



# ANNUAL REPORT & Financial Statements

January - December 2019

Charity number: 20013189



Support | Education | Information



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Alan Duffy, Chairman  
& Dominic Layden, CEO

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**Support | Education | Information**

More than **450,000** or **1 in 10** people in Ireland experience depression at any one time



**45,000** or **1 in 100** people in Ireland have a diagnosis of bipolar disorder



# Foreword

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## 2019 IN REVIEW



**Alan Duffy**  
Chairman

2019 was another year of growth and development for Aware as we continued to serve individuals, families and communities throughout Ireland.

Adhering to the highest standards of corporate and clinical governance remains of paramount importance to the organisation, as evidenced in the Directors' Report (included at the end of this Annual Review). This outlines our efforts to continuously strengthen our board, committees and processes, along with ensuring we abide by all regulatory requirements.

Demand remains high for our free support, education and information services and we continuously strive to meet this demand, adapting and evolving our services to meet current and future needs. In 2019, we added a third line to our Support Line service, enabling us to answer an additional 6,000 calls. We also maintained our focus on prevention, supporting over 5,000 adults and 15,000 young people via our positive mental health programmes delivered online and in communities and schools nationwide.



**Dominic Layden**  
Chief Executive  
Officer

Our volunteers have been at the core of Aware, since it was established in 1985. It wouldn't be possible to deliver our wide range of services without the passion and dedication of these volunteers, many of whom have graciously given their time to Aware for decades. On behalf of Aware and on behalf of all of the people that you support each and every day, thank you.

Fundraising continues to represent an on-going challenge, particularly as our income from the State was just over 25% of our total income in 2019, but we are encouraged to have many engaged and supportive corporate partners. We are also very grateful to all of the businesses and individuals throughout Ireland who attend our fundraising events or host innovative fundraisers on behalf of Aware. Thanks to the generosity of these corporate, community and individual supporters, Aware generated €1.89m in 2019 enabling us to deliver and expand our services throughout the year.

We continue to prioritise raising our profile, to inform and educate, and to ensure that anyone who can benefit from our services knows what's available to them. Aware's inaugural conference 'The Future of Depression and Bipolar Disorder' represented a major highlight of 2019, with over 800 registered for the event and an impressive line-up of expert speakers. We look forward to building on the success of this conference in 2020.

Finally, it would be remiss not to acknowledge the recent impact of Covid-19 on the world, Ireland and Aware. We have been impacted like everyone else, tackling the same financial and operational issues as most organisations, big and small. For Aware, this is within the context of a dramatic increase in demand for our services, highlighting the impact of the pandemic on public wellbeing. The economic consequences of Covid-19 are also of concern, as we rely heavily on community and corporate funding in order to deliver our services free of charge. Despite the new challenges we are facing, Aware remains fully committed to our vision and the provision of our services throughout 2020 and into the future.

**Aware is the sum of all our volunteers, donors, the public, training partners and our staff. We could not provide our services were it not for each of us playing our part for Aware. So, to all who contribute to this organisation and to giving people hope, thank you.**

# About Aware

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## OUR VISION

Aware undertakes to create a society where people affected by stress, depression, bipolar disorder and related mood conditions are understood, supported, free from stigma and are encouraged to access appropriate therapies.



# Our Values

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## EXCELLENCE

We strive for excellence in all we do, in providing support and information to the public, in delivering our educational programmes and in engaging with donors and all stakeholders.



## COMPASSION

We are person centric, understanding and responsive to the needs of service users, volunteers, staff and all others we engage with.



## INTEGRITY

We value all opinions and treat all with respect and dignity in a transparent, honest and fair manner.



## ACCOUNTABILITY

We hold ourselves accountable to the highest standards in respect of clinical and corporate governance and financial probity.

# Our Objectives

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Inform and educate the public about the nature, extent and consequence of depression, bipolar disorder and related mood conditions

Provide emotional and practical support to those affected by depression, bipolar disorder and related mood conditions

Provide positive mental health and resilience training

Support research into the development and treatment of depression, bipolar disorder and related mood conditions

# Our Services

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Aware provides support, education and information services for those impacted by depression, bipolar disorder and other mood related conditions.

## SUPPORT

Support & Self Care Groups | 27 locations nationwide

Support Line | Freephone 1800 80 48 48 | 365 days a year | 10am-10pm

Support Mail | supportmail@aware.ie | Answered within 24hrs

## EDUCATION PROGRAMMES

Life Skills | Group 6 week programme | Online 8 week programme

Relatives & Friends | Group 4 week programme

Life Skills for Schools | 4 week programme | Senior cycle students

Beat the Blues | Schools talk | Senior cycle students

Wellness@Work | Mental health education and training programmes | Employees and managers

## INFORMATION

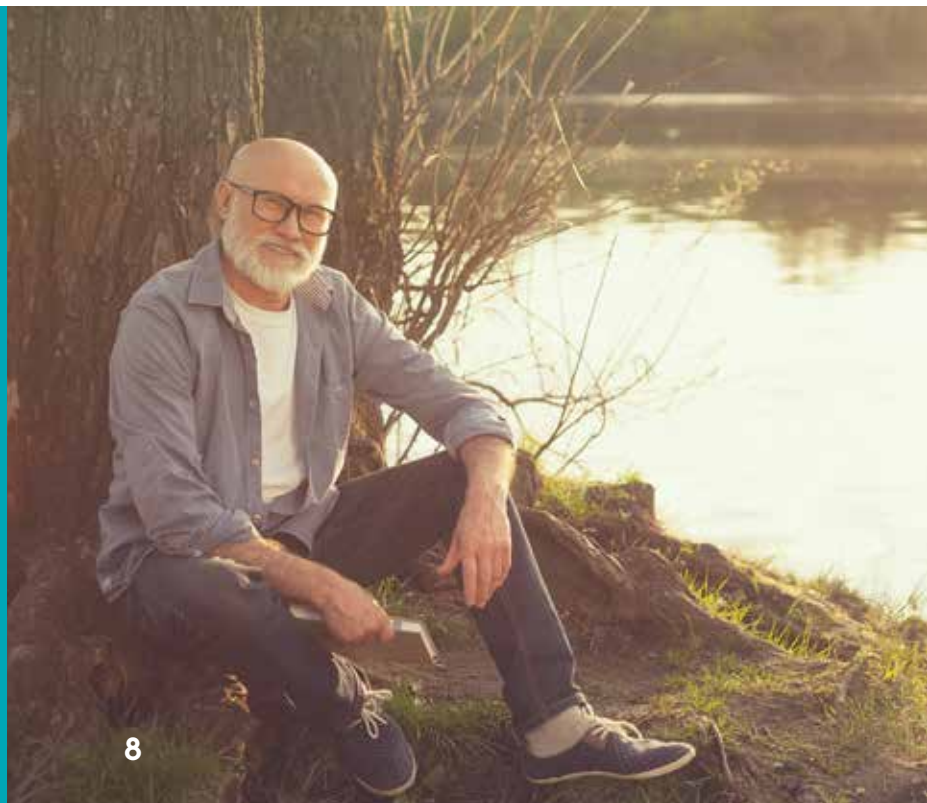
Aware Website | [Aware.ie](http://Aware.ie)

Aware Lectures Series | Watch back at [aware.ie](http://aware.ie)

“

*Your services are user friendly and convenient. Keep up the good work. You are helping people. You are making a difference.*

”





# Strategic Plan

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## 2018-2020

Throughout 2019, Aware continued to implement the organisation's Strategic Plan for the years 2018-2020.

This plan includes four key strategic goals, identified to enable and support delivery of the organisation's aims and objectives, as follows:

- To promote positive mental health through information, education, research and policy advocacy
- To continue to develop and offer a range of quality support services, underpinned by research and regular evaluations
- To increase Aware's funding from diverse and sustainable sources to ensure continued delivery of services
- To build Aware's profile and brand as the leading national charity to achieve those goals

The Strategic Plan can be viewed in full at [aware.ie](http://aware.ie).



“  
*The in-depth information Aware provides has actually showed me there is some hope and there is help out there.*

”



“

*I suffer from anxiety and took more away from that programme than I have any therapist/ counsellor I have seen. The person that delivered the programme was brilliant, very down to earth, compassionate, understanding and funny too. Great programme, well done.*

”



# Governance

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Aware remains fully committed to maintaining the highest standards of corporate and clinical governance across all areas of its work. In 2019, we continued to strengthen our Board and processes, maintaining our Clinical, Financial and Services Committees and adhering to all regulatory requirements.

Aware is governed by its Memorandum and Articles of Association. A voluntary Board of Directors is responsible for the strategic development and governance oversight of the charity on behalf of its Members (also voluntary).

The organisation complies with legal requirements under a wide range of Acts, policies and charters including: Registration with the Charities Regulatory Authority; Garda vetting; data protection legislation; employment legislation; health & safety legislation; Children First guidelines; the Irish Charities Tax Reform Statement of Guiding Principles for Fundraising, and the new Lobbying Act 2015.

Aware's accounts are prepared in accordance with the new standard FRS102 (The Financial Reporting Standard applicable in the UK and Republic of Ireland). Aware's annual accounts are published on [aware.ie](http://aware.ie) each year and also filed with the Companies Registration Office.

We continuously monitor, evaluate and evolve our processes and systems to ensure we are delivering on our goals effectively and efficiently and to the highest standards of corporate and clinical governance.

Aware remains fully committed to the following principles:

- Charity Governance Code
- Volunteering in Ireland Standards
- Statement of Guiding Principles for Fundraising
- A set of principles regarding equal opportunities and dignity at work for all our staff

## SERVICES REPORT

# Support

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“

*I don't feel alone anymore.*

”

Aware was established over 30 years ago to provide support and understanding to individuals with experience of depression or bipolar disorder, as well as their loved ones. While the organisation has evolved over the years, its core offering remains the same. Aware offers this support via three key services - Support Line, Support Mail and Support & Self Care Groups.

The organisation continuously strives to assess and evolve our support services to ensure we are meeting the current and future needs of the public. To that end, Aware's Clinical Director undertook a full review of our service offering in late 2018/early 2019, and developed a clinical roadmap for the organisation to guide future development.

An important milestone in 2019 saw the introduction of a third line to our **Support Line** service, allowing us to respond to 20,748 callers during the year and representing a significant increase from 13,856 calls in 2018. That year, Aware was unable to answer 6,500 calls, driving the decision to add a third line, recruit additional volunteers and work towards achieving our aim that no call for help goes unanswered.

The **Support & Self Care Groups** continued to take place on a weekly basis in 27 locations nationwide offering peer to peer support and facilitated by our Aware trained volunteers. The Support Groups were the first service offered by Aware, and while a number of groups continue to flourish, the organisation has observed declining numbers overall, with 5 groups becoming unviable since 2018 due to low attendance.

Aware's **Support Mail** service saw a slight increase in demand again this year, with volunteers responding to 2,581 mails compared to 2,418 emails in 2018.



### Support & Self Care Groups

27 locations nationwide  
10,110 visits



### Support Line

FREEPHONE  
1800 80 48 48  
Open 365 days a year  
**20,748 calls answered**



### Support Mail

supportmail@aware.ie  
**2,581 emails answered**





“

*Thank you for giving me hope and for giving me back control of my happiness. Thank you for being there while I needed support. Thank you for helping keep me safe.*

”

# Education

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One of Aware's long term objectives is to reduce the number of people who require our support services in the future, by empowering adults and young people to understand and look after their mental health now. The demand for our education programmes is very encouraging as it highlights that we, as a society, are beginning to prioritise looking after our mental health.

Within our Strategic Plan 2018-2020, we set out a number of ambitious delivery targets for each year as follows:

- 100 Life Skills Programmes
- 140 Life Skills for Schools Programmes
- 2000 individuals to avail of Life Skills Online
- 40 Relatives & Friends Programmes, increasing to 60 in 2019 and 2020
- 700 Beat the Blues Programmes

“

*I'm finding it extremely helpful in coping with my anxiety and depression. Every week I feel stronger about my mental health.*

”



# Education

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## ADULT PROGRAMMES

We exceeded our target of 100 **Life Skills Programmes** for a second consecutive year, delivering 116 programmes to 2,789 participants nationwide. The **Life Skills Online Programme** was delivered to 1,613 individuals in 5 phases. Combined, this allowed Aware to provide almost 4,500 individuals with the skills and tools to look after their mental health.

Since its inception, Aware has felt passionately about ensuring that the supporters are not forgotten. In 2017, Aware rolled out our **Relatives & Friends Programme**, a psycho-educational programme specifically developed to educate and support those supporting a family member or loved one through mental illness. This programme resulted from the desire to not only provide understanding and support, but to equip family members and loved ones with the tools to look after their own mental health. To date, the feedback from participants has been overwhelmingly positive. The organisation outlined ambitious aims in our Strategic Plan, to deliver 40 programmes in 2018 (35 programmes were subsequently delivered), with the hopes of increasing to 60 in 2019 and 2020 as we believe there is a clear need for a programme like this.

In 2019, due to a number of factors, Aware was only in a position to deliver 28 programmes. It was disappointing not to exceed the volume delivered the previous year, however it's important to note that while a lower number of programmes were delivered, there were 459 participants within 28 programmes versus 468 participants in the 35 programmes delivered in 2018.



# Education

## SCHOOL PROGRAMMES

Aware remains fully committed to future proofing the next generations. It is our belief that every young person should be taught coping skills as part of their education. Aware continues to prioritise delivery of our **Life Skills for Schools Programme**, a comprehensive programme designed to equip senior cycle students with coping skills and resilience to deal with life challenges.

In 2019, 136 programmes were delivered in 93 schools all over Ireland. Our **Beat the Blues talk** remains popular with 589 talks delivered, reaching a phenomenal 13,000 young people.



## WORK PROGRAMMES

Aware's workplace programme **Wellness@Work** is a one-hour talk aimed at raising awareness of mental health issues in the workplace and provides staff and managers with relevant coping skills to better manage positive mental health.

97 sessions were delivered in 2019 compared to 108 sessions in 2018. Aware welcomes the recent increase in internally led employee wellness programmes and is currently in the process of assessing the evolving needs of corporates, and re-evaluating our current programme accordingly.

## ADULT PROGRAMMES



### Life Skills Group

116 programmes

2,789 participants



### Life Skills Online

1,613 participants



### Relatives & Friends

28 programmes

459 participants

## SCHOOLS PROGRAMMES



### Life Skills for Schools

136 programmes

in 93 schools



### Beat the Blues Talk

589 sessions to

13,000 students

## WORK PROGRAMMES



### Wellness@Work

97 one hour

sessions



# Information

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*I felt like everything was closing in on me, this gave me some guidance. Things get better. And it's magic.*



It is our responsibility as a leading mental health organisation to ensure we are providing a range of accessible information to inform and educate the public and promote positive mental health. We continuously strive to reach new and existing audiences across a wide demographic by utilising various forms of communication.

We have developed a bank of **literature** on a variety of topics relating to mental health. These are available to the public via the organisation or at events that we are involved in. The **Aware website** provides a vast range of information in relation to mental health, our services and fundraising opportunities. We continue to record increasing volumes of unique and regular visitors to our website and social channels. In 2019, Aware received 929,000 unique views to our website, compared to 774,000 in 2018. Our presence on **social media** has also increased significantly and, at the end of 2019, we had over 90,000 social media followers compared to 85,000 in 2018.

Aware's monthly **Lecture Series**, delivered by leading clinicians and experts is available to attend in person or watch back on our website. While we see varying numbers attending the lectures in person, it is a hugely popular resource on our website and allows us to reach a wide audience, with over 500,000 views of the lectures in 2019. This represents an increase of almost 200,000 views from 2018.



## AWARE WEBSITE

**AWARE.IE**

**929,000**

unique visitors



## AWARE LECTURES

**MONTHLY LECTURES**

**500,000+ views**

(plus attendance)

# Delivering Our Services

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“

*I'm so grateful to you and all the team at Aware for the experience and support. I'm really proud to have been a part of this team.*

”

Aware's services are provided either by highly trained and committed volunteers, or training partners who are paid to deliver our educational services on a sessional basis. We are committed, as an organisation, to ensuring that we recruit volunteers and training partners carefully and train them to the highest standards. To that end, we have dedicated staff members who manage our volunteer and training partners' recruitment and training programmes.

## OUR VOLUNTEERS

Aware has always been a volunteer led organisation. The effort and dedication by our 450+ volunteers allows us to deliver a range of quality support services that make a difference in the lives of others each and every day. Our volunteers are at the forefront of support service delivery to include the Support Line, Support Mail service, Support & Self Care Groups and Life Skills Online programme.

Aware places great value on the loyalty and commitment of our volunteers and continues to award a long service recognition pin to volunteers who have been with Aware 3, 10 and 20 years. In 2019, it was also decided to introduce a service recognition certificate which is presented to all volunteers who complete 18 months service with Aware.

Aware remains fully committed to preparing and supporting our volunteers through open lines of communication, professional training and education days and regular evaluation of our processes.

“

*A great organisation to be part of, fabulous training with as much support for the volunteer as for the person using the service.*

”



# Delivering Our Services

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## **VOLUNTEER RECRUITMENT**

In 2019, Aware recruited 128 new volunteers in two recruitment phases. Each volunteer underwent a comprehensive recruitment process and attended extensive training in preparation for their role. During the year, 150 of our volunteers made the decision to move on from the organization, with the main reasons cited including life balance and a change in personal circumstances. We are very grateful for their service.

## **INVESTING IN VOLUNTEERS AWARD**

The Investing in Volunteers Award is the national quality standard for good practice in volunteer management and recognition of an organisation's ongoing commitment to providing a quality volunteer programme, where the recruitment, training and support of volunteers is of the utmost importance. Following a comprehensive application process and independent assessment in 2018, Aware was awarded the standard for a second time, covering the period 2019-2021.

## **VOLUNTEER EDUCATION DAYS**

Aware hosts a number of education days each year in locations nationwide and volunteers are required to attend one of these days as part of their commitment to Aware. The Volunteer Education Days provide an important opportunity for the volunteers to come together and meet new and existing volunteers, work together on issues or challenges arising and gain insight into a relevant topic.

## **TRAINING PARTNERS (PAID CONTRACTORS)**

In 2019, an additional 13 Training Partners were recruited and trained to allow us to continue expansion of our education services, bringing the total number to 44. Aware works closely with each Training Partner to provide support and training, along with continuously assessing performance to ensure best practise.

## **OUR STAFF**

Staff with relevant professional competencies and skills are essential to ensure the organisation and its services operate effectively, professionally and in line with clinical best practice. We continue to invest in our team and improve our management and staff processes to ensure we have the knowledge, skills and abilities to deliver on our objectives.



# Fundraising Report

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As Aware provides our services to the public free of charge, it is necessary to maintain a robust fundraising function at Aware to ensure we can continue to deliver at the current level of provision, along with developing and expanding these services in line with the needs of current and future service users.

In 2019, we received just over 25% of our total income from the Health Service Executive (HSE) under section 39 of the Health Act 2004, meaning that Aware is responsible for generating 75% of the income required to deliver our services. These funds are generated by donations from the public, corporate donations, and sponsorships, and through public and corporate events. These funds are not guaranteed, so the fundraising team works tirelessly to ensure that we can meet our targets every year.

**In 2019, Aware generated €1.89m via community and corporate fundraising. Thank you to each and every person and organisation who supported us in 2019.**



# Community Fundraisers

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Aware is so grateful to the hordes of people all over Ireland (and abroad!) who continue to support Aware's work raising funds in a variety of inspiring and innovative ways.

**Every single euro raised makes a difference. Thank you.**

## 2019 SNAPSHOT



- 247km in 3 Days
- A Night for Aware
- Gardaí Hi-5 Challenge
- Andrew Walsh Memorial Tournament
- Run Around Ireland
- 'In Memory' Coffee Morning



# Corporate Partnerships

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**We continue to rely on the generosity of the corporate sector for a significant proportion of annual income.** We place great emphasis on fostering strong, mutually beneficial relationships with our corporate partners. This has resulted in developing new and increased revenues during 2019 and we are especially grateful to the ESB, Dublin Port Company, Maxol, Mondelez and Lundbeck for their continued support. The

organisation is also very appreciative of all those organisations who kindly donated raffle and auction prizes throughout the year, contributing towards the success of Aware led events. The generosity and engagement from these organisations provides valuable funding for Aware services, and contributes to raising awareness, breaking down stigma and facilitating that conversation around mental health.

## 2019 SNAPSHOT

- Maxol's Christmas 'Rosa' Coffee Campaign
- Mastercard Great Wellness Bake Off
- Press Up Group Coffee Campaign
- Swords Express 'Express Yourself'



# Aware Events

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Each year we run a number of Aware led events which raise significant funds for the organisation. In 2019, these included the annual **Christmas Run** and annual **Harbour2Harbour Walk**, our **Golf Day** at Luttrellstown Castle and a **Luncheon** at the Marker Hotel.

## 2019 SNAPSHOT

### Aware Harbour2Harbour Walk, supported by Dublin Port Company

The 14th annual Aware Harbour2Harbour Walk on St. Patrick's Day saw over 1,700 enthusiastic supporters walk from Dun Laoghaire Harbour to Howth Harbour or reverse.



### Aware Christmas Run, supported by Cadbury

The Aware Christmas Run proved popular with seasoned runners and walkers again this year, with participants (including dogs!) getting into the festive spirit, sporting themed costumes and accessories! Almost 1,800 participants braved the winter weather for the 14th year of the event in Dublin's Phoenix Park.



# Raising Our Profile

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**It remains imperative that we prioritise building our profile through a sustained communications programme for three key reasons:**

As a leading mental health organisation and in line with our objectives, we have a responsibility to use our knowledge and reputation to inform and educate in order to bring about positive change in public attitudes and behaviour towards mental illness.

As Aware continues to evolve and develop, we need to ensure that the public is aware of the range of services available to them – whether they require support or could benefit from participation in one of our positive mental health programmes.

And finally, in order to have the funds to maintain and develop these services into the future, we need to consistently communicate our vision and demonstrate the impact of our work to drive support for Aware – particularly in the context of a crowded charity sector.

Throughout 2019, we continued in our efforts to increase visibility of the organisation and engage with new and existing audiences through regular communications activities.

The organisation employs a range of tactics across a variety of mediums in order to reach a wide demographic. In 2019, this included targeted advertising to drive participation in our education programmes and events and a robust media relations programme with a focus on promoting positive mental health, our services, education programmes, volunteer recruitment, events, awareness campaigns, as well as telling the stories of those who have been impacted by mental illness, directly or as a supporter.

We continued to develop new and engaging content for our website and social media platforms to emphasise key initiatives and focus for the organisation. Following the success of video content in 2018 to include The Resilience Series and My Mental Health Journey series, and with the support of charity partner Cadbury, we dedicated more time and resources to video content as a means to tell our story.

## 2019 SNAPSHOT

### **Resilience Series and #WeAreAware**

2019 saw us add to the Resilience Series with high profile individuals like former Olympian David Gillick, TV3 presenter Elaine Crowley, Dublin footballer Nicole Owens and businessman Pat Caslin sharing their stories. We also launched a new series titled #WeAreAware celebrating our volunteers. The response was excellent, with the new videos amassing an incredible 1.1 million views over a number of months.





# Raising Our Profile

## 2019 SNAPSHOT

### **Aware Conference: The Future of Depression & Bipolar Disorder**

Aware planned and delivered the inaugural Aware Conference in October 2019, a major one-day event for the public, clinicians and volunteers and featuring a wide range of expert talks and panel discussions. The event was hosted at University College Dublin and was a resounding success with over 800 people registering to attend.



### **'Grounded' Show Garden at Bloom**

Aware was delighted with the opportunity to work with See Change and Janssen on 'Grounded' a show garden for Bloom in the Park. Sponsored by Janssen, the garden was created by landscape architect Maeve O'Neill in collaboration with people who are living with or affected by mental illness, and aimed to spark conversations about mental health.

The wider campaign involved public panel discussions, high impact installations at Heuston Train Station, video content and a sustained media relations campaign – all of which contributed to a key objective of Aware's – inform, educate and reduce stigma. We were all proud to see the hard work pay off when 'Grounded' achieved a gold medal and best in category award at Bloom 2019.



# Aware

A Company Limited by Guarantee and Not Having a Share Capital

## Directors' Report and Financial Statements

Financial Year Ended  
31 December 2019



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## DIRECTORS AND OTHER INFORMATION

### Board of directors

Mr A Duffy (Chairperson)  
Ms A Byrne (resigned July 23<sup>rd</sup>, 2019)  
Ms J Chamberlaine  
Mr S Crowley (Secretary)  
Mr S Holmes  
Ms S Watson (Treasurer)  
Dr D Lyons  
Mr M McCarthy (resigned July 23<sup>rd</sup>, 2019)  
Mr C Carey (resigned September 9<sup>th</sup>, 2019)  
Mr P Cosgrove  
Dr L Lawless (resigned May 23<sup>rd</sup>, 2019)  
Dr K Gaynor  
Mr K Kiernan (appointed July 23<sup>rd</sup>, 2019)

### Company members

Mr P Allen  
Mrs G Bailey  
Ms E Blake Knox  
Ms D Brennan  
Ms J Butler  
Ms A Byrne  
Ms B Kinsella  
Dr P McKeon  
Ms P Moran  
Mr J McKeon  
Mr C Cunningham  
Ms J Winder

### Secretary and registered office

Mr S Crowley  
9 Leeson Street Upper  
Dublin 4

**Company number:** 235838

**Charity registered number:** 20013189

### Auditors

PricewaterhouseCoopers  
Chartered Accountants and Statutory Audit Firm  
One Spencer Dock  
North Wall Quay  
Dublin 1

### Solicitors

McDowell Purcell Solicitors  
The Capel Building  
Mary's Abbey  
Dublin 7

### Chief Executive

Mr D Layden

### Chairman

Mr A Duffy

### Treasurer

Ms S Watson

### Bankers

Bank of Ireland  
Phibsborough  
Dublin 7

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## DIRECTORS' REPORT

The directors present their directors' report together with the audited financial statements of the company for the financial year ended 31 December 2019. The directors are considered to be the Trustees of the company, for the purposes of compliance with Charities SORP (FRS102). The directors' report contains the disclosures required in a Trustees' report in accordance with Charities SORP (FRS102).

This report has been prepared in accordance with the requirements of the Companies Act 2014 and the provisions of the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the financial reporting standard applicable in the Republic of Ireland (FRS102), hereafter denoted as the Charities SORP (FRS102). The Charities SORP (FRS102) is not yet mandatory in the Republic of Ireland and the Irish Charities Regulation has not prescribed accounting regulations for Irish Charities. In the absence of such prescriptive guidance, the Board has adopted the Charities SORP (FRS102) as it is considered best practice.

### Statement of directors' responsibilities

The directors are responsible for preparing the directors' report and the financial statements in accordance with Irish law.

Irish law requires the directors to prepare financial statements for each financial year giving a true and fair view of the company's assets, liabilities and financial position at the end of the financial year and the net income/(expenditure) of the company for the financial year. Under that law the directors have prepared the financial statements in accordance with Generally Accepted Accounting Practice in Ireland.

Under Irish law, the directors shall not approve the financial statements unless they are satisfied that they give a true and fair view of the company's assets, liabilities and financial position at the end of the financial year and the net income/(expenditure) of the company for the financial year.

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

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards and identify the standards in question, subject to any material departures from those standards being disclosed and explained in the notes to the financial statements; and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to:

- correctly record and explain the transactions of the company;
- enable, at any time, the assets, liabilities, financial position and net income/(expenditure) of the company to be determined with reasonable accuracy; and
- enable the directors to ensure that the financial statements comply with the Companies Act 2014 and enable those financial statements to be audited.

The directors are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### Principal objectives and activities

Aware's mission is to undertake to create a society where people affected by stress, depression, bipolar disorder and related mood disorders are understood, supported, free from stigma, and are encouraged to access appropriate therapies.

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## **DIRECTORS' REPORT - continued**

### **Principal objectives and activities - continued**

The company's aims and objectives are:

- to inform and educate the public about the nature, extent and consequences of depression, bipolar disorder and related mood disorders;
- to provide emotional and practical support to those affected by depression, bipolar disorder and related mood disorders;
- to provide positive mental health and resilience training; and
- to support research into the development and treatment of depression, bipolar disorder and related mood disorders.

In 2018, the company approved a new three-year Strategic Plan for the years 2018 to 2020. The strategic plan includes four key strategic goals, identified to enable and support delivery of the organisation's aims and objectives, as follows:

- to promote positive mental health through information, education, research and policy advocacy;
- to continue to develop and offer a range of quality support services underpinned by research and regular evaluations;
- to increase Aware's funding from diverse and sustainable sources to ensure continued delivery of services; and
- to build Aware's profile and brand as the leading national charity to achieve these goals.

The Strategic plan also included a set of values for the organization:

#### Excellence:

We strive for excellence in all we do: in providing support and information to the public; in delivering our educational programmes; and in engaging with donors and all stakeholders.

#### Compassion:

We are person centric, understanding and responding to the needs of service users, volunteers, staff and all others we engage with.

#### Integrity:

We value all opinions and treat all with respect and dignity in a transparent, honest and fair manner.

#### Accountability:

We hold ourselves accountable to the highest standards in respect of clinical and corporate governance and financial probity.

The services provided by Aware are structured around the three pillars of support, education and information. An overview of the services delivered in 2019 is set out in the following paragraphs.

### **Legal status**

Aware is a company limited by guarantee and not having a share capital, incorporated in Ireland on 17 July 1995 with registered number 235838. The company has charitable status (Registered Charity CHY 6748).

### **Organisational structure**

The company is governed by its Memorandum and Articles of Association which set out the objects for which the company is established and the respective duties, responsibilities and obligations of its members and directors.

### **Corporate governance**

The board of directors is responsible for the strategic development and governance oversight of the company on behalf of its members. The board of directors work for the organisation in a voluntary capacity. The directors do not receive any remuneration in respect of their services to the charity. Expenses are reimbursed where claimed. There have been no contracts or arrangements entered into during the financial year in which a director was materially interested or which were significant in relation to the charity's activities. Neither the directors nor the secretary had any financial interests in the company or in any related companies.

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## DIRECTORS' REPORT - continued

### Corporate governance - continued

Good governance is of paramount importance to the board of directors. The board maintains a risk register which is reviewed annually by the board. The organisation is compliant with the Charities Governance Code as set out by the Charity Regulator. The company is registered with the Charity Regulatory Authority and the Lobbying Register and makes returns as appropriate under the Lobbying Act (2015). The Company is also complying with the "Triple lock standard" as set out by Charities Institute Ireland which sets standards for transparent reporting, good fundraising, and governance.

In November 2017, the Finance and Remuneration Committee met to review the "Internal Financial Controls Guidelines for Charities" as published by the Charities Regulator in 2017 to review each of the individual controls and ensure that the organisation is in compliance with the guidelines. In January 2018 the committee approved new updated internal control policies, with the board approving the new policies at its January 2018 board meeting. The committee also reviewed the "Guidelines for Charitable Organisations on Fundraising from the Public" to ensure compliance by the organization and the organization is compliant with the "Guidelines".

### Appointment and induction of new directors

In accordance with the company's Articles of Association, all directors with the exception of office holders, retire from office at the company's AGM and are eligible for reappointment at that meeting. All new board members meet with the CEO prior to their formal appointment to the board and at this meeting the new director is provided with an induction pack containing a copy of the Memorandum and Articles of Association, annual report and financial statements, an overview of all services and fundraising activities, the policies and procedures that exist within the organisation and a volunteer agreement between the new director and the organisation that is to be signed. All directors are required to sign Code of Conduct and a Conflict of Interests Compliance statements. These statements are designed to ensure that directors declare potential conflicts of interests so the organization will be able to stand the test of ethics and scrutiny of all relevant stakeholders.

The chair of the board reviews the skills, experiences and competencies required to serve on the board. The board recognises the need for directors who can provide strong clinical oversight to the organization, so directors include a psychiatrist and a psychologist for that purpose. It is also necessary to include members with lived experience of depression or bipolar disorder and individuals who volunteer to deliver our services. This ensures that service users and volunteers are represented at board level. The organisation also requires directors who have financial, corporate governance and marketing expertise. The chair and board are satisfied that our current board of directors has that diversity and expertise. Diversity across gender, age and ethnicity is very important to Aware, and the organisation remains committed to ensuring that the recruitment process and membership of the board is reflective of this.

The present membership of the board and directors who served during the year is shown on page 2. During the year Ms. A. Byrne and Mr. M. McCarthy, and Mr. C Carey resigned from the board and our gratitude is extended to all for their service as directors of Aware.

The board of directors met six times during the year and additionally maintains close liaison and communication with the Chief Executive and senior staff members throughout the year.

### Board committees

For good governance, the board has established a number of committees whose members comprise of board members. Staff, volunteers and interested parties may be co-opted to a committee where deemed appropriate. Each committee reports directly to the board and met several times during the year.

The committees are as follows:

- **Clinical committee** - with responsibility for reviewing and recommending the organisation's clinical strategy, for reviewing and monitoring services to ensure they meet the highest clinical standards and for reviewing, recommending and overseeing programmes of research. This committee met 5 times in 2019.
- **Finance and remuneration committee** - with responsibility for monitoring and reviewing the financial performance of the company, including a thorough review of the company's financial policies, controls, budgets and accounts, and for reviewing remuneration policies, procedures and changes to remuneration. This committee met twice in 2019.
- **Services committee** - with responsibility for reviewing existing services, developing new services, and monitoring progress in delivering on targets set for the year. This committee met 4 times in 2019.

## DIRECTORS' REPORT - continued

### The board subcommittees and membership at 31 December 2019

#### Clinical Committee

Dr. Declan Lyons	(Chair)
Dr. Pat McKeon	(Member)
Dr. Keith Gaynor	(Director)
Dr. Andrea Higgins	(Clinical Director at Aware)
Ms. Brid O'Meara	(Director of Services at Aware)

#### Services Committee

Mr. Peter Cosgrove	(Chair)
Ms. Annette Byrne	(Member and volunteer)
Ms. Denise Donohue	(Volunteer)
Ms. Ann Flaherty	(Volunteer)
Ms. Brid O'Meara	(Director of Services at Aware)

#### Finance and Remuneration Committee

Ms. Sarah Watson	(Treasurer and Chair of this committee)
Mr. Alan Duffy	(Director and Chair of the Board of Aware)
Mr. Dominic Layden	(CEO at Aware)

### Board of directors and subcommittee meeting attendance for 2019

Board meetings for the calendar year are set in advance the previous year. Before each board meeting the Secretary issues the agenda for the board meeting with the draft minutes of the previous board meeting. Within the agenda matters for approval by the board are set out separately from matters for the attention of the board. The Secretary also circulates board papers in advance to the directors and the CEO circulates a comprehensive report on activities and financial matters.

Board Director	Main Board Meeting Attendance (eligible meetings)	Subcommittee Meetings Attended (eligible meetings)
Mr. Alan Duffy (Chairperson)	5(6)	2(2) Finance Committee
Mr. Stephen Crowley (Secretary)	4(6)	N/A
Ms. Sarah Watson (Treasurer)	6(6)	2(2) Finance Committee
Mr. Peter Cosgrove (Vice Chair)	6(6)	4(4) Services Committee
Ms. Annette Byrne	4(6) resigned July 23 2019	3(4) Services Committee
Mr. Colm Carey	4(6) resigned July 26 2019	2(4) Services Committee
Dr. Declan Lyons	6(6)	5(5) Clinical Committee
Dr. Lisa Lawless	2(6) resigned May23 2019	N/A
Ms. Jennifer Chamberlaine	6(6)	N/A
Mr. Simon Holmes	5(6)	N/A
Dr. Keith Gaynor	3(6)	4(5) Clinical Committee
Mr. Michael McCarthy	2(6) resigned July 23 2019	N/A
Mr. Keith Kiernan	1(6) appointed July 23 2019	N/A
Ms. Bríd O'Meara (Director of Services Aware)	N/A	4(4) Services Committee
Dr. Andrea Higgins (Clinical Director Aware)	N/A	3(5) Clinical Committee
Dr. Pat McKeon (Member)	N/A	5(5) Clinical Committee
Ms. Denise Donohue (Volunteer)	N/A	3(4) Services Committee
Mr. Dominic Layden (CEO Aware)	6(6)	2(2) Finance Committee
Ms. Ann Flaherty (Volunteer)	N/A	2(4) Services Committee



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## DIRECTORS' REPORT - continued

### Board engagement with stakeholders

At the AGM each year the board are invited to meet with the members to review progress during that year and plans for the upcoming year. The Chair and the CEO are also available to meet with members during the year to discuss any matters of concern or future developments. A newsletter is issued bimonthly to all members, directors and volunteers which provides details of events, services and developments in the organisation. The 2019 AGM was held on the 9<sup>th</sup> October and included a presentation by the CEO highlighting the work of the organisation in the previous and current year, along with future plans for 2020. The Chairman then invited comments from the members.

A new draft Memorandum and Articles of Association (The Constitution) for Aware was completed in 2018 in consultation with professional advisors as no review of same had taken place in the past 20 years. The directors have a responsibility to ensure that the constitution of the organisation has been reviewed and is fit for the current and future requirements of the organisation. Any proposed changes were to ensure compliance with best practice and the Companies Acts 2014 and to ensure that new relevant services could be provided without the document requiring additional updates.

The draft Memorandum and Articles of Association was approved by the directors at its board meeting on the 25 September 2018 and then submitted to the members for their consideration. At the AGM a number of members expressed reservations in relation to a new clause allowing directors to nominate members. It was agreed at the AGM that the issue would be discussed between the directors and members at a separate meeting.

The members subsequently formed a members' representative group to meet and agree a consensus from the members. The CEO met with one of the members of the members' representative group to discuss the members' concerns regarding the draft Memorandum and Articles of association and the CEO proposed a solution for the members to consider. The directors have also discussed the matter and feel that members should be fully independent of each other and nominations for members should come from both directors and members. The matter is due for further discussion with the members prior to the AGM scheduled for October 2020.

### Management

The Chief Executive, Mr. Dominic Layden, manages the operations of the company, reports directly to the board and is not a member of the board of directors. Responsibility for key services is delegated to functional heads as follows:

- Director of Services - Ms. Brid O'Meara
- Head of Fundraising and Business Development - Mr. Stephen Butterly (appointed in December 2019)
- Communications and Event Manager - Ms. Jamie Good
- Clinical Director – Dr. Andrea Higgins

### Achievements and performance

Aware was established in 1985 to provide a number of support services that would enable the organisation to meet its principal objectives (which are disclosed on page 4). Key Strategic goals are set out in our strategic plan for 2018-2020 (which are disclosed on page 4).

### Support services

We provided **Support & Self Care Group** weekly meetings in 27 locations nationwide, recording 10,110 visits in 2019, compared to 10,330 visits to 32 groups in 2018. We have observed a trend of declining numbers over the past number of years. We are of the opinion that more people are choosing to attend skills based programmes of a fixed duration, over peer to peer support groups. The consistent growth of Aware's 6 week Life Skills Programme, which teaches coping skills, seems to support this. 2,789 adults attended our Life Skills Programmes in 2019, compared to 2,511 participants in 2018.

Our freephone telephone **Support Line** answered 20,748 calls in 2019 compared to 13,856 calls in 2018 and 12,818 in 2017. Our encrypted email **Support Mail** service responded to 2,581 emails in 2019 compared to 2,418 emails in 2018.

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## DIRECTORS' REPORT - continued

### Education services

While Aware was originally established to provide support and understanding, the organisation has evolved over the years to recognize the importance of promoting positive mental health, in order to work towards reducing the prevalence of mental illness. To that end, we continue to develop and expand our education programmes, to empower adults and young people with the knowledge and skills to look after their mental health. As an organisation, we place great importance on early intervention and so, since 2017, Aware has prioritized delivery of our Life Skills in Schools Programme.

Aware's education programmes include a **Life Skills Programme**, based on the principles of cognitive behavioural therapy, which educates and trains participants on how to manage mild to moderate depression or anxiety, offered to participants in a number of formats:

- **An Adult Group Programme**, available in a group setting at venues nationwide with 116 programmes delivered to 2,789 participants in 2019, compared to 119 programmes delivered to 2,511 participants in 2018.
- **An Adult Online Programme**, was delivered in 5 phases to 1,613 participants in 2019, compared to 1,676 participants in 2018.
- **A Life Skills for Schools Programme**, designed for senior cycle students aged 15 to 18 years, delivered over a 6-week period. 136 programmes were delivered at 93 schools (to 2,867 students) nationwide in 2019, compared to 2018 when we delivered 139 programmes to 2961 students.

Aware also delivers a 70 minute talk called "**Beat the Blues**", which teaches senior cycle students to recognise the symptoms of anxiety, stress, depression and bipolar disorder, teaches positive mental health techniques and provides advice and guidance on the importance of talking. The programme delivered 589 sessions to 13,000 students in 2019 compared to 587 sessions and 13,330 students in 2018.

Our **Relatives & Friends Programme**, an education and support programme, specifically designed for those supporting a loved one, was delivered to 459 participants nationwide over 28 programmes compared to 468 participants and 35 programmes in 2018. This represented a significant increase from 2017 when we delivered 20 programmes to 275 participants.

A workplace based one-hour **Wellness@Work** talk is designed to raise awareness of mental health issues. The talk covers anxiety, stress, depression and bipolar disorder in the workplace and helps staff and managers to learn and use relevant coping skills to better manage positive mental health. We delivered 97 sessions in 2019 compared to 108 sessions in 2018. We have begun a process of reevaluating our current programme and meeting with corporates to better understand their needs, following the recent increase in organisations creating wellness programmes for their staff.

Aware's Clinical Director completed a review of all our services in late 2018 and early 2019 and developed a new clinical roadmap for the organization. The board unanimously approved this clinical review and its recommendations at the March 2019 board meeting.

### Information services

Key strategic goals for the organisation as set out in our strategic plan for 2018-2020 are

- to promote positive mental health through information, education, research and policy advocacy.
- to build Aware's profile and brand as the leading national charity to achieve these goals.

The Aware **website** provides a repository of information about depression, bipolar disorder and related mood conditions. In 2019, Aware received 929,000 unique views to our website, compared to 774,000 in 2018. Our presence on social media has also increased significantly and, at the end of 2019, we had over 90,000 social media followers compared to 85,000 in 2018.

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## DIRECTORS' REPORT - continued

### Highlights of 2019:

Aware's monthly public **Lecture Series**, delivered by leading clinicians and experts, are also available to watch back on Aware's website. Aware recorded over 503,000 views of the lectures in 2019, compared to 317,000 in 2018. This highlights the value in offering the Lecture Series online as it allows us to reach a wider audience. All lectures are archived allowing people to watch back from any year.

Aware continues to develop its video content, adding a new series #WeAreAware in 2019, featuring a number of our volunteers sharing their experience of volunteering with Aware. Kindly sponsored by our charity partner, Cadbury, the videos amassed an incredible 1,127,411 views in a matter of months.

In 2019, we organized a major one-day conference for the public, clinicians, and the Aware volunteers. "The Future of Depression and Bipolar Disorder" took place on the 12<sup>th</sup> October 2019 at University College Dublin. The event proved a great success with over 800 attendees and an excellent line up of speakers, who kindly gave of their time and expertise on the day.

### Recruitment and training of volunteers and training partners

Aware's services are provided either by highly trained and committed volunteers, or training partners who are paid to deliver our educational services on a sessional basis. We are committed, as an organisation, to ensuring that we recruit volunteers and training partners carefully and train them to the highest standards. To that end, we have dedicated staff members who manage our volunteer and training partners' recruitment and training programmes.

#### Volunteer recruitment

Each year we hold two recruitment drives for new volunteers across four services areas. In phase two of 2019, it was only necessary to recruit for three of the support services. Recruitment and retention of volunteers for Support Mail had proved very successful in phase one which meant that we did not require a second intake of volunteers for that year.

Recruitment usually opens four months ahead of training, this allows us to source and interview suitable volunteers for each of the roles. All volunteers go through an extensive recruitment process which includes completing an online application form, a pre-screening call, a 30 minute telephone interview, submission of two references, Garda Vetting and, are required to complete the Children First e-learning module.

### Recruitment Summary 2019

	Needs Requirement	Total Number of Applications	Invited to Training	Completed training
Support Line	60	125	47	38
Support Mail	20	54	18	16
Support and Self Care Groups	39	114	41	32
Life Skills Online	60	93	57	42
<b>Total</b>	<b>179</b>	<b>386</b>	<b>163</b>	<b>128</b>

Each person who completes an online application receives a pre-screening call, from these calls interviews are arranged. In 2018, the interview questions and assessment criteria were reviewed and amended to allow us explore motivations for volunteering, commitment and knowledge of Aware and its support services. In doing so, we could glean volunteers who were a better fit for a particular service and in turn improve volunteer retention.

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## DIRECTORS' REPORT - continued

### **Volunteer training**

In 2019, we continued with a combined “day one training” for volunteers across the four support services. Ahead of training all material was reviewed with additional group work and role plays incorporated along with helpful phrases.

### **Stepping down**

Listening carefully to our volunteers allows us to reflect on our practice and see how we can make the best use of training so that our volunteers are prepared and supported for undertaking their important role. This is also important when volunteers come to the end of their volunteering time with Aware. In 2019, 150 volunteers stepped down from their roles. The most commonly occurring reason for this was work/life balance followed closely by a change in personal circumstances.

### **Volunteer education days**

In 2019 we delivered four successful education days: two in Dublin, one in Cork and Galway. These education days are a vital opportunity to re-engage with peers, hear an update on the organisation and refresh on practice. It is mandatory for volunteers to attend one education day per year. We continued to provide the long service recognition pin to volunteers who have been with Aware 3, 10 and 20 years and we introduced a service recognition certificate for all volunteers who completed 18 months service with Aware.

### **Recruitment and training of training partners (paid contractors)**

The recruitment procedure for our training partners was updated in 2018 to a 3 step process. This consists of an initial interview, on-site training and then delivery demonstration by the applicant.

Significant pre training preparation is required by all candidates; each candidate is required to review programme content/tutor notes to make best use of training time at the training event. The core objectives of each programme/module are produced to enhance and support learning and ensure quality and consistency of subsequent delivery.

#### *Delivery demonstration*

Successful candidates return to deliver the programme and candidates need to demonstrate delivery of the key core objectives of each programme and module of programme. Feedback is provided on delivery of programme at the end of each module delivered to ensure assessment is constructive.

#### *Continual assessment*

Successful candidates are then continually assessed. Management make unannounced site visits and sit in on programmes delivered by the training partner. Recruitment and Training Summary 2019

2019: Training Partners	
Invited to interview	23
Successful at interview	13
Invited to training	24 (13 + 11 existing TP's on other services)
Demo deliveries	22
Real time Assessments	39

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## **DIRECTORS' REPORT - continued**

### **Key service related challenges encountered during the year:**

We aimed to deliver 200+ Life Skills for Schools Programmes and 60 Relatives & Friends Programmes in 2019. We were unable to meet these targets for a number of reasons to include insufficient numbers of Training Partners in certain areas. This is being addressed within our recruitment and training plans. We will also focus on promoting the Relatives & Friends Programme further to drive demand.

We had also planned to develop and pilot a new online Panic Disorder Programme and a Bipolar Group Programme during the period 2018-2020. We aim to focus on this in 2020.

### **Fundraising**

In 2019, we received just over 25% of our total income from the Health Service Executive (HSE) under section 39 of the Health Act 2004. The balance of our income (75%) was generated by donations from the public, corporate donations, and sponsorships, and through public and corporate events. We have a very small fundraising department consisting of 2 full-time employees and one part-time staff member. Our Head of fundraising resigned in early 2019 and we were without a head of fundraising until December 2019. Our income generated each year is not guaranteed and is very difficult to predict and forecast.

Aware organises and manages a number of events to include the Aware Christmas Run, Harbour2Harbour Walk and a Golf Day and Luncheon for the business sector.

A significant amount of our time and resources goes into developing and building relationships with the corporate sector, on which we rely for a significant proportion of annual income. This has resulted in developing new and increased revenues from this sector and we are especially grateful to our corporate partners to include the ESB, Dublin Port Company, Maxol, Mondelez, Lundbeck. The organisation is also very appreciative to all those organisations who generously donated raffle and auction prizes throughout the year.

In addition to Aware led events and corporate partnerships, many hundreds of people nationwide organised or participated in community fundraising events throughout the year, generating much needed funds to enable Aware to continue its valuable work.

In 2019, the organisation spent €449,127 in order to ensure a robust fundraising function. This expenditure relates to costs required to develop, implement and promote events and initiatives, along with associated staff costs. The fundraising team was responsible for generating an income of €1,898,304 in 2019. On average, therefore it cost Aware €0.24c to generate €1 of income in 2019.

### **Results for the year and review of operations**

#### **Financial results**

The results for the year ended 31 December 2019 as set out on page 19. The company generated income of over €1.89 million in the year. Fundraising and donations represent 75% (2018: 82.9%) of total income with 25% (2018: 17.1%) received from grant funding under Section 39 of the Health Act 2004.

At year-end, the company had reserves of €1,309,818. These reserves are available to cover the risk of a fall in future income generation and to support continued delivery of the strategic plan.

#### **Department of Social Protection**

The Department of Social Protection continues to sponsor a Community Employment Project which provides a supportive working environment for participants who are returning to the workforce after a period of unemployment. The scheme participants are employed in the Aware charity shop located in Phibsboro, Dublin 7. The company appreciates the mutual benefit and support that this project provides.

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## DIRECTORS' REPORT - continued

### Principal risks and uncertainties

The company maintains a risk register which identifies the key risks facing the organisation, along with mitigating factors, under various risk headings. The risk register is reviewed regularly at board meetings.

The directors consider that the following are the principal risks and uncertainties that could materially and adversely impact the company's future operating results or financial position:

- Reduction in fundraising income
- Uncertainty of government funding
- Ability to continue to recruit and retain volunteers
- Retention of key staff
- External events impacting the charity sector
- Competition from other service providers
- Reputational risk resulting from confidentiality and data protection breaches
- Health and safety
- Clinical
- COVID19

The company seeks to mitigate the risks and uncertainties faced through use of appropriate risk management techniques, including:

- Operating a flexible service delivery model which enables the number of services delivered and corresponding costs to be managed to respond to conditions such as a reduction in the timing or quantum of funding available.
- Targeting income from a number of sources to reduce dependency on any one source. The Company has also adopted the Statement of Guiding Principles for Fundraising from the Charities Institute and is in compliance with same.
- Investing in volunteers. Aware was awarded the Investing in Volunteers Quality Standard in January 2015, recognising that as an organisation Aware has demonstrated a real commitment to volunteering and proven that our volunteer management policies and procedures meet the highest recognised standards in the UK and Ireland. In 2018, Aware applied for a renewal of the standard (as it is only granted for a period of three years). The organisation was audited in Q4 2018 and just over 7% of the organisation volunteers were interviewed independent of management. In February 2019 Aware was awarded the standard once again for a further three years.
- Conducting independent evaluation of services and adoption of recommendations.
- The clinical committee met five times in 2019 and part of their Terms of Reference is to gauge and assess clinical risks. The Clinical Director completed a comprehensive review of all our services in February 2019 and provided a very comprehensive review to both the clinical committee and the board. The aims of the review were to identify current service functions, needs, impact and future directions, current functioning in the context of international best practice and how each service compared to same. The recommendations arising from the clinical review were approved by the board at its March 2019 board meeting and a detailed implementation plan has been prepared.
- Use of established protocols for the vetting, training and continual assessment of volunteers and contractors, including thorough unannounced attendance, observation and assessment of programme sessions by senior management and the use of feedback forms from programme attendees.
- Implementation of best practice data protection and confidentiality protocols. The organisation engaged an external consultancy that specialises in Data Protection to review all our policies and procedures to ensure we are compliant with GDPR legislation.
- COVID19  
The arrival of the pandemic in Ireland in late February 2020 and the subsequent government mandated lockdown had a very significant impact on Aware. The immediate risks faced by the charity arose from the cancellation of planned fundraising events in March, May, and June of 2020. Initially management estimated that the organization could see its budgeted revenues for 2020 reduced by over 40%. The office and shop were closed in early March 2020.

The directors decided that it would be important for the board to meet more frequently, on a monthly basis, via video conference call. This would enable the board to better understand the risks as events were cancelled or postponed and to determine what cost reduction measures might have to be taken during the year. During the lockdown between March and June 2020 the Finance & Remuneration Committee, Services Committee and new Fundraising and Communications Committee also met to review the impact

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## DIRECTORS' REPORT - continued

and risks arising from COVID19. The Finance & Remuneration Committee also reviewed the financial forecasts for the year end with management in April. As it turned out, the organization benefited from several significant new corporate partnerships and donations during the lockdown which has helped to replace lost income from the fundraising events planned for Q2 and Q3 of the year.

The health and safety of staff, volunteers and the public was the top priority during this period. In order to continue delivering as many services as possible, we significantly changed our methods of service delivery and volunteer training. Some examples include introducing an app to allow Support Line volunteers to take calls remotely, conference call and Zoom meeting introduced as an alternative to in-person Support & Self Care Groups. We were unable to deliver planned Life Skills Programmes and Life Skills for Schools Programmes so the organisation increased the volume of our online programmes.

Since the arrival of COVID19, Aware has seen a significant increase in demand for our services. We are happy to say that we have been able to respond to this demand, amending the way in which we deliver our services quickly and appropriately. This is testament to the dedication of our volunteers and staff.

The cancellation of group programmes (adult and school based) resulted in the difficult decision to terminate contracts with all our training partners who provide services to the organisation on a contractual basis. In 2014, the organisation decided it was prudent to hire professional training partners to deliver our psycho-educational programmes and this flexible model of service delivery allows us to terminate contracts on a demand basis. Our organisational model means we were able to implement cost savings immediately in March of 2020 and the prompt cancellation of programmes allowed the organisation to save approximately €600k in 2020. We have also been very fortunate to have engaged and supportive corporate partners. Thanks to this, and our ability to implement cost saving strategies quickly and efficiently, we are very confident that we will end 2020 with a strong balance sheet.

- The organisation has in place Insurance cover to mitigate against any possible claims against the organisation. This includes cover for the following:
  - Professional Indemnity
  - Management Liability (including Directors and Officer Cover and Employment Practices Liability)
  - Public and Products and Employers Liability
  - Property building and contents
  - Business interruption
  - Email and internet

### Restricted income

The majority of the company's income and the funds held are unrestricted. Funding received from a number of organisations is allocated to the following programmes, and is treated as restricted:

- ESB Energy for Generations Fund, allocated to Life Skills for Schools Programme
- HSE Grant, allocated to Support Groups, Support Line and Support Mail
- HSE National Lottery Grant, allocated to Relatives & Friends Programme
- National Office for Suicide Prevention, allocated to Life Skills Programme

### Reserves and investment policy

In line with best practice, the directors have considered the level of funds required to ensure that there exists a fund to provide for an orderly winding up of Aware in the unlikely event of there being a necessity to wind-up the company. A "Statement of Reserves and Investment Policy Principles" was drafted, and subsequently approved by the Finance Committee. The key objectives of the policy are:

- To ensure that the Company has sufficient funds to access in the event of a temporary reduction in income of the Company.
- To ensure that there are sufficient funds maintained at all times to continue with a level of volunteer led supports services.
- To ensure an orderly wind-up of the Company can be affected if required.
- That any additional funds are used to invest in services, fundraising and communications in line with the company's strategic plans.

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## **DIRECTORS' REPORT - continued**

### **Reserves and investment policy - continued**

As a planned consequence of the sale of our property (our former offices located at 72 Lower Leeson Street) the finance committee also recommended to the board that reserves should be increased to €666,000 once the sale proceeds were completed. The rationale for increasing the reserves from €309,000 to €666,000 was due to the fact that the organisation was taking on an additional and significant lease (on its new premises located at 9 Leeson Street upper) and disposing of an asset (the organisation's former offices). The board considered the recommendation of a reserve of €666,000 to be more than sufficient to meet this requirement and approved the proposal from the finance committee. The board and management will keep this reserve requirement under regular review and it will be amended as and when required.

The company held cash at bank of €1,340,112 as of 31 December 2018 of which €666,000 is set aside and held in separate deposit bank accounts. The purpose of these accounts is twofold; firstly, to ring fence the winding up reserves of €309,000 and secondly to maintain an additional buffer which is available to meet cash requirements subject to approval by resolution of the board.

### **Pensions**

The company operates a defined contribution pension scheme for its employees. The assets of the scheme are held separately from those of the company. The annual contributions payable is charged to the income and expenditure account.

Every employee is entitled to join the company pension after their probationary period. The company contributes 5% to the employees' pension and the employee can match that contribution.

### **Remuneration policy and staff performance and development**

A new remuneration policy was approved by the board at its May 2018 board meeting. The Finance and Remuneration Committee is responsible for reviewing salaries of all senior management roles within the organisation and from time to time to recommend increases to the board of Aware, as appropriate. Management are responsible for setting and reviewing the salaries for staff, in accordance with the policy and approved budget.

The policy includes for the Finance and Remuneration Committee to review salaries and any cost of living adjustments annually that may be deemed appropriate and to recommend any such recommendation to the board for approval.

The CEO's current salary is €97,850 per annum (this was set following a benchmarking review by the board in 2014 and reviewed again in 2018 by the board) and the CEO is paid for any work related expenses only with receipts attached and explained and signed off by the Chairman. The CEO has delegated responsibility to sign and authorize for payment the expenses (with attached receipts) for direct reports.

Each year the staff and management engage in a formal and documented performance and development review. This is an opportunity for staff and management to talk about their roles and how they are performing and to discuss any challenges/obstacles in their work and any ideas or recommendations for improvement and development.

### **Internal controls**

The directors are responsible for ensuring that the company has effective risk management and internal controls in place. The board achieves this through regular review of significant risks and ensuring reasonable measures have been taken to manage those risks, including through the use of a risk register. Responsibility for implementation and management of the systems of internal control is delegated to senior management. See page 5 under corporate governance to see how the board reviewed and approved new internal controls policies in 2018.

### **Other important policies**

The board approved a new Whistle Blowing policy in 2017 and in 2018 a new Home Working policy that allows employees to work from their home for limited periods of time. The company reviewed its confidentiality policies and its Data Protection policies in light of the new GDPR legislation introduced in 2018. Child protection is of paramount importance to the organisation and all employees, staff and volunteers who engage with any of our services are required to undertake Children First Training.



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## **DIRECTORS' REPORT - continued**

### **Environment**

The company supports its staff and volunteers to conduct its business in a manner that helps protect the environment for all, including through the recycling of office waste where possible and the continued review of working practices to help to reduce the company's environmental impact.

### **Future developments**

The company continues to develop and expand the services offered to ensure they continue to meet the changing needs of society. The clinical review conducted in 2018 has identified modifications and improvements to our current offering including increased supervision and monitoring of our services. The clinical review implementation plan will follow up on this review to ensure recommendations made are implemented.

As a consequence of COVID19, Management, staff and volunteers have been working remotely and from home and we expect that will be the case for the remainder of 2020. We have successfully introduced a telephone system to allow our support line volunteers work from their homes and we expect to continue with this system throughout 2020.

We are looking to develop our Schools programme so that it can also be delivered online and our group and face to face support group meetings will likely remain closed for most of 2020. We will only consider reopening when we feel it is safe to do so.

### **Dividends and retention**

The company is precluded by its Memorandum of Association from paying dividends, either as part of normal operations or on a distribution of its assets in the event of a winding-up.

### **Important events since the year-end**

#### **COVID19**

The impact of COVID19 will have an enormous impact on Irish society and on the nation's ability to cope with the anxiety, stress and depression that will impact on so many people lives. Aware will have to respond to this challenge and a significant expected increase in demand for our services. From March to June 2020, our Support Line saw a 65% increase, with a significant peak in April and May (of 80%+). Our Support Mail service recorded a 45% increase for the same period, with a peak in May of almost 100%.

In addition to the expected increase in demand for our services as a consequence of COVID19, we are also expecting that our income will be significantly impacted, and we are not now forecasting to reach our budgeted income for 2020. As a consequence of this forecast (prepared in March 2020 and updated monthly for the board with a forecast for the year end 2020), Management and the board have approved and implemented a range of cost reduction measures designed to ensure we have sufficient cash to continue to deliver our core services. By the date of the approval of these financial statements by the board, the directors are confident that the measures we have taken to reduce costs and the new corporate partnership income streams we have since secured in 2020 will ensure that the organization can still deliver on its core mission and objectives and with adequate cash in hand to meet our needs in 2021.

In preparing the financial statements, the Directors have considered the going concern position. The company primarily meets its day to day working capital requirements through cash flows generated from operating activities together with its available banking facilities.

Having regard to the factors noted above, the directors are satisfied that the company has adequate resources to continue in operational existence for the foreseeable future, being at least twelve months from the date of approval of these financial statements. The company therefore continues to adopt the going concern basis in preparing its financial statements.

### **Political donations**

There have been no donations made to any political party or organisations. The CEO does arrange to meet with the Minister of State with responsibility for Mental Health from time to time (and other politicians). All meetings or correspondence is registered with the Lobbying Register as per the requirements of the Lobbying Act 2013.

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## **DIRECTORS' REPORT - continued**

### **Research and development**

The organisation did not fund any research projects in 2019. The organisation plans to develop a research strategy in 2020 as part of its commitment under the new clinical review implementation plan.

### **Accounting records**

The measures taken by the directors to secure compliance with the company's obligations to keep adequate accounting records are the use of appropriate systems and procedures and employment of competent persons. The accounting records are kept at 9 Leeson Street Upper, Dublin 4.

### **Disclosure of information to auditors**

The directors in office at the date of this report have each confirmed that

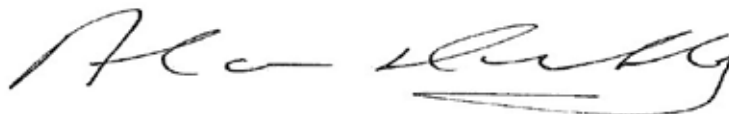
- as far as he/she is aware, there is no relevant audit information of which the company's statutory auditors are unaware; and
- he/she has taken all the steps that he/she ought to have taken as a director in order to make himself/herself aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

### **Auditors**

The auditors, PricewaterhouseCoopers have indicated their willingness to continue in office, and a resolution that they be re-appointed will be proposed at the Annual General Meeting.

### **On behalf of the board**

Alan Duffy  
Chairman



Sarah Watson  
Treasurer



Date 14th July 2020



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## ***Independent auditors' report to the members of Aware***

### ***Report on the audit of the financial statements***

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#### **Opinion**

In our opinion, Aware's financial statements:

- give a true and fair view of the company's assets, liabilities and financial position as at 31 December 2019 and of its loss and cash flows for the year then ended;
- have been properly prepared in accordance with Generally Accepted Accounting Practice in Ireland (accounting standards issued by the Financial Reporting Council of the UK, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and Irish law); and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

We have audited the financial statements, included within the Annual Report, which comprise:

- the Balance Sheet as at 31 December 2019;
  - the Statement of Financial Activities for the year then ended;
  - the Statement of Cash Flow for the year then ended;
  - the Statement of Changes in Funds for the year then ended; and
  - the notes to the financial statements, which include a description of the significant accounting policies.
- 

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (Ireland) ("ISAs (Ireland)") and applicable law.

Our responsibilities under ISAs (Ireland) are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Independence**

We remained independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in Ireland, which includes IAASA's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

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#### **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which ISAs (Ireland) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern.

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#### **Reporting on other information**

The other information comprises all of the information in the Annual Report other than the financial statements and our auditors' report thereon. The directors are responsible for the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the financial statements, 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 audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of 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 based on these responsibilities.

With respect to the Directors' Report, we also considered whether the disclosures required by the Companies Act 2014 have been included.

Based on the responsibilities described above and our work undertaken in the course of the audit, ISAs (Ireland) and the Companies Act 2014 require us to also report certain opinions and matters as described below:

- In our opinion, based on the work undertaken in the course of the audit, the information given in the Directors' Report for the year ended 31 December 2019 is consistent with the financial statements and has been prepared in accordance with applicable legal requirements.
- Based on our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified any material misstatements in the Directors' Report.

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## **Responsibilities for the financial statements and the audit**

### *Responsibilities of the directors for the financial statements*

As explained more fully in the Statement of directors' responsibilities set out on page 3, the directors are responsible for the preparation of the financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view.

The directors are also responsible 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 company's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations or have no realistic alternative but to do so.

### *Auditors' 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 auditors' 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.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA website at:

[https://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description\\_of\\_auditors\\_responsibilities\\_for\\_audit.pdf](https://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf)

This description forms part of our auditors' report.

### *Use of this report*

This report, including the opinions, has been prepared for and only for the company's members as a body in accordance with section 391 of the Companies Act 2014 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.



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## Other required reporting

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### Companies Act 2014 opinions on other matters

- We have obtained all the information and explanations which we consider necessary for the purposes of our audit.
  - In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited.
  - The financial statements are in agreement with the accounting records.
- 

### Other exception reporting

#### *Directors' remuneration and transactions*

Under the Companies Act 2014 we are required to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by sections 305 to 312 of that Act have not been made. We have no exceptions to report arising from this responsibility.

A handwritten signature in black ink, appearing to read 'John Dunne', is written in a cursive style.

John Dunne  
for and on behalf of PricewaterhouseCoopers  
Chartered Accountants and Statutory Audit Firm  
Dublin  
22 July 2020

**STATEMENT OF FINANCIAL ACTIVITIES**  
**Financial Year Ended 31 December 2019**

	Notes	Unrestricted funds €	Restricted funds €	Total 2019 €	Total 2018 €
<b>Income from</b>					
Donations and legacies	2	624,695	128,208	752,903	910,710
Charitable activities	3	-	481,303	481,303	487,033
Other trading activities	4	663,413	-	663,413	641,275
Other income	5	685	-	685	806,806
<b>Total</b>		<b>1,288,793</b>	<b>609,511</b>	<b>1,898,304</b>	<b>2,845,824</b>
<b>Expenditure on</b>					
Charitable activities	6	1,176,860	612,832	1,789,692	1,956,421
Raising funds	7	449,127	-	449,127	561,424
<b>Total</b>		<b>1,625,987</b>	<b>612,832</b>	<b>2,238,819</b>	<b>2,517,845</b>
<b>Net (expenditure)/income</b>		<b>(337,194)</b>	<b>(3,321)</b>	<b>(340,515)</b>	<b>327,979</b>
<b>Reconciliation of funds</b>					
Fund balances brought forward		1,633,259	17,074	1,650,333	1,322,354
<b>Total funds carried forward</b>		<b>1,296,065</b>	<b>13,753</b>	<b>1,309,818</b>	<b>1,650,333</b>

The Company had no recognised gains or losses in the year other than those stated in the Statement of Financial Activities.

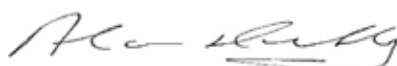
The notes on pages 50 to 61 form part of these financial statements.

**BALANCE SHEET**  
**As at 31 December 2019**

	Notes	2019 €	2018 €
<b>Tangible fixed assets</b>	13	-	-
<b>Current assets</b>			
Debtors and prepayments	14	87,275	67,453
Cash at bank and in hand		1,340,112	1,792,340
<b>Total current assets</b>		<u>1,427,387</u>	<u>1,859,793</u>
<b>Liabilities</b>			
Creditors - amounts due within one year	15	<u>(117,569)</u>	<u>(209,460)</u>
<b>Net current assets</b>		<u>1,309,818</u>	<u>1,650,333</u>
<b>Total assets less current liabilities</b>		<u>1,309,818</u>	<u>1,650,333</u>
<b>Net assets</b>		<u>1,309,818</u>	<u>1,650,333</u>
<b>The funds of the charity</b>			
General funds		<u>1,309,818</u>	<u>1,650,333</u>

**On behalf of the Board**

Alan Duffy  
 Chairman



Sarah Watson  
 Treasurer



Date 14<sup>th</sup> July 2020

The notes on pages 50 to 61 form part of these financial statements.

**STATEMENT OF CHANGES IN FUNDS**  
**Financial Year Ended 31 December 2019**

	Unrestricted funds €	Restricted operating funds €	Designated funds €	Total €
Fund balance brought forward at 1 January 2018	1,247,255	75,099	-	1,322,354
Income	2,252,791	593,033	-	2,845,824
Expenditure	(1,866,787)	(651,058)	-	(2,517,845)
Transfers	(667,277)	-	667,277	-
Gains and losses	-	-	-	-
<b>Fund balances carried forward at 31 December 2018</b>	<b>965,982</b>	<b>17,074</b>	<b>667,277</b>	<b>1,650,333</b>
Fund balance brought forward at 1 January 2019	965,982	17,074	667,277	1,650,333
Income	1,288,793	609,511	-	1,898,304
Expenditure	(1,625,987)	(612,832)	-	(2,238,819)
Transfers	-	-	-	-
Gains and losses	-	-	-	-
<b>Fund balances carried forward at 31 December 2019</b>	<b>628,788</b>	<b>13,753</b>	<b>667,277</b>	<b>1,309,818</b>

The notes on pages 50 to 61 form part of these financial statements.



**STATEMENT OF CASH FLOW**  
**Financial Year Ended 31 December 2019**

	Notes	2019 €	2018 €
<b>Net cash (outflow)/inflow from operating activities</b>		<u>(452,913)</u>	<u>(426,227)</u>
<b>Cash flows from investment activities</b>			
Proceeds from sale of property		-	1,224,629
Interest received	5	<u>685</u>	<u>495</u>
<b>Net cash provided by investing activities</b>		<u>685</u>	<u>1,225,124</u>
<b>Changes in cash and cash equivalents in the reporting year</b>		(452,228)	798,897
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>1,792,340</u>	<u>993,443</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u><u>1,340,112</u></u>	<u><u>1,792,340</u></u>
<b>Reconciliation of net income to net cash flow from operating activities</b>			
Net (outgoing)/incoming resources for the reporting period		(340,515)	327,979
Gain on disposal of property		-	(806,311)
Depreciation		-	10,380
(Increase)/decrease in debtors		(19,822)	15,430
(Decrease)/increase in creditors		(91,891)	26,790
Interest receivable		<u>(685)</u>	<u>(495)</u>
<b>Net cash (outflow)/inflow from operating activities</b>		<u><u>(452,913)</u></u>	<u><u>(426,227)</u></u>

The notes on pages 50 to 61 form part of these financial statements.

## NOTES TO THE FINANCIAL STATEMENTS

### 1 Summary of significant accounting policies

#### General information

Aware is a company limited by guarantee and not having a share capital. It was incorporated in Ireland under registration number 235838 and has its registered office at 9 Leeson Street Upper, Dublin 4.

#### Statement of compliance

The entity financial statements have been prepared on a going concern basis and in accordance with Irish GAAP (accounting standards issued by the Financial Reporting Council of the UK). The entity financial statements comply with Financial Reporting Standard 102, 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102), and the Companies Act 2014. The financial statements have also been prepared in accordance with the recommendations of the 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 Charities (SORP FRS 102).

Charity SORP is not currently mandatory under Charities Act, 2009.

#### Basis of preparation

The financial statements have been prepared in accordance with the 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) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2014.

The significant accounting policies used in the preparation of the entity financial statements are set out below. These policies have been consistently applied to all financial years presented, unless otherwise stated.

The preparation of financial statements in conformity with FRS 102 requires the use of certain key assumptions concerning the future, and other key sources of estimation uncertainty at the reporting date. It also requires the directors to exercise their judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or areas where assumptions and estimates have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are disclosed as part of note 1.

#### Going concern

In preparing the financial statements, the Directors have considered the going concern position. The company primarily meets its day to day working capital requirements through cash flows generated from operating activities together with its available banking facilities.

In view of the potential risks associated with the Covid-19 pandemic (see note 21), the company has performed an impact assessment considering the expected impacts of the pandemic and the mitigating measures in place. We expect to continue to see increased demand for the Company's services, combined with on-going pressure to maintain income and donations with likely increases in costs to comply with social distancing requirements. In preparing the impact assessment, a number of scenarios were considered including the impact of the pandemic over an extended period of up to 12 months. The key assumptions within each of these scenarios include increasing service levels and increased costs for a limited period. The assessment indicates that there is no impact on the Company's ability to retain sufficient liquidity to meet its financial obligations as they fall due.

Having regard to the factors noted above, the directors are satisfied that the company has adequate resources to continue in operational existence for the foreseeable future, being at least twelve months from the date of approval of these financial statements. The company therefore continues to adopt the going concern basis in preparing its financial statements.

**NOTES TO THE FINANCIAL STATEMENTS - continued**

**1 Summary of significant accounting policies - continued**

**Value added tax**

As the activities of Aware are classified as exempt or non-business activities for the purposes of value added tax, the company is unable to reclaim any of the value added tax which it suffers on its purchases. Expenditure in these financial statements is shown inclusive of such irrecoverable value added tax.

**Incoming resources**

Incoming resources are included in the Statement of Financial Activities (SOFA) when Aware is entitled to the income, it is virtually certain that it will be received and the income can be quantified with reasonable certainty. Income is shown gross before deduction of associated costs. No amounts are included for services donated by volunteers.

**Income comprises:**

*Donations:*

Donations are accounted for when Aware is entitled to the monies or assets donated.

*Legacies:*

Legacies are recognised when Aware is legally entitled to them. This entitlement arises when Aware is advised that payment will be made or property transferred and the amount can be measured with reasonable certainty.

*Grant income:*

Grant income is recognised when Aware is entitled to receive the income.

*Training and support:*

Training and support income (included within other trading activities) is recognised when the services have been delivered and there is virtual certainty of receipt of amounts due.

*Shop income:*

All shop income is accounted for when the sale takes place.

*Investment income:*

Investment income is accounted for on an accruals basis.

**Resources expended**

Expenditure is analysed between expenditure on charitable activities, raising funds and support costs.

Expenditure is accounted for on an accruals basis. Allocations of support costs are based on the appropriate combination of staff time, department headcount or wage cost, direct expenditure or activity levels. Irrecoverable VAT is included with the expense items to which it relates.

**Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred. Expenditure is classified under the following activity headings:

**Charitable activities**

- Costs of charitable activities comprise of costs incurred by the company in providing training, support and educational services.

**Raising funds**

- Costs of raising funds comprise the costs incurred by the company in raising funds for its charitable purposes. It includes the costs of all fundraising activities and events.

**NOTES TO THE FINANCIAL STATEMENTS - continued**

**1 Summary of significant accounting policies - continued**

**Support costs**

Support costs are those functions that assist the work of the company but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the company's programmes and activities.

**Employee benefits**

The company provides a range of benefits to employees, including short term employee benefits such as paid holiday arrangements and post-employment benefits (in the form of a defined contribution pension plan, as required by law).

**(i) Short term employee benefits**

Short term employee benefits, including paid holiday arrangements and other similar non-monetary benefits, are recognised as an expense in the financial year in which employees render the related service.

**(ii) Post-employment benefits**

**Defined contribution plan**

The company operates a defined contribution plan for certain employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity and has no legal or constructive obligation to pay further contributions or to make direct benefit payments to employees if the fund does not hold sufficient assets to pay all employee benefits relating to employee service in the current and prior periods. The assets of the plan are held separately from the company in independently administered funds. The contributions to the defined contribution plan are recognised as an expense when they are due. Amounts not paid are shown in accruals in the balance sheet.

**Fund accounting**

Income is classified as restricted and unrestricted as appropriate. Restricted income is used for specified purposes laid down by the donor. Expenditure for those purposes is charged against that income, together with a fair allocation of overheads and support costs, if any. All other income is unrestricted for expenditure on the general objectives of the company.

**Financial instruments**

The company has chosen to apply the provisions of Sections 11 and 12 of FRS 102 to account for all of its financial instruments.

**(i) Financial assets**

Basic financial assets, including other debtors, cash and cash equivalents, and short-term deposits, are initially recognised at transaction price (including transaction costs), unless the arrangement constitutes a financing transaction. Where the arrangement constitutes a financing transaction the resulting financial asset is initially measured at the present value of the future receipts discounted at a market rate of interest for a similar debt instrument.

Other debtors and cash and cash equivalents, are subsequently measured at amortised cost using the effective interest method.

At the end of each financial year financial assets measured at amortised cost are assessed for objective evidence of impairment. If there is objective evidence that a financial asset measured at amortised cost is impaired an impairment loss is recognised in the Statement of Financial Activities.

The impairment loss is the difference between the financial asset's carrying amount and the present value of the financial asset's estimated cash inflows discounted at the asset's original effective interest rate.

**NOTES TO THE FINANCIAL STATEMENTS - continued**

**1 Summary of significant accounting policies - continued**

**Financial instruments - continued**

**(ii) Financial liabilities**

Basic financial liabilities, including trade and other creditors, and bank loans, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction. Where the arrangement constitutes a financing transaction the resulting financial liability is initially measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Trade and other creditors, bank loans, and financial liability from arrangements which constitute financing transactions are subsequently carried at amortised cost, using the effective interest method.

Fees paid on the establishment of loan facilities are recognised as transaction costs of the loan to the extent that it is probable that some or all of the facility will be drawn down. In this case, the fee is deferred until the draw-down occurs. To the extent there is no evidence that it is probable that some or all of the facility will be drawn down, the fee is treated as a prepayment for liquidity services and amortised over the period of the facility to which it relates.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade creditors are classified as due within one year if payment is due within one year or less. If not, they are presented as falling due after more than one year. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Financial liabilities are derecognised when the liability is extinguished, that is when the contractual obligation is discharged, cancelled or expires.

**Provisions and contingencies**

**(i) Provisions**

Provisions are liabilities of uncertain timing or amount. Provisions are recognised when the company has a present legal or constructive obligation as a result of past events; it is probable that a transfer of economic benefits will be required to settle the obligation; and the amount of the obligation can be estimated reliably.

Provisions are measured at the present value of the best estimate of the amount required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. Provisions are reviewed at the end of each financial year and adjusted to reflect the current best estimate of the amount required to settle the obligation. The unwinding of the discount is recognised as a finance cost in the Statement of Financial Activities, presented as part of 'interest payable and similar charges' in the financial year in which it arises.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole.

**(ii) Contingencies**

Contingent liabilities, arising as a result of past events, are not recognised as a liability where it is not probable that the company will be required to transfer economic benefits in settlement of the obligation or the amount cannot be reliably measured at the end of the financial year. Possible but uncertain obligations are not recognised as liabilities but are contingent liabilities. Contingent liabilities are disclosed in the financial statements unless the probability of an outflow of resources is remote.

Contingent assets are not recognised. Contingent assets are disclosed in the financial statements when an inflow of economic benefits is probable.

**Recovery of PAYE on donations**

Income generated from the recovery of PAYE on donations is recognised when it is probable that the income will be received and the amount can be measured reliably.

**NOTES TO THE FINANCIAL STATEMENTS - continued**

**1 Summary of significant accounting policies - continued**

**Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. Please refer to the directors' report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**Cash and cash equivalents**

Cash and cash equivalents includes cash in hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less. Bank overdrafts are shown within borrowings in current liabilities. Cash and cash equivalents are initially measured at transaction price and subsequently measured at amortised cost.

Bank deposits which have original maturities of more than three months are not cash and cash equivalents and are presented as current asset investments.

**Reserves**

The company needs reserves to allow it to continue to deliver its services to those who need them in the event that there is a fall in income or if unforeseen circumstances arise. Reserves are also required to meet contractual liabilities, including redundancy payments, payments to creditors and other related costs of winding up the company in the event that the company has to close. The company holds its designated reserves in two identifiable bank accounts which the board considers is more than sufficient to meet such costs.

**Critical accounting judgements and estimation uncertainty**

Estimates and judgements made in the process of preparing the company financial statements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The directors make estimates and assumptions concerning the future in the process of preparing the entity financial statements. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below:

**(i) Useful economic lives of tangible fixed assets**

The annual depreciation on tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reviewed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 13 for the carrying amount of the tangible fixed assets, and page 19 for the useful economic lives for each class of tangible fixed asset.

**(ii) Impairment of debtors**

The directors make an assessment at the end of each financial year of whether there is objective evidence that debtors are recoverable. When assessing impairment of other debtors, the directors consider factors including the age profile of outstanding balances and recent corresponding and historical experience of cash collections from the debtor. See note 14 for the net carrying amount of the debtors and the impairment loss recognised in the financial year.

Aware (A Company Limited by Guarantee and Not Having a Share Capital)

**NOTES TO THE FINANCIAL STATEMENTS - continued**

<b>2 Income from donations and legacies</b>	Unrestricted €	Restricted €	2019 €	2018 €
Bequests	62,653	-	62,653	258,342
Corporate sponsorships	317,387	128,208	445,595	513,772
Corporate event donations	68,305	-	68,305	13,208
Public donations	176,350	-	176,350	125,388
<b>Total donations and legacies</b>	<b>624,695</b>	<b>128,208</b>	<b>752,903</b>	<b>910,710</b>

<b>3 Income from charitable activities</b>	Unrestricted €	Restricted €	2019 €	2018 €
<b>Grants received</b>				
HSE North West area - CH01	-	8,476	8,476	8,476
HSE Dublin South West area - CH07	-	74,203	74,203	74,203
HSE Midland area - CH08	-	10,000	10,000	10,000
HSE North Eastern area - CH08	-	11,687	11,687	11,687
HSE Mid-Western area - CH03	-	10,567	10,567	10,570
HSE Western area - CH02	-	8,067	8,067	8,067
National Mental Health Area	-	37,752	37,752	37,752
National Lottery Funding	-	23,055	23,055	28,782
National Office of Suicide Prevention	-	297,496	297,496	297,496
<b>Total income from charitable activities</b>	<b>-</b>	<b>481,303</b>	<b>481,303</b>	<b>487,033</b>

<b>4 Income from other trading activities</b>	Unrestricted €	Restricted €	2019 €	2018 €
Charitable events	234,170	-	234,170	279,651
General fundraising	333,153	-	333,153	263,669
Shop and Christmas cards	96,090	-	96,090	97,955
	<b>663,413</b>	<b>-</b>	<b>663,413</b>	<b>641,275</b>

<b>5 Other income</b>	Unrestricted €	Restricted €	2019 €	2018 €
Bank interest received	685	-	685	495
Gain on disposal of property	-	-	-	806,311
	<b>685</b>	<b>-</b>	<b>685</b>	<b>806,806</b>

Aware (A Company Limited by Guarantee and Not Having a Share Capital)

**NOTES TO THE FINANCIAL STATEMENTS - continued**

<b>6 Expenditure on charitable activities</b>	Note	Unrestricted €	Restricted €	2019 €	2018 €
Marketing		58,372	-	58,372	60,470
Recruitment		-	-	-	28,778
Staff costs		567,924	125,535	693,459	685,600
Support costs	8	244,156	-	244,156	364,273
Training and support programmes		306,408	487,297	793,705	817,300
		<u>1,176,860</u>	<u>612,832</u>	<u>1,789,692</u>	<u>1,956,421</u>

<b>7 Expenditure on raising funds</b>	Note	Unrestricted €	Restricted €	2019 €	2018 €
Charity shop		29,002	-	29,002	29,224
Fundraising events		99,644	-	99,644	128,154
General fundraising		66,589	-	66,589	22,170
Recruitment		27,302	-	27,302	-
Staff costs		131,871	-	131,871	240,991
Support costs	8	94,719	-	94,719	140,885
		<u>449,127</u>	<u>-</u>	<u>449,127</u>	<u>561,424</u>

<b>8 Support costs</b>	Charitable activities €	Raising funds €	Total €
<b>2019</b>			
Administration costs	14,967	4,646	19,613
Finance costs	638	638	1,276
Other support costs	24,045	11,492	35,537
Overheads	106,876	33,069	139,945
Professional fees	32,167	10,460	42,627
Staff costs	58,316	31,401	89,717
Sundry	7,147	3,013	10,160
	<u>244,156</u>	<u>94,719</u>	<u>338,875</u>
<b>2018</b>			
Administration costs	15,060	4,759	19,819
Finance costs	1,110	476	1,586
Other support costs	28,850	10,979	39,829
Overheads	197,900	78,851	276,751
Professional fees	61,440	15,343	76,783
Staff costs	52,662	28,356	81,018
Sundry	7,251	2,121	9,372
	<u>364,273</u>	<u>140,885</u>	<u>505,158</u>

Support costs are apportioned across expenditure types on the basis of staff numbers and utilisation, as appropriate.



Aware (A Company Limited by Guarantee and Not Having a Share Capital)

**NOTES TO THE FINANCIAL STATEMENTS – continued**

**9 Particulars of employees**

	2019 Number	2018 Number
The average number of staff employed by the company during the financial year amounted to:		
Administrative staff	2	2
Sales/fundraising	5	5
Staff deployed in therapeutic services	14	15
Total number of staff	21	22

	2019 Number	2018 Number
<b>Staff costs:</b>		
The number of higher paid employees:		
€90,000 - €100,000	2	2
€80,000 - €90,000	1	1
€70,000 - €80,000	-	-
	-	-

	2019 €	2018 €
Wages and salaries	794,560	885,454
Social insurance costs	90,842	98,661
Pension costs	29,645	23,494
	915,047	1,007,609

**Key management**

The compensation paid or payable to key management for employee services is shown below. Compensation paid or payable includes salaries, social insurance costs and post-employment benefits.

	2019 €	2018 €
Total remuneration for key management	304,297	387,212

**10 Directors' emoluments**

The company does not pay any remuneration to the volunteer board of directors.

Directors are reimbursed for receipted expenses which in 2019 totalled €0. (2018: €804).

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Aware (A Company Limited by Guarantee and Not Having a Share Capital)

NOTES TO THE FINANCIAL STATEMENTS – continued

<b>11 Interest payable and similar charges</b>	2019 €	2018 €
Interest payable on bank borrowing	-	9

<b>12 Net income/(expenditure) for the year</b>	2019 €	2018 €
This is stated after charging:		
Depreciation (note 13)	-	10,380
Bank interest	-	9
Audit fees (excluding VAT)	21,000	21,000

**13 Fixed assets**

During 2018, the company disposed of its Freehold premises. The gain on the disposal of this asset was €806,311.

<b>14 Debtors and prepayments</b>	2019 €	2018 €
Debtors	68,765	46,985
Prepayments	18,510	20,468
	<u>87,275</u>	<u>67,453</u>

All amounts are receivable within one year.

Aware (A Company Limited by Guarantee and Not Having a Share Capital)

**NOTES TO THE FINANCIAL STATEMENTS – continued**

<b>15 Creditors - amounts falling due within one year</b>	2019	2018
	€	€
Trade creditors	42,712	71,825
Accruals	24,685	23,602
Pay related social insurance	29,744	54,708
Other creditors	3,705	2,249
Amount due to Aware Community Employment Scheme	16,723	22,076
Deferred restricted income	-	35,000
	<u>117,569</u>	<u>209,460</u>

Amounts owed to related parties in respect of Aware Community Employment Scheme are unsecured, interest free, have no fixed date of repayment and are repayable on demand.

Trade and other creditors are payable at various dates in the next three months in accordance with the suppliers' usual and customary credit terms.

Tax and social insurance are repayable at various dates over the coming months in accordance with the applicable statutory provisions.

<b>16 Financial instruments</b>	2019	2018
	€	€
Financial assets:		
- Cash at bank and in hand	<u>1,340,112</u>	<u>1,792,340</u>
- Debtors and prepayments	<u>87,275</u>	<u>67,453</u>
Financial liabilities:		
- Trade creditors	42,712	71,778
- Accruals	24,685	23,602
- Pay related social insurance	29,744	54,708
- Other creditors	3,705	2,249
- Amount due to Aware Community Employment Scheme	16,723	22,076
- Deferred income	-	35,000
	<u>117,569</u>	<u>209,413</u>

**17 Related party transactions**

There are no related party transactions, other than those with Aware Community Employment Scheme as disclosed in note 15.

**18 Controlling party**

On a day to day basis, the company is governed by the board of volunteer directors. No director derives economic benefit from the company. The composition of the board of directors is ultimately controlled by the members.

## NOTES TO THE FINANCIAL STATEMENTS – continued

### 19 Comparative amounts

Certain comparative amounts have been reclassified to maintain comparability with current year disclosures.

### 20 Commitments

The Company signed a lease on an office located at 9 Leeson Street Upper, Dublin 4. This office is the main office for the organisation and staff and volunteers on the support line is based at this location. The Company entered into a 10 year lease with a 5 year break clause on 29 November 2017 at an annual rent of €83,000 per annum.

There were no other commitments at year end 31 December 2019.

### 21 Post Balance Sheet Events

The arrival of the COVID19 pandemic in Ireland in late February 2020 and the lockdown announced by the government in phases in March and April 2020 has had a very significant impact on Aware. The immediate risks faced by the charity arose from the cancellation of planned fundraising events in March, May, and June of 2020. Initially management thought that the organization could see its budgeted revenues for 2020 reduced by over 40%. The office and shop was closed in early March 2020. The Directors decided that it would be prudent to arrange to have more frequent board meetings and for the board to meet monthly via Video conference call. This would enable the board to better understand the risks as events were cancelled or postponed and to determine what cost reduction measures might have to be taken during the year. During the lockdown between March and June 2020 the Finance committee, Services committee and new Fundraising and Communications committee also met to review the impact and risks arising from COVID 19. The Finance committee also reviewed in April 2020 the financial forecasts for the year end with management. As it turned out, the organization benefited from several significant new corporate partnerships and donations during the lockdown and this helped to replace lost income from the fundraising events planned between March and June 2020.

The health and Safety of staff, volunteers and the public was upper mind on managements thoughts during this period and all face to face and groups meetings were cancelled from March and will only reopen when management deem it safe for the public, staff and volunteers to do so.

As the Schools were closed, we were not able to deliver our Schools life skills programmes and therefore we terminated contracts with all or training partners who provide services to the organization on a contractual basis. Similarly, we were not able to provide our adult Group life skills programmes delivered during the same period March to June 2020 and we also terminated all the contracts with our training partners. The organization conceived in 2014 to hire professional training partners to deliver our psycho-educational programmes and this flexible model of service delivery allows us to terminate contracts on a demand basis. Our organizational model means we were able to implement cost savings immediately in March of 2020 and the full year savings from the cancellation of programmes means the organization can save approximately €600k in 2020.

In conclusion, the real impact of COVID19 on the organization has been on the significant increase in demand for our services and we have been able to cope and respond exceptionally well to the increase in demand thanks to the wonderful support of our volunteers and staff. On the financial side, we have been very fortunate with wonderful support from our corporate partners and with or ability to introduce cost saving quickly we are very confident that we will still end 2020 with a strong balance sheet.

**NOTES TO THE FINANCIAL STATEMENTS – continued**

**22 Approval of financial statements**

The financial statements were approved and authorised for issue by the Board of Directors on 14<sup>th</sup> July 2020 and were signed on its behalf on that date.



A photograph of a sunset over a dark, silhouetted landscape. The sun is a bright yellow circle in the upper left, casting a warm orange glow across the sky. A large, dark tree is visible on the right side of the frame. The overall mood is serene and hopeful.

Aware's message is one of hope:  
**recovery is possible**



## Follow Us



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