charity to be determined 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 27th May 2026 and signed on its behalf by:



Margaret Goddard
Chairperson



Elizabeth Hodgins
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 2025 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 2025 and of its surplus for the financial year then ended;
- have been properly prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

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

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

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.

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 con-

cern 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
27th May 2026

Statement of Financial Activities

(Incorporating an Income and Expenditure Account)
for the financial year ended 31 December 2025

		Unrestricted Funds	Total	Unrestricted Funds	Total
		2025	2025	2024	2024
Notes		€	€	€	€
Incoming resources					
Charitable activities					
- Grants from governments and fundraising income	4.1	220,683	220,683	149,352	149,352
Bank interest income	4.2	79	79	81	81
Total incoming resources		220,762	220,762	149,433	149,433
Resources expended					
Charitable activities	5.1	219,732	219,732	150,206	150,206
Net incoming/(outgoing) resources before transfers		1,030	1,030	(773)	(773)
Gross transfers between funds		-	-	-	-
Net movement in funds for the financial year		1,030	1,030	(773)	(773)
Reconciliation of funds					
Total funds at the beginning of the year	11	39,312	39,312	40,085	40,085
Total funds at the end of the year		40,342	40,342	39,312	39,312

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 27 May 2026 and signed on its behalf by:



Margaret Goddard
Chairperson



Elizabeth Hodgins
Director

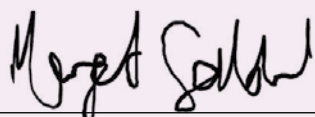
Balance Sheet

As at 31 December 2025

	Notes	2025 €	2024 €
Current Assets			
Debtors	8	16	-
Cash at bank and in hand		65,953	119,935
Creditors: Amounts falling due within one year	9	(25,627)	(80,623)
Net Current Assets		40,342	39,312
Total Assets less Current Liabilities		40,342	39,312
Funds			
General fund (unrestricted)		40,342	39,312
Total funds	11	40,342	39,312

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 27th May 2026 and signed on its behalf by:



Margaret Goddard
Chair



Elizabeth Hodgins
Director

Notes to the Financial Statements

for the financial year ended 31 December 2025

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 for 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 2025 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 includes income earned from the supply of services under contractual arrangements and from performance related grants which have conditions that specify the provision of services to be provided by the charity. Income from government and other co-funders is recognised when the charity is legally entitled to the income because it is fulfilling the conditions contained in the related funding agreements. Where a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, it is accrued in debtors.

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

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

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

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

RESOURCES EXPENDED

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

DEBTORS

Debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Income recognised by the charity from government agencies and other co-funders, but not yet received at financial year end, is included in debtors.

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 €	2025 €	2024 €
Income from charitable activities	220,683	-	220,683	149,352

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 BANK INTEREST INCOME	Unrestricted Funds €	Restricted Funds €	2025 €	2024 €
Bank interest income	79	-	79	81

5. Expenditure

5.1 CHARITABLE ACTIVITIES	Direct Costs €	Other Costs €	Support Costs €	2025 €	2024 €
Audit fee	-	-	5,217	5,217	4,980
Office expenses	-	-	102,104	102,104	50,919
Personnel Costs	-	-	112,411	112,411	94,307
	-	-	219,732	219,732	150,206

	Charitable Activities	2025	2024
	€	€	€
5.2 SUPPORT COSTS			
Personnel Costs	112,411	112,411	94,307
Audit Fees	5,217	5,217	4,980
Office Expenses	102,104	102,104	50,919
	219,732	219,732	150,206

6. Analysis Of Support Costs

	2025	2024
	€	€
Personnel Costs	112,411	94,307
Audit Fees	5,217	4,980
Office Expenses	102,104	50,919
	219,732	150,206

7. Employees And Remuneration

Number of employees

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

	2025	2024
	number	number
Management	1	1
Administration	1	1
	2	2

The personnel costs comprise:

	2025	2024
	€	€
Wages and salaries	100,668	84,904
Social security costs	11,250	9,403
Pension costs	493	-
	112,411	94,307

8. Debtors

	2025	2023
	€	€
Accrued Income	16	-

9. Creditors

	2025	2024
	€	€
Amounts falling due within one year		
Taxation and social security costs	7,183	5,782
Other creditors	743	812
Accruals	4,592	5,244
Deferred income	13,109	68,785
	25,627	80,623

10. Reserves

	2025	2024
	€	€
At the beginning of the year	39,312	40,085
Surplus/(Deficit) for the financial year	1,030	(773)
At the end of the year	40,342	39,312

11. Funds

11.1 Reconciliation Of Movement In Funds

	Unrestricted Funds	Total Funds
	€	€
At 1 January 2024	40,085	40,085
Movement during the financial year	(773)	(773)
At 31 December 2024	39,312	39,312
Movement during the financial year	1,030	1,030
At 31 December 2025	40,342	40,342

11.2 Analysis of Movements in Funds

	Balance 1 January 2025	Income	Expenditure	Transfers between funds	Balance 31 December 2025
	€	€	€	€	€
Unrestricted funds					
Income	39,312	220,762	219,732	-	40,342
Total funds	39,312	220,762	219,732	-	40,342

11.3 Analysis Of Net Assets By Fund

	Current assets €	Current liabilities €	Total €
Unrestricted general funds	65,969	(25,627)	40,342
	65,969	(25,627)	40,342

12. 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).

13. Post-Balance Sheet Events

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

14. Approval Of Financial Statements

The financial statements were approved and authorised for issue by the Board of Directors on 27th May 2026.

Supplementary Information Relating to the Financial Statements

Operating Statement for the financial year ended 31 December 2025

	2025	2024
	€	€
Income		
Donations	12,105	813
TUSLA grant	186,439	122,556
Fundraising	22,139	25,983
	220,683	149,352
Expenses		
Wages and salaries	100,668	84,904
Social security costs	11,250	9,403
Staff defined contribution pension costs	493	-
Training	45,717	11,272
Fundraising costs	3,902	739
Rent payable	12,151	2,921
Carmichael Centre Service charges	1,713	3,212
Insurance	1,071	1,071
Accounting Package	1,463	1,336
Printing	823	1,959
Printing and Postage	2,780	3,792
Office expenses	1,926	2,287
Advertising	9,419	3,669
Salesforce Support	1,750	1,750
Board Expenses	125	305
Telephone	5,238	6,904
Website Maintenance & Software subscription costs	2,822	1,322
Auditor's/Independent Examiner's remuneration	5,217	4,980
Bank charges	130	30
Helpline room	662	209
Staff and volunteer welfare	10,412	8,141
	219,732	150,206
Miscellaneous income		
Bank interest income	79	81
Net (deficit)/surplus	1,030	(773)



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