

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

Annual Report

Financial Year Ended 31 December 2023

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DIRECTORS AND OTHER INFORMATION

Board of Directors

Mr P Cosgrove
Mr S Crowley (Secretary, resigned June 2023)
Ms S Watson
Mr S Holmes (Vice Chair, resigned June 2023)
Mr K Kiernan
Mr P Power
Ms S Brennan
Mr N Collins
Dr P McKeon
Ms M McAuliffe
Ms J Butler
Ms F O Sullivan
Mr A Yeates
Dr L Feeney
Ms M Ndakengerwa (appointed September 2023)
Ms C Austick (appointed September 2023)

Chairman

Mr P Cosgrove

Treasurer

Ms S Watson

Chief Executive

Mr D Layden

Company Members

Mr P Allen
Mrs G Bailey
Ms E Blake Knox

Ms J Butler
Ms A Byrne
Ms B Kinsella
Dr P McKeon
Mr J McKeon
Mr C Cunningham
Mr A Yeates
Mr B Colivet
Ms F O Sullivan
Ms S Lloyd Hickey

Solicitors

Field Fisher Solicitors
The Capel Building
Mary's Abbey
Dublin 7

Bankers

Bank of Ireland
St Mobhi Street
Glasnevin
Dublin 9

Secretary and Registered Office

Mr Piaras Power
9 Leeson Street Upper
Dublin 4

Company number: 235838

Charity registered number: 20013189

Chairman and Chief Executive Officer Welcome Message

2023 was another year of change for Aware.

In all areas of our work, we endeavoured to meet the evolving needs and demands of our service users, volunteers, funders and staff. Society has evolved rapidly in recent years and many of us have changed the way in which we live and work. At a local level, we are dealing with the increasing cost of living and a housing crisis. At a more global level, we are hearing about humanitarian crises, climate change and political unrest. This is causing stress, anxiety and having a knock-on effect on other aspects of life. At Aware, we are seeing the impact of these changes reflected across our services, our ability to recruit and retain volunteers and staff and importantly, secure funders to support our vital services.

Despite these challenges, we focused on growth and development in 2023. We strengthened our volunteer training to better support our volunteers and provide better outcomes for our service users. This included the introduction of a Volunteer Management System, enabling volunteers to manage their own shift schedules directly and a Learning Management System, a learning platform designed to streamline our training and education process.

In 2023, we directly supported up to 40,000 people via our support and education services. It would not have been possible to support so many people without our community of dedicated and committed volunteers. We were also delighted to welcome many new volunteers to the team this past year who have settled into their roles and are already contributing hugely to the organisation.

We added a number of new services to our portfolio, to include an evidence-based Mindfulness Programme which is proving very popular. We also entered a partnership with the HSE and St. John of God Community Mental Health Services to operate an out-of-hours crisis café 'The Solace Café' in Dublin South. This café forms part of a wider national initiative to develop and expand out-of-hours mental health support in line with Sharing the Vision: A Mental Health Policy for Everyone and the National Model of Care for Crisis Resolution Services. The café is designed to offer an out-of-hours friendly and supportive community space for people requiring mental health support in a crisis. The café will be operational by May 2024.

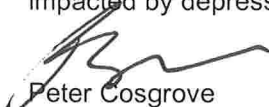
Possibly the biggest challenge facing Aware in 2023 was raising the funds required and planned for. We saw a noticeable drop in donations, community fundraising and participation in our established Aware Christmas 5K event. We believe this is a reflection of changing habits post Covid-19, coupled with the significant increase in inflation and cost of living. In an effort to continue to diversify our income streams, we introduced a new event in September called 'The Big Splash for Aware', asking people from all over Ireland to take a cold dip to raise awareness and funds for mental health. We were encouraged to see positive engagement with the initiative and plan to grow the event in 2024.

Our 2023 financials (page 30) indicate a significant financial deficit for the year. With funds generated in previous years, plus a planned for deficit, the aim in 2023 was to grow and evolve to futureproof the organisation. The challenging fundraising environment meant that we finished the year with more of a deficit than planned, however the investments made in 2023 have streamlined operations in Aware, allowed us to offer a number of new services and establish a new fundraising event which we hope will lead to increasing income over the coming years.

Maintaining the highest standards of governance is of utmost importance to Aware. We are fortunate to have a highly proficient and engaged Board in place which was further expanded in 2023, welcoming two new members and resulting in a more diverse and representative Board. As always, we are so grateful to all who supported us throughout the year by fundraising on our behalf, participating in our events, our wonderful corporate partners and of course, the ongoing support from the HSE.

We would also like to acknowledge and thank most sincerely the wider Aware team – our staff, volunteers, training partners and supporters of Aware. Without your valuable contributions, we would not be able to deliver our wide range of services that have had a profound impact on so many people's lives.

We will always experience challenges - as a society, as a business or organisation, and as individuals. Here at Aware, our core message has always been one of hope and we will continue to work hard to ensure that people impacted by depression and bipolar disorder feel understood, supported and empowered to live a fulfilled life.


Peter Cosgrove
Chairman | Aware


Dominic Layden
Chief Executive Office | Aware

DIRECTORS' REPORT

The Directors present their Directors' Report together with the audited financial statements of the Company for the financial year ended 31 December 2023. 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 pertinent 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 Regulator 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.

Vision & Values

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.

The principal objectives of the organisation as set out in our Memorandum and Articles of Association are as follows:

- To relieve conditions of depression, bipolar disorder and other mood disorders by the provision of mutual support groups, counselling, psychotherapies and other clinically acceptable and practicable interventions for individual people and groups of people within Ireland who are or who have been suffering from such illness, and their relatives and friends.
- To inform and educate on the nature, extent, consequences, treatment and prevention of depression, bipolar disorder and related mood disorders based on up-to-date research and information on the biological, psychological, and social bases of these disorders.
- To promote and encourage public awareness 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 support and conduct applied research into the development, treatment, and prevention of depression, bipolar disorder and related mood disorders.
- To act as a national organisation for all matters concerning the relief of those with depression, bipolar disorder and related mood disorders and their relatives and friends.

Our Values

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.

DIRECTORS' REPORT - continued

STRATEGIC REPORT

Our Impact In 2023

Aware continued to adapt and evolve our services to meet the needs of the public and provide our support, education and information services nationwide.

- Over **25,000** interactions with our Support Line, Support Mail and Support & Self Care Group services.
- **5,517 adults** participated in our education programmes.
- Over **13,000** people engaged with our webinar series.
- **2,100 young people** (aged 15-18 years) were equipped with resilience building skills via our school-based education programmes.
- An estimated **600,000** people accessed our website and followed our social media channels to avail of information and support.
- Despite a challenging environment, Aware generated an income of **€1,865,126** for service delivery which includes:
 - €572,008 in State funding
 - €430,576 from partnerships with corporate organisations
 - €214,754 via community fundraising
 - €205,439 in donations and bequests
 - €346,300 via Aware events
 - €95,836 in grants from Foundations
 - €213 in other income

Our Strategic Plan 2022-2025

When Aware was established in 1985, a number of principal objectives were set out, with service development focused on meeting these objectives.

Aware identifies strategic priorities every three years to enable and support delivery of these objectives. Achieving these goals is managed by establishing annual objectives and the regular monitoring of performance. A new Strategic Plan was approved by the Board of Aware in late 2021 following an extensive and inclusive process with our key stakeholders (Members, Board of Directors, volunteers, funders, service users and staff).

This Strategic Plan identified a number of themes and outputs for the current strategic period:

- To renew our focus on growing and strengthening our Support & Self Care Group offering which remains integral to the organisation.
- To implement an evidence informed service strategy - continuing with our current range of services and piloting further supports with defined outcome measures for each service. Supported by a robust research strategy to evaluate and measure the impacts of our service offering.
- To offer tailored supports, ensuring that clear care pathways are in place for our service users.
- To build awareness and understanding of depression, bipolar disorder and related mood conditions through our communications activities.
- To maintain our organizational effectiveness and ensure that our funding, structure, systems and governance enable delivery of our stated objectives.
- To engage with other mental health care service providers to ensure coordination of services for people experiencing mental health difficulties.

DIRECTORS' REPORT - continued

STRATEGIC REPORT – CONTINUED

Our Services

Aware provides a range of free support, education, and information services for people impacted by depression, bipolar disorder and other mood related conditions.

Aware Support & Self Care Groups

“This morning I was totally overwhelmed by my “dread” feelings. I tried to manage them with all my usual tricks and the prospect of the meetings this week were an important part of the picture to help me hang on in there until I got some relief.”

The Aware Support & Self Care Groups provide peer to peer support, facilitated by Aware trained volunteers. The service operates daily with in-person, Zoom and phone-in options.

2023 vs 2022

In 2023, Aware offered 20 groups on a weekly basis to include 10 in-person, 9 via Zoom and one phone in group. Of these, one is a dedicated Relatives & Friends Support Group and two are dedicated Bipolar Disorder Support Groups. The in-person groups are concentrated in large urban areas – Dublin, Cork, Galway, Limerick, Kerry and Waterford with the aim of maintaining group viability. A total of 6,677 visits to the groups were recorded in 2023, representing an increase of 8% on the number of visits in 2022 (6,164 visits). 3,656 of the overall 6,677 visits were to our in-person groups, representing 55% of all visits in 2023.

Aware Support Line

“She gave me so much more than she is probably aware of herself. She said all the right things and gave me the space and patience to let me share my issues.”

The Aware Support Line operates 365 days a year between 10am and 10pm.

2023 vs 2022

In 2023, we received 28,045 calls in comparison to 31,524 calls in 2022 and 29,729 calls in 2021. Of the 28,045 calls received, we were in a position to answer 18,066 calls, representing a 64% call answer rate for the year.

The Support Line traditionally operated out of the Aware offices in Dublin. When Covid-19 restrictions came into play in early 2020, Aware moved to a non-geographical, VOIP service to allow volunteers to take calls remotely so we could continue to provide a vital service and recruit volunteers from outside of Dublin at a time of high demand. In 2022, we offered the option to resume in-person volunteering at the Aware office to our Dublin based volunteers. We saw a significant increase in people availing of this option during 2023. The choice of volunteering remotely will remain in place to ensure we can meet demand and changing expectations/need for flexibility from volunteers.

Monitoring The Service

The 3Connect App continues to allow us to monitor calls for best practice and ensure that volunteers are receiving valuable ongoing learning and development feedback.

2023 Challenges

Aware has always strived to achieve an 80% answer rate. While the answer rate increased from 61% in 2022 to 64% in 2023, we still have significant progress to make. The successful recruitment, training and retention of volunteers for the Support Line continues to be a key priority for 2024.

DIRECTORS' REPORT - continued

STRATEGIC REPORT – CONTINUED

Aware Support Mail

“I really appreciate you taking the time to read my email and compile all this information. It helps to know there are supports out there.”

Our encrypted Support Mail service allows people to email for support at any time and be assured of an answer within 24 hours.

2023 vs 2022

We continued to observe decreasing demand for the Support Mail Service in 2023, with volunteers receiving and answering 778 emails in comparison to 1,109 emails in 2022 (30% YoY decrease) and 1,527 in 2021 (27% decrease on 2021). 16% of these emails related to general queries as opposed to requests for support. While it isn't possible to draw concrete conclusions, we believe the drop in demand is linked to the availability of a substantial range of information on our website and the increasing suite of services we provide.

Achieving Target Response Times

95% of mails were responded to within 24 hours in 2023 in comparison to 81% in 2022, demonstrating the dedication and commitment of Support Mail volunteers to achieving service targets.

Looking Forward

We will be reviewing this service in 2024 to better understand what type of response is required to address the needs of service users.

Our Education Services – Education and Wellbeing Programmes

Aware's free adult education programmes include the Life Skills Group Programme and Life Skills Online Programme, both of which are based on the principles of Cognitive Behavioural Therapy (CBT), a Relatives & Friends Programme, designed for those supporting a loved one experiencing depression or bipolar disorder and a Living Well With Bipolar Disorder Programme. A fifth evidence-based programme was introduced in 2023 – the Mindfulness-Based Stress Reduction Programme. In 2023, all programmes were offered in virtual environments and a limited number of in-person settings. We plan to continue to operate a hybrid model to meet public demand.

Life Skills Group Programme

This is a group programme, taking place one evening a week over a six-week period, delivered by an Aware training partner and suitable for people experiencing anxiety, mild to moderate depression or looking to learn more about their mental health and how to manage it.

“It really struck a chord with me, with such simple but very effective tools to help manage those unhelpful thoughts and day to day life.”

In 2023, Aware delivered 86 programmes supporting 1,464 adults. This represents an increase in programmes but comparable number of participants when compared to 2022 (76 programmes and 1,492 participants).

Life Skills Online Programme (delivered in conjunction with SilverCloud Health)

This programme contains eight modules which a participant can work through in their own time. Each participant is allocated an Aware trained supporter who guides them week by week. We delivered this programme to 2,248 participants in 2023, a significant increase from 1,620 participants in 2022.

Relatives & Friends Programme

This psychoeducational programme takes place over four weeks and is delivered by an Aware training partner and mental health professional. It is specifically designed to address the needs and self-care of those supporting a loved one.

“I thought it was great to be in a room with others in the same boat – very comforting. Sharing experiences and hearing that the way I'm reacting is normal and giving me information how to help.”

DIRECTORS' REPORT - continued

STRATEGIC REPORT – CONTINUED

In 2023, Aware supported 323 adults across 30 Relatives & Friends Programmes representing a decrease from 2022 - 400 adults across 31 programmes. In 2023, 77% of participants who registered completed the programme versus a completion rate of 72% in 2022.

Living Well With Bipolar Disorder Programme

This is an education and support programme which takes place over eight weeks, is delivered by a mental health professional and benefits from Aware's dedicated Bipolar Disorder Support Groups as a follow-on option for participants. It aims to provide participants with the information and tools to understand and live well with bipolar disorder.

2023 represented the second year of this programme offering. 15 programmes were delivered to 113 participants versus 18 programmes to 159 adults in 2022.

Mindfulness Based Stress Reduction Programme

In 2023, Aware introduced a new eight-week programme, delivered in conjunction with The Mindfulness Centre. Extensive research into eight-week Mindfulness-Based Stress Reduction Programmes has shown that developing mindfulness has a significant positive effect on reducing anxiety and depression and managing stress. In the first year of the offering, we delivered four programmes to 50 participants.

Self-Directed Programmes

A number of self-directed programmes are available via the Aware website to include Space from Stress, Space for Sleep and Space from Resilience. In 2023, 1,319 participants registered for these programmes versus 1,511 in 2022. The drop in participants can be linked to the removal of a fourth programme 'Space from Covid' in 2023.

Aware also offers school (senior cycle) and workplace-based programmes.

Life Skills For Schools Programme

This programme is designed for senior cycle students ages 15-18 years old and delivered over a six-week period by an Aware training partner.

"I can't begin to tell you how beneficial it was to the students. All unanimously felt they gained valuable information and strategies to help them regulate their thoughts and emotions. It was pitched perfectly to them and their needs."

In line with a strategic decision to reduce the volume of programmes, Aware delivered 95 programmes to 1,970 students in 2023 out of an overall target of 100 programmes. This is in comparison to 185 programmes to 3,602 students in 2022.

Wellness@Work

Aware offers two workplace wellness programmes, designed to meet demand from existing corporate partners and the workplace. The programmes intend to raise awareness of mental health issues and help staff and managers to learn and use relevant coping skills to better manage positive mental health in the workplace. 29 sessions were delivered in 2023.

"The Wellness@Work Programme has been an extremely beneficial exercise for all of our team here. We gained a new awareness of how to manage day to day stress as well as what can compound it. I wouldn't hesitate to recommend this programme to any employer for whom employee wellbeing is a priority."

Reflecting On Performance In 2023

While we did not achieve our targets or exceed our 2022 performance across some of the programmes, this was mainly due to forced cancellation of in-person programmes and a need to cut costs in Q4 which led to a reduction in the number of programmes offered in the final few phases. We continue to monitor and reflect on the changing demands and needs of the public and have implemented a number of changes to service delivery in 2024 to improve outcomes.

DIRECTORS' REPORT - continued

STRATEGIC REPORT – CONTINUED

The Solace Café

In late 2023, we entered a partnership with the HSE and St. John of God Community Mental Health Services to operate an out-of-hours crisis café 'The Solace Café' in Dublin South. This café forms part of a wider national initiative to develop and expand hours of mental health support in line with Sharing the Vision: A Mental Health Policy for Everyone, and the National Model of Care for Crisis Resolution Services. The café is designed to offer an out-of-hours friendly and supportive community space for people requiring mental health support in a crisis. The café will be operational by May 2024.

Delivering Our Services

Aware's services are provided either by highly trained and committed unpaid volunteers or training partners and mental health professionals who are paid to deliver our educational services on a sessional basis. We are committed 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 partner recruitment and training programmes.

Our Volunteers

Since its inception over 38 years ago, Aware has been a volunteer led organisation with circa 400 volunteers delivering our range of support services to include our Support Line, Support Mail, Support & Self Care Groups and our positive mental health programme Life Skills Online. Without the dedication and commitment from our volunteers, we would not be able to support upwards of 28,000 people each year via these vital services. Our volunteers are a hugely diverse group, all ages and from all walks of life. Many have their own experience of mental illness, either directly or through supporting a loved one, which has inspired them to want to support others going through similar experiences.

"I think it's an immense privilege to Volunteer for such a wonderful organisation and to see that the small part we play as facilitators can have such a transformative impact on people's lives."

We were delighted to welcome nearly 200 new volunteers to the team in 2023. Each volunteer generously gives of their time, and most importantly their compassion to ensure that everyone who contacts Aware receives understanding, empathy and support.

Recruitment Of New Volunteers

Our volunteers undertake a rigorous recruitment and training programme to prepare them for their 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 completion of the Children First and Safeguarding Vulnerable Adults e-learning modules. Once that process has been completed the new volunteer then goes through a training process for the service they have volunteered with.

While the last few years have certainly held many challenges for Aware, it also opened up new opportunities in the way we recruit, train and deliver our services, thereby allowing us to welcome volunteers from all over the country to each of our services.

Evolving Our Recruitment & Training

We pride ourselves on the high-quality training provided to our volunteers which ensures they are fully prepared for their roles. In late 2022, we implemented a Learning Management System (LMS) to further improve the recruitment and training experience for our volunteers. In 2023, we added a Volunteer Management System which allows volunteers to book their own shifts and make changes as required, along with a Board Portal which will host all Board and Committee papers facilitating easier access to important governance documentation for our trustees.

Volunteer Education Days

Aware holds a number of education days each year offering opportunity to connect with peers, hear updates on the organisation and refresh on practise and self-care. It is mandatory for volunteers to attend one education day per year.

DIRECTORS' REPORT - continued

STRATEGIC REPORT - CONTINUED

Supporting Our Volunteers

Our team of volunteers are the backbone of the organisation and ensuring their safety and wellbeing is of vital importance to Aware. We work closely with our volunteers on each service to ensure that everyone feels prepared and supported in their roles. This includes refresher training, ongoing education days and service meetings, regular check ins from the service manager with a focus on the self-care of the volunteer along with additional support measures such as the 'buddy' system and Slack app.

Throughout 2022 and 2023, we have also introduced or reinvigorated a number of additional activities designed to further support learning and relationship building within the volunteer community. These include Masterclasses with our clinical team, the Aware Choir, a Journal Club, World Cafes, Lunch & Learns and social gatherings.

Changing Volunteer Behaviour

We continue to see the impact of the changes in the ways we live and work across our volunteer community, with more movement and a much greater need for flexibility. This poses challenges for Aware as recruitment and training takes time and resources and high attrition rates impact on service delivery. We are constantly reviewing our recruitment and retention approaches to best address this issue.

Stepping Down

182 volunteers stepped down in 2023 in comparison to 113 volunteers in 2022. Most cited personal reasons for moving on. Despite relatively successful recruitment drives, the high attrition rate meant that we did not achieve our volunteer targets across our support services in 2023.

- Support & Self Care Groups: 86 vs target of 110 (78%)
- Support Line: 131 vs target of 175 (75%)
- Support Mail: 21 vs target of 22 (95%)
- Life Skills Online: 92 vs target of 110 (84%)

Investing in Volunteers Standard

Since 2015, Aware has been proud to be a recipient of the Investing in Volunteers Standard (IIV), an externally audited quality standard for good practice in volunteer management. The auditing process is comprehensive to include volunteer surveys, interviews, evaluation of volunteer policies, training and inclusion. Aware was successfully granted the Standard for another three years in July 2023.

Looking Ahead

Our aim in 2024 is to maintain an active volunteer base of circa 400 people to ensure we can deliver on our objectives and mitigate against expected rates of volunteer attrition throughout the year.

Our Training Partners (paid contractors)

Aware's training partners deliver our adult and school-based education programmes. The recruitment procedure for our training partners is a three-step process consisting of an initial interview, on-site training and delivery demonstration. Refresher training takes place throughout the year and successful candidates are continually assessed to include unannounced site visits by management. 39 training partners were on the Aware panel at the end of 2023. We do not have plans to recruit additional training partners in 2024.

Audit & Research

In 2023 we reviewed and updated how we measure the effectiveness of all our education programmes, implementing a standardised package of outcome measures to explore rates of depression, anxiety and stress before and after participation, allowing for assessment of change as well as comparison across groups.

We also reviewed how we understand and measure the impact of our support services, increasing the capacity for service user feedback to inform service delivery. We will continue to audit our support services as part of ongoing quality improvement.

Research will be a central priority for 2024 and following an open consultation, we will finalise our research strategy for the upcoming period.

DIRECTORS' REPORT - continued

STRATEGIC REPORT – CONTINUED

Raising Our Funds

Aware's services are offered to the public free of charge. On average, we receive approximately 30% in State funding. It is necessary to maintain a robust fundraising function to ensure we can continue to meet the needs of our service users, and to provide the capacity to develop our services in line with the needs of current and future service users.

In 2023 we continued to adopt a fundraising strategy that focuses on diversified sources of income to protect the sustainability of the organisation. State income has been of significant importance for many years, whilst ongoing support from the public and our corporate partners provides both much-needed funding and enhanced conversation around mental health.

We did experience challenges in 2023, namely a significant drop in donations and community fundraising, most likely a direct reflection of the economic environment we are living in today. This impacted on the organisation's plans for the latter half of 2023 and reinforces the importance of a diverse income stream.

State Income

State funding continues to play a central role in the provision of Aware services. In 2023, we received a total of €572,008 through our work with regional CHO offices of the HSE, National Lottery, as well as from the National Office of Suicide Prevention. State funding contributed towards the significant costs of operating our support services, as well as enabling us to deliver our Life Skills Programmes to adults across Ireland, both in-person and virtually. We are immensely grateful to the HSE, National Lottery and NOSP for their continued support during 2023.

Corporate Partnerships

Income generated through corporate relationships represented 23% of total income in 2023 (versus 22.8% in 2022). The generosity of partners such as Three Mobile, Cadbury, Davy, Maxol, Dublin Port Company, ESB and Aldi continued to provide vital funds to support our work, and we were delighted to welcome new partners during the year, including DFK Crowley, Seasalt Clothing and Home Secure. Corporate partners engage in a wide range of activities, ranging from sponsorship of Aware events to direct donations and staff fundraising. We place great emphasis on fostering strong, mutually beneficial relationships with our corporate partners, and welcome the opportunity to engage with staff to enhance their understanding of how to support positive mental health.

Philanthropy & Foundations

We have been successful in developing new income streams from philanthropic sources in recent years. Both Community Foundation Ireland (via the hugely successful Toy Show Appeal) and the Cadbury Foundation supported our Life Skills for Schools Programme aimed at senior-cycle students, with Community Foundation Ireland also funding a research project looking at the mental health experiences of older adults. Our relationship with Fidelis Foundation continues to grow and they generously supported our work again in 2023.

Public Support

Despite all the challenges the public continue to face in their personal lives, people stepped up once again to support Aware via donations, fundraising activities and participation in our events. We are so grateful for both their financial support and their role in helping us to raise awareness for mental health and our services.

"I am so happy to support you, year on year my admiration for Aware grows and I will continue do this every year that I can to support you. Your work is just tremendous."

Aware Events

Aware hosts a number of annual public and corporate events to include the Aware Harbour2Harbour Walk, Aware Liffey Loop, Aware Christmas 5K, Aware Golf Outing and the Aware Resilience Lunch. 2023 saw the introduction of our new event 'The Big Splash for Aware' which we hope to establish as an annual event following positive engagement from the public. The Aware Harbour2Harbour Walk proved to be the highlight event of the year. It was our biggest event yet with almost 3,000 participants and we were named an official event partner of St Patrick's Festival reinforcing the status of the event as a core St Patrick's Day activity. The inaugural Aware Liffey Loop, a new corporate event in March also proved successful with a second event planned for 2024. Unfortunately, despite best efforts, resuming an in-person event for the Aware Christmas 5K was not successful

DIRECTORS' REPORT - continued

STRATEGIC REPORT – CONTINUED

and we have made the difficult decision not to proceed with this event in 2024. Instead, the organisation will place focus on growing the Aware Harbour2Harbour Walk and The Big Splash for Aware events.

Building Our Profile

The Communications function plays a number of roles within the organisation, with brand, service and fundraising objectives.

On an ongoing basis, we aim to educate the public about mental health and to tell the stories of our service users to achieve positive change in public attitudes and behaviour, challenge stigma, and ensure that everyone who can benefit from our services knows what is available and how to access it. We continually strive to engage with new and existing audiences by developing new content and embracing new ways of communicating.

Key objectives include:

- Raising the profile of Aware
- Increasing awareness and understanding of depression, bipolar disorder and related mood conditions
- Encouraging engagement with Aware support services and driving participation in Aware's education programmes
- Supporting volunteer recruitment and engagement
- Driving revenue and participation in Aware events
- Supporting recruitment and retention of corporate partners

Building Our Profile

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 on mental health and our services and to drive support for Aware by communicating our vision and the impact of our work. Throughout 2023, we continued in our efforts to increase visibility of the organisation and engage with new and existing audiences, utilising our digital presence and content, literature, webinar series and marketing activities to promote our services, campaigns, events, and collaborations with corporate partners.

Website & Social Media Channels

Aware's website continues to play an integral role in sharing information and resources, alongside facilitating registration for our education programmes, webinars, and events. We place great importance on ensuring that our website is easy to navigate, and provides reliable, trustworthy and regularly updated content. An estimated 500,000 people accessed our website in 2023, with engagement continuing to deepen as highlighted by a 74% increase in clicks, highlighting public desire to explore the content.

By the end of 2023, our social media followers had reached 108,416, an increase of circa 3,000 people and we reached over a million people through our social media campaigns. We saw significant growth on Instagram with our following increasing by 14%. Engagement rate on social media remained consistently above the industry average (2.12%) and was high at the end of the year at 3.17%. Our YouTube channel which houses our lectures/webinars and other video content continued to record high traffic with over 760,000 views throughout the year.

A standout highlight from 2023 was the engagement with our promotional video for The Big Splash for Aware featuring influencer June Curtin. 330k people watched the full video, with over 11k people clicking through to our website to find out more. The follow up 'thank you' video for the event featuring participants on Killiney beach was one of our best performing pieces of organic (unpaid) content in 2023 on Instagram, receiving 8.2k views and 215 likes.

Our digital presence continues to be a key focus as we move into 2024, with plans to improve the user journey further and increase our traffic significantly. To maximize all opportunities and maintain an engaged following, developing content continues to be a priority for Aware going forward, particularly investing in quality short-form video content which continues to receive the highest engagement.

DIRECTORS' REPORT - continued

STRATEGIC REPORT - CONTINUED

Webinar Series

The Aware Webinar Series is delivered by subject matter and lived experience experts, alongside clinicians on a range of topics connected to mental health each month. They are an opportunity to share knowledge, to raise awareness and to bring our expertise to the public, alongside broadening the awareness of the organisation and the free services available. After a substantial drop in engagement in 2022, we prioritized building this offering in 2023, devising a topic/speaker strategy designed to increase interest and implementing a monthly advertising campaign on Meta to drive awareness and signups. The outcome was hugely positive – registration increased from 4,878 in 2022 to 14,196 in 2023 and live attendance increased from 1,160 in 2022 to 2,710 in 2023. The webinar web page saw an increase of 1,400% (from 1,586 views in 2022 to 24,394 views in 2023) and more than 10,000 people viewed the webinar recordings on our YouTube channel during the year.

Along with the website and social media channels, we are focused on continuing to strengthen this offering in 2024, securing high profile contributors and investing in appropriate levels of promotion to increase engagement with the series.

“I look Aware for education, guidance and support and this webinar really hit the nail on the head for me. I found it so encouraging and it left me with the feeling that change is both possible and desirable – well done Aware for being such a great resource.”

PR Highlights

'The Mood of the Nation'

Aware commissioned a national survey in 2023 with a representative sample of 1,200 people exploring the mental health experiences of the public, particularly around depression and anxiety. The results of the survey were stark, highlighting the prevalence of both conditions and securing Aware a significant volume of interview and expert comment opportunities across TV, radio and print. A second survey is scheduled for 2024.

Awareness Campaigns

We ran two awareness campaigns in 2023 – World Bipolar Day and Aware Mental Health Week. The budget was limited for both, so the focus was on developing strong content for the website/social media and a robust PR campaign. Thanks to a wonderful line-up of engaged lived experience ambassadors, we achieved excellent engagement across our website and social channels, along with interviews on 13 radio stations, news bulletins across 26 stations and features in 8 national newspapers.

Media Engagement

We are fortunate to have excellent clinical and lived experience spokespeople, resulting in 74 radio interviews, 2 TV interviews and more than 20 features in national newspapers throughout the year.

FINANCIAL REVIEW

Despite facing a number of challenges during the year, thanks to the generosity and support from our corporate partners, the public and the State, Aware managed to end the year in a strong position with a total income of €1,865,126. Total expenditure was €2,499,537.

At year-end, the company had reserves of €918,152. These reserves are available to cover the risk of a fall in future income generation and to support continued delivery of the strategic plan. The results for the year ended 31 December 2023 are set out in full on page 30.

Income

The Company generated income of €1,865,126 in the year, a decrease from €2,160,059 in 2022. In 2023, we received €572,008 in grant funding under Section 39 of the Health Act 2004, representing 31% of our overall income (2022: 28%). The remaining 69% (2022:72%) of total income was generated by public and corporate support.

Very little of our income is guaranteed from one year to the next, so it's imperative that Aware operates a robust fundraising function. In 2023, fundraising expenditure amounted to €608,169 in comparison to €467,182 in 2022. These costs were required to develop, implement, and promote events and initiatives. On average, therefore it cost Aware €0.32 to generate €1 of income in 2023 (taking into account staff costs).

DIRECTORS' REPORT - continued**FINANCIAL REVIEW - CONTINUED**

INCOME	2023 €	2022 €
Donations & legacies	731,851	980,229
Charitable activities	572,008	606,663
Trading activities	561,054	572,954
Other income	213	213
Total Income	1,865,126	2,160,059

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:

- NOSP funding allocated to Life Skills Programmes, Living Well With Bipolar Disorder Programmes and remote access solution for the Support Line.
- HSE grants allocated to Support & Self Care Groups, Support Line and Support Mail.
- National Lottery funding allocated to Life Skills for Schools Programmes.
- ESB Energy for Generations Fund allocated to Life Skills for Schools Programmes.
- Cadbury Foundation funding allocated to Life Skills for Schools Programmes.
- Community Foundation funding allocated to Ukrainian Refugee Support & Self Care Groups, Relatives & Friends Programmes, Life Skills for Schools Programme in Waterford.
- Community Foundation via Toy Show Appeal funding allocated to DEIS schools nationwide for Life Skills for Schools Programmes.
- Community Foundation Ireland funding allocated to research looking at the mental health experiences of older adults.

Expenditure

In 2023, Aware invested €2,499,537 (2022: €2,229,484) in furtherance of its goals.

EXPENDITURE	2023 €	2022 €
Charitable activities	1,891,368	1,762,302
Raising funds	608,169	467,182
Total Expenditure	2,499,537	2,229,484

DIRECTORS' REPORT - continued

FINANCIAL REVIEW - CONTINUED

Financial Position

Reserves & Investment Policy

At year-end, the company had designated reserves of €667,277 in line with best practice, which the Directors consider as the level of funds required to provide for the orderly winding up of Aware in the unlikely event of it being necessary to close the company. The organisation holds a "Statement of Reserves and Investment Policy Principles" which has been approved by the Finance and Remuneration 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 implemented if required.
- That any additional funds are used to invest in services, fundraising and communications in line with the Company's strategic plans.

The organisation holds reserves of €666,000 which increased from €309,000 in 2018, following the sale of our office premises. The Board and management keep this reserve requirement under regular review, and it will be amended as and when required.

The Company held cash at bank of €1,166,631 as of 31 December 2023 of which €666,000 is set aside and held in two 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. Also, of the cash held at bank €104,633 is allocated towards service delivery and has been treated as deferred income as it was only received in late 2022/2023 and will be used for its purpose in 2024.

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, with the Company matching their contribution up to 5%.

Remuneration Policy

The current remuneration policy was approved by the Board in 2018. 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, as appropriate. Management is 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 cost of living adjustments annually that may be deemed appropriate and to propose any such recommendation to the Board for approval.

The CEO's salary for 2023 was €100,541. This was set following a benchmarking review by the Board in 2014 and reviewed again in 2018. The CEO is paid for work related expenses which are authorized by the Chairman. The CEO has delegated responsibility to senior management for authorization of direct reports' expenses (with attached receipts).

Dividends & 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.

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 and other politicians from time to time. All meetings or correspondence is registered with the Lobbying Register as per the requirements of the Lobbying Act 2013.

DIRECTORS' REPORT - continued

GOVERNANCE

Organisational Structure & Management

The Company is governed by its Memorandum and Articles of Association which sets out the objectives for which the Company is established and the respective duties, responsibilities and obligations of its Members and Directors.

Aware Board of Directors

The Charity Regulator defines Charity Trustees (Directors in the case of companies such as Aware) as the people who exercise control over and are legally responsible for the management of the charity. The role of a Charity Trustee carries with it significant responsibility. While the Trustees can delegate tasks, they cannot delegate accountability. The Charity Regulator expects charities to be controlled and managed in a way that protects the charity's reputation and encourages public trust and confidence in the sector.

The Board of Directors is responsible for the strategic development and governance oversight of the Company on behalf of its members. Membership is voluntary, with no remuneration paid and expenses reimbursed where claimed and receipted.

Membership of the Board of Directors is based on:

Professional competencies and required skill sets (e.g., finance, legal). Some of the Directors were sourced through Boardmatch Ireland. Other Directors appointed may have had volunteer roles within the organisation for a period and a good understanding of Aware's ethos and culture, or an interest and insight into depression, prevention of same and overall mental wellbeing.

There have been no contracts or arrangements entered 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.

Board Profiles

Peter Cosgrove (Chairperson)

Peter is the Managing Director of Futurewise, a future of work insights company which explores the latest trends that are shaping the future of work and our world. He has experience in the fields of banking, management consultancy and the staffing sectors. Peter is on the steering committee of the 30% Club and is Chair of Brain Tumour Ireland. He is the former Chair of Junior Achievement Ireland, Blackrock Athletic Club, and the National Recruitment Federation. He has written two books 'Fun Unplugged' and 'Family Fun Unplugged'. Peter was elected to Vice Chairperson of Aware in 2017 and elected Chairperson in November 2021.

Stephen Crowley (Secretary and resigned June 2023)

Stephen lives in Carrigaline, Co. Cork and has been involved with Aware as a Support & Self Care Group Facilitator for many years. He also plays a key role in the Aware training team, delivering training to new volunteers. Stephen works as a Training and Development Specialist with Novartis Ringaskiddy Limited. He has worked with the company for over 20 years across various departments including production and processing. Stephen is passionate about people and personal development, and in his free time he has completed a Diploma in Life & Executive Coaching and studied Emotional Intelligence at Carlow Institute of Technology.

Sarah Watson (Treasurer)

Sarah is a Commerce graduate from UCD and holds a post graduate diploma in professional accounting from the UCD Smurfit Business School. She is a fellow of the Institute of Chartered Accountants in Ireland. Sarah commenced her career with PWC where she worked on various financial services clients, spending time both in Ireland and the US. She held various financial and risk management roles with UniCredit Group, BOI Group and Bank of New York. Sarah currently heads up the Finance function for Scotiabank in Ireland where she has responsibility for all financial and regulatory reporting.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

Simon Holmes (Vice Chairperson and resigned June 2023)

Simon is Executive Vice President of Investor Relations and Corporate Development at ICON plc, one of the world's leading contract research organisations helping to bring new medical treatments to market. He is responsible for the company's investor relations function and for the proactive identification and evaluation of potential acquisition candidates. Prior to this role, Simon was Group Director of Marketing, a position he assumed on joining ICON in July 2005. A graduate of the University of East Anglia and Cambridge University, Simon holds an MBA from the UCD Smurfit Business School and previously held senior positions with Microsoft, LogicaCMG and Cable and Wireless.

Keith Kiernan

Keith is Chief Information Officer (CIO) of Bank of Ireland Group. He has responsibility for Group IT strategy and deployment, systems management, and the adoption of technologies to support the delivery of strategic business change programmes. Keith was formally Chief Operations and Technology Officer with RSA in Ireland where he had full executive responsibility for all aspects of the Technology Strategy, Delivery and Operations in addition to shared services and general insurance business operations. Prior to RSA, Keith held several roles with Telefonica O2 Ireland. Keith led O2's transformation journey providing the leadership and direction necessary to affect the sale and integration process of O2 Ireland to Hutchinson Whampoa ("3") in Ireland. A graduate of Trinity college Dublin, Keith holds an honours degree in Civil & Environmental Engineering.

Piaras Power (Company Secretary)

Piaras is a Partner with global law firm Eversheds Sutherland in Ireland, heading up the Firm's Banking & Financial Services practice group. Piaras has responsibility for advising both Irish and international clients on all aspects of banking law. In his role as practice group head, Piaras sits on the Firm's Executive Management Committee in addition to various sub-committee's covering key areas such as business strategy and diversity and inclusion. Piaras is a graduate of UCD and a member of the Law Society of Ireland.

Sinead Brennan

Sinead is Chief People Officer at Grant Thornton Ireland. Prior to joining Grant Thornton Ireland, she held the role of Chief People Officer at NTMA, Head of Human Resources with KBC Bank Ireland and HR Director with BDO Ireland. Sinead has also worked in HR roles in the software sector and in HR consultancy services. Sinead is Chair of the Gender Matters initiative in the NTMA and is an advocate for Inclusion and Diversity across the Agency. Her professional passion is to create work cultures where people can thrive, develop, and bring their authentic selves to work. She holds a PhD from Dublin City University (DCU), and her research topic was leadership development. She was announced as the 2019 Pearse Walsh Medal Award winner for her research. Sinead also holds a Masters in Business Studies from DCU.

Neil Collins

Neil is a Managing Director at KPMG Corporate Finance and has over 25 years of corporate finance experience having joined KPMG in 1996. Neil has advised on a wide variety of corporate finance transactions including mergers and acquisitions, infrastructure and energy projects, debt portfolio transactions and fundraisings. He is a graduate of University of Limerick, University College Dublin and a Fellow of Chartered Accountants Ireland and chairs the Irish branch of the International Project Finance Association. Neil is married to Denise and has a son and two daughters. He is actively involved in his local GAA and golf club.

Dr Pat McKeon

Pat is a founding member of Aware and a Consultant Psychiatrist. He was Medical Director at St Patrick's Hospital, Dublin and Professor of Clinical Psychiatry at Trinity College Dublin and specialises in the management of depression and bipolar moods. He actively promotes the role of those with lived experience of mood problems as being 'experts by experience' who are uniquely placed to both raise public awareness and understanding of mood problems and provide support and knowledge to peers and their families who are on a similar journey. He has a wealth of experience as a member of Boards, particularly in the area of corporate governance, management of charities and fundraising. He has researched, written and broadcasted extensively on depression and bipolar and is currently researching the benefits of mood monitoring apps in the management of bipolar spectrum moods and difficult to treat depressions.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

Mary McAuliffe

Mary is a Cognitive Behavioural Psychotherapist working in private practice in Tullamore. She specialises in working primarily with clients with both mood and anxiety disorders. She completed her post-graduate training in CBT in The University of Durham, Newcastle, U.K. and her advanced training in Mindfulness Integrated CBT with the M.i.C.B.T. Institute. Mary has a background in both mental health and general nursing. She has vast experience in the area of mental health working for many years as a Clinical Nurse Specialist on a mood disorders programme in St Patrick's Mental Health Services. This involved providing both individual and group psychotherapy and running psychoeducational and support groups for patients with bipolar disorder. She was an integral member of the multidisciplinary team specialising in this area and provided expertise to a variety of disciplines. She also worked on a genetic research project on bipolar disorders. Mary is passionate about promoting mental health and strives to enable people to become the architect of their own lives.

Joan Butler

Joan worked in various Government Departments prior to her marriage and joined Aware in 1990, training as a Support & Self Care Group facilitator. Along the way she volunteered at fundraising and other events and was part of the editorial team of the organisation's quarterly magazine 'Aware'. She returned to employment as Office Manager at a consultancy company. Joan became a Member of Aware in 2014 and continues in her role as Support & Self Care Group Facilitator. She has four children and three grandchildren.

Fiona O' Sullivan

Fiona has been a Support & Self Care Group facilitator with Aware since 2018 and has assisted in the Aware trainees' programmes for several years. She co-founded a destination management company in 1996. She served terms as President and Treasurer of the Incoming Tour Operators Association – Ireland and Treasurer of SITE Ireland. Subsequently, she established a consultancy practice in business tourism. Her consultancy included a role responsible for business development in Central Events in Trinity College Dublin. Fiona is an executive mentor and coach. She works with start-ups, including Secret Street Tours, a non-profit, social enterprise that trains those affected by homelessness to become tour guides. She was a member of the advisory Board of the EPIC The Irish Emigration Museum. She has been the Chairperson of the Trekkers Mountaineering Club for the past 2 years.

Adrian Yeates

Adrian runs his own consultancy business in workplace wellbeing. Lizado Services was set up in 2018 to support organisations with the management their employee wellness needs, particularly regarding stress, anxiety and/or mental health issues. A graduate of Dublin City University in International Marketing and Languages, Adrian has a commercial career of over thirty years, and has worked with Xerox, Nissan Europe (seven years in the Netherlands) and twenty years with Volvo Car Corporation. He was CEO of Volvo Car Ireland from 2012-2017. Adrian is a strong advocate for positive mental health and has lived with anxiety and depression since 1994.

Dr Larkin Feeney

Larkin Feeney is a consultant psychiatrist with the St. John of God Community Adult Mental Health Services in Dublin and he served as Clinical Director from 2017-2022. He has extensive experience in the assessment and treatment of the full range of mental health difficulties. He has interests in the treatment of severe mental illness, recovery and rehabilitation, medical education and training, information technology and mental health service development. He was a Senior Lecturer with RCSI from 2009 to 2022 and has published extensive research in a wide range of mental health areas. He has been Consulting Editor of the Irish Journal of Psychological Medicine since 2010. He has led Balint groups for doctors and others over many years.

Melissa Ndakengerwa (appointed September 2023)

Melissa Ndakengerwa currently serves as the Equality, Diversity and Inclusion Executive – Public Engagement at the Irish Museum of Modern Art, where she and her team work to create meaningful workshops and events that resonate with diverse audiences and foster a sense of belonging within the museum's community. Having previously worked at the Bar of Ireland as the Events and Project Officer, Melissa excels in managing a variety of diverse events and creating inclusive spaces for engaging in

DIRECTORS' REPORT - continued**GOVERNANCE - CONTINUED**

difficult conversations. Melissa earned her Bachelor's Honours degree in Business from the Institute of Technology, Sligo, and is currently pursuing a postgraduate Diploma in Equality, Diversity and Inclusion at the University of Limerick. Melissa has been actively involved as the Business Co-ordinator (2021 – 2023) and Community Director (2023 – 2024) for Black and Irish, an organisation dedicated to empowering Black and Mixed-race individuals in Ireland. Over the past three years, she has significantly contributed to various community events, establishing strong relationships with the community and partners. Notably, Melissa has taken the lead in organising the team's Black History Month activities for three consecutive years.

Clare Austick (appointed September 2023)

Clare Austick is the Housing Policy Manager at Clúid Housing which is one of Ireland's leading independent, not-for-profit Approved Housing Bodies providing homes to people and families in housing need. She also volunteers with Bodywhys, the Eating Disorders Association of Ireland, as a group facilitator. Clare holds a Bachelor's of Science degree specialising in Chemistry and first became involved in mental health activism during her time in college through the Students' Union. After completing her course, she was elected the Vice President for Welfare and Equality (2018-2019) and then went on to being the President (2019-2020) of the University of Galway Students' Union, representing over 19,000 students. She then went on to being elected into national roles as Vice President for Welfare (2020-2021) and subsequently President (2021-2022) of the Union of Students in Ireland, representing over 374,000 students across the country. In her capacity as a student representative she gained invaluable insights and experience in strategic planning, policy development, coordinating projects, campaigns and initiatives, building key stakeholder relationships and leading the direction of a large organisation.

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 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 and the policies and procedures that exist within the organisation.

The present membership of the Board and the profiles of the Directors who served during the year is shown on pages 19 to 20.

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 meets 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 was further strengthened in 2022 and 2023 with the addition of new members. The Committee now holds representatives across the relevant disciplines of psychiatry, psychology, psychotherapy and general practice. This Committee met 4 times in 2023.
- **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 3 times in 2023.
- **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 2023.
- **Fundraising and Communications Committee** – established in 2022 to support the strategic development of the Communications and Fundraising functions. This Committee met 3 times in 2023.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

Board Sub-Committees and Membership on 31 December 2023

Clinical Committee

Dr. Pat McKeon	(Member and Director)
Ms. Mary McAuliffe	(Director, appointed Chair of the Committee in March 2023)
Dr. Susan Brannick	(Clinical Director at Aware)
Dr. Aisling Collins	(Volunteer)
Dr. Muireann McNulty	(Volunteer)
Dr. Larkin Feeney	(Director)

Services Committee

Ms. Annette Byrne	(Member and Volunteer)
Ms. Denise Donohue	(Volunteer)
Ms. Ann Flaherty	(Volunteer)
Mr. Gerard O'Neill	(Volunteer and Chair of the Committee)
Ms. Joan Butler	(Member and Director)
Ms. S Lloyd Hickey	(Member)
Ms. Sinead Brennan	(Director)

Finance and Remuneration Committee

Ms. Sarah Watson	(Chair of the Committee and Treasurer of the Board)
Mr. Peter Cosgrove	(Director and Chair of the Board)
Mr. Neil Collins	(Director)
Ms. Ciara Small	(Volunteer)

Fundraising & Communications Committee

Mr. Keith Kiernan	(Director, appointed Chair of the Committee in March 2023)
Mr. Piaras Power	(Director)
Ms. Fiona O'Sullivan	(Director)
Mr. Adrian Yeates	(Director)

Board of Directors and Committee Meeting Attendance 2023

The Board meets a minimum of 5 times a year and additionally maintains close liaison and communication with the Chief Executive and senior staff members throughout the year.

Board meetings for the calendar year are set in advance the previous year. Before each Board meeting the Secretary circulates Board papers and an agenda to include the draft minutes of the previous meeting, matters for approval by the Board and matters for the attention of the Board. The CEO circulates a comprehensive report on activities and financial matters.

In 2022, the Chairperson arranged for an external expert in Board Governance (Dr Margaret Cullen of Think Governance) to provide training to the Board to ensure all the Board understood their roles and responsibilities when serving as a director of the Board of Aware. A new Code of Conduct and a Conflicts of Interests and Loyalty policy was also approved by the Board in May 2022.

DIRECTORS' REPORT - continued**GOVERNANCE – CONTINUED**

Board Director	Main Board Attendance (eligible meetings)	Sub-Committee Attendance (eligible meetings)
Mr. Peter Cosgrove (Chairperson)	5(5)	3(3) Finance Committee
Mr. Stephen Crowley (Secretary)	1(5)	N/A
Ms. Sarah Watson (Treasurer)	5(5)	3(3) Finance Committee
Dr. Larkin Feeney	3(5)	4(4) Clinical Committee
Mr. Piaras Power	4(5)	3(3) Fundraising/Communications Committee
Mr. Simon Holmes	2(5)	N/A
Ms. Sinead Brennan	5(5)	3(4) Services Committee
Mr. Keith Kiernan	2(5)	3(3) Fundraising/Communications Committee
Dr. Pat McKeon	5(5)	3(4) Clinical Committee
Ms. Joan Butler	4(5)	3(4) Services Committee
Ms. Fiona O'Sullivan	4(5)	2(3) Fundraising/Communications Committee
Ms. Mary McAuliffe	5(5)	4(4) Clinical Committee
Mr. Adrian Yeates	3(5)	2(3) Fundraising/Communications Committee
Mr. Neil Collins	4(5)	3(3) Finance Committee
Ms. Melissa Ndakengerwa	2(5)	N/A
Ms. Clare Austick	2(5)	N/A
Mr. Dominic Layden (CEO Aware)	4(5)	3(3) Finance Committee
Dr. Susan Brannick (Clinical Director at Aware)	N/A	4(4) Clinical Committee
Dr. Muireann McNulty	N/A	2(4) Clinical Committee
Dr. Aisling Collins	N/A	4(4) Clinical Committee
Ms. Denise Donohue (Volunteer)	N/A	3(4) Services Committee
Mr. Gerard O'Neill (Volunteer)	N/A	4(4) Services Committee
Ms. Ann Flaherty (Volunteer)	N/A	4(4) Services Committee
Ms. Annette Byrne (Volunteer)	N/A	4(4) Services Committee
Ms. Ciara Small	N/A	2(3) Finance Committee

Leadership Team

The Board delegates responsibility of day-to-day operations to a senior management team. The Chief Executive, 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 – Mr. Stephen Mc Bride
- Head of Fundraising and Business Development – Mr. Stephen Butterly
- Head of Communications – Ms. Jamie Good
- Clinical Director – Dr. Susan Brannick appointed in February 2023

Commitment To Best Practice In Corporate Governance

Good governance is of paramount importance to the Board. The Organisation is compliant with the Charities Governance Code as set out by the Charity Regulator to include maintenance of a Compliance Record Form which came into effect in 2022. The Board reviewed the updated completed Compliance Code documentation and approved same at the Board meeting held on 21st November 2023. 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. The Board maintains a risk register which is reviewed annually and was updated and approved by the Board at board meeting on 21st November 2023.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

The organisation complies with legal requirements under a wide range of Acts, policies and charters including Garda vetting; data protection legislation; employment legislation; health and safety legislation and Children First guidelines.

The Finance and Remuneration Committee regularly reviews the organisation's financial controls, fundraising and internal polices to ensure Aware is compliant and operating to best practice.

Board Engagement With Members

At the AGM each year the Board is invited to meet with the Members to review progress during that year and plans for the upcoming year. A newsletter is issued bimonthly to all volunteers which provides details of events, services, and developments in the organisation. The 2023 AGM was held on the 12th of September 2023 and included a presentation by the CEO highlighting the work of the organisation in the previous and current year, along with future plans for 2024. The Chairman then invited comments from the Members.

In March 2022, all the Terms of Reference for each of the Committees of the Board were reviewed and approved by the Board of Directors and the Fundraising and Communications Committee was established.

Principal Risks And Uncertainties

Anything that can adversely affect our ability to achieve our objectives, deliver our services at required levels, uphold our reputation, or meet regulatory requirements can be defined as risk to the organisation. Aware has a robust risk management process in place, supported by our governance structure and vigorous internal controls.

The Directors have responsibility to continually review significant risks and ensure that reasonable measures have been taken to manage those risks. Responsibility for implementation and management of mitigating measures is delegated to senior management who monitor the level of risk on an ongoing basis. The CEO reports on current and potential risks at each Board meeting.

The Board is satisfied that systems and processes are in place to monitor, manage and mitigate the organisation's exposure to its major risks.

Internal controls include the following:

- A comprehensive risk register which is reviewed regularly and updated as required. The Board discussed the key risks to the organisation at its Board meeting in November 2023 and updated the Risk Register at the Board meeting held on 21st November 2023.
- Development of an annual plan and budget for approval by the Board, with management providing regular progress reports to include financial reporting.
- Annual financial review by an external independent auditor.
- Sub-Committees of the Board tasked with gauging potential risks within the relevant areas and updating the Board accordingly i.e., Clinical Committee, Services Committee, Fundraising and Communications Committee, Finance and Remuneration Committee.
- Development of key policies and protocols to ensure corporate and clinical governance.
- Regular engagement with the relevant bodies to ensure compliance with all regulatory and legal requirements.

The following outlines a number of principal risks and uncertainties, deemed medium or high risk by the Board, that could materially and adversely impact the Company's future operating results or financial position, along with examples of the mitigation measures in place.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

Funding Risk

A reduction in fundraising income or State funding.

Mitigation measures:

- Regular financial planning including budgeting and monitoring of income and expenditure.
- Operate 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.
- Maintaining diverse income streams to reduce dependence on any one source.
- Continual investment in the fundraising function to develop existing and new income sources.
- Increased engagement with HSE.
- Regular Finance and Remuneration Committee, Fundraising & Communications Committee and Board oversight of performance.

Volunteer Risk

Inability to recruit and retain the required volume of volunteers.

Mitigation measures include:

- Anticipating service requirements and continuing to recruit new volunteers in phases throughout the year.
- Prioritising the volunteer experience and their wellbeing - listening to feedback and providing ongoing support and development.
- Ensuring that Aware meets the requirements for the Investing in Volunteers Quality Standard, which the organization has held since January 2015, demonstrating that our volunteer management policies and procedures meet the highest recognised standards in the UK and Ireland. The organisation was comprehensively independently audited again by Volunteer Ireland in 2023 to ensure it meets the IIV standard and we received the Standard in July 2023.

Reputational Risk

Specifically linked to confidentiality and data protection breaches that may reflect negatively on the organisation.

Mitigation measures include:

- Independent review in 2018 to ensure the organisation was fully compliant with GDPR legislation.
- Implementation of best practice data protection and confidentiality protocols.
- Regular review of data protection policies, procedures and systems.
- Designated staff member with responsibility for overseeing these protocols and updating staff accordingly.

Clinical Risk

The chance of harm to a stipulated extent by a clinically unsafe environment or situation.

Mitigation measures include:

- A dedicated Clinical Committee that is made up of Board members and meets a minimum of 4 times per year, with responsibility to gauge and assess clinical risks.
- Use of established protocols for the protection of service users, child protection, safeguarding vulnerable adults, confidentiality, complaints, and reporting of same.
- 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.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

- Regular clinical reviews of Aware's services, to identify current service functions, needs, impact and future directions, current functioning in the context of international best practice. These reviews outline recommendations for Board approval and implementation plans prepared accordingly. All clinical risk assessment and management procedures were reviewed and updated by Aware's Clinical Director in 2023.
- Conducting independent evaluation of services and adoption of recommendations.
- The Director of Services has determined the need for a Risk and Safety Committee to be formed to include Staff and Management, meeting bi-monthly to review live risk and safety issues that can arise in the delivery of our services.

Health & Safety Risk

Protecting the health and safety of our staff, volunteers, service users and the public.

Mitigation measures include:

- Use of established policies and protocols in case of emergencies, with designated staff members in the role of Health & Safety Officers.
- Developing safety statements as required to address new risks.

People Risk

Attracting and retaining key staff.

Mitigation measures include:

- Annual staff performance and development reviews.
- Commitment to a flexible and supportive working environment.
- Formation of a Finance & Remuneration Committee in 2019.
- Assessing skill gaps and future requirements within each Strategic Review.

Competitor Risk

Competition from other service providers, potentially impacting on brand and future funding.

Mitigation measures include:

- Regularly assessing our service remit vs what is available to ensure we are meeting a need, rather than duplicating other offerings.
- Ongoing evaluation of services to ensure services provided are relevant and in demand, to include a 3-yearly stakeholder review.
- The Board regularly reviews services and market needs to relevance of existing services and to determine new service offerings.

External Risk

Risks to the organisation beyond our control.

Mitigation measures include:

- Robust 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

DIRECTORS' REPORT - continued

GOVERNANCE - CONTINUED

Other Important Policies

The Board approved a new Whistle Blowing policy in 2017 and a Home Working policy in 2018.

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.

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.

Statutory 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.

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
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in business

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

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
- 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.

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

On behalf of the Board



Mr. Peter Cosgrove
Chairman



Ms. Sarah Watson
Treasurer

Date: 18/06/2024



Independent auditors' report to the members of Aware

Report on the audit of the financial statements

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 2023 and of its net expenditure 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 2023;
 - the Statement of Financial Activities for the year then ended;
 - the Statement of Cash Flows 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 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.

Conclusions relating to going concern

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

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

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

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



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 2023 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.

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 pages 25 and 26, 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.

Our audit testing might include testing complete populations of certain transactions and balances, possibly using data auditing techniques. However, it typically involves selecting a limited number of items for testing, rather than testing complete populations. We will often seek to target particular items for testing based on their size or risk characteristics. In other cases, we will use audit sampling to enable us to draw a conclusion about the population from which the sample is selected.

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

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.

Other required reporting

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
18 June 2024

- The maintenance and integrity of the Aware website is the responsibility of the directors; the work carried out by the auditors does not involve consideration of these matters and, accordingly, the auditors accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the website.
- Legislation in the Republic of Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

STATEMENT OF FINANCIAL ACTIVITIES
Financial Year Ended 31 December 2023

	Notes	Unrestricted funds €	Restricted funds €	Total 2023 €	Total 2022 €
Income from					
Donations and legacies	5	591,670	140,181	731,851	980,229
Charitable activities	6	-	572,008	572,008	606,663
Other trading activities	7	561,054	-	561,054	572,954
Other income	8	213	-	213	213
Total		1,152,937	712,189	1,865,126	2,160,059
Expenditure on					
Charitable activities	9	1,167,841	723,527	1,891,368	1,762,302
Raising funds	10	608,169	-	608,169	467,182
Total		1,776,010	723,527	2,499,537	2,229,484
Net expenditure		(623,073)	(11,338)	(634,411)	(69,425)
Reconciliation of funds					
Fund balances brought forward		1,530,229	22,334	1,552,563	1,621,988
Total funds carried forward		907,156	10,996	918,152	1,552,563

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

BALANCE SHEET
As at 31 December 2023

	Notes	2023 €	2022 €
Fixed assets		-	-
Current assets			
Debtors and prepayments	17	39,489	63,792
Cash at bank and in hand		1,166,631	1,784,494
Total current assets		<u>1,206,120</u>	<u>1,848,286</u>
Liabilities			
Creditors - amounts due within one year	18	<u>(287,968)</u>	<u>(295,723)</u>
Net current assets		<u>918,152</u>	<u>1,552,563</u>
Total assets less current liabilities		<u>918,152</u>	<u>1,552,563</u>
Net assets		<u>918,152</u>	<u>1,552,563</u>
The funds of the charity			
General funds		<u>918,152</u>	<u>1,552,563</u>

On behalf of the Board



Peter Cosgrove
Chairman



Sarah Watson
Treasurer

Date: 18/12/2024

STATEMENT OF CHANGES IN FUNDS
Financial Year Ended 31 December 2023

	Unrestricted funds	Restricted operating funds	Designated funds	Total
	€	€	€	€
Fund balance brought forward at 1 January 2022	900,285	54,426	667,277	1,621,988
Income	1,312,147	847,912	-	2,160,059
Expenditure	(1,349,480)	(880,004)	-	(2,229,484)
Transfers	-	-	-	-
Gains and losses	-	-	-	-
Fund balances carried forward at 31 December 2022	862,952	22,334	667,277	1,552,563
Fund balance brought forward at 1 January 2023	862,952	22,334	667,277	1,552,563
Income	1,152,937	712,189	-	1,865,126
Expenditure	(1,776,010)	(723,527)	-	(2,499,537)
Transfers	-	-	-	-
Gains and losses	-	-	-	-
Fund balances carried forward at 31 December 2023	239,879	10,996	667,277	918,152

STATEMENT OF CASH FLOW
Financial Year Ended 31 December 2023

	Notes	2023 €	2022 €
Net cash outflow from operating activities		<u>(618,076)</u>	<u>(198,888)</u>
Cash flows from investment activities			
Interest received	8	<u>213</u>	<u>213</u>
Net cash provided by investing activities		<u>213</u>	<u>213</u>
Changes in cash and cash equivalents in the reporting year		(617,863)	(198,675)
Cash and cash equivalents at the beginning of the reporting year		<u>1,784,494</u>	<u>1,983,169</u>
Cash and cash equivalents at the end of the reporting year		<u>1,166,631</u>	<u>1,784,494</u>
Reconciliation of expenditure to net cash flow from operating activities			
Net outgoing resources for the reporting year		(634,411)	(69,425)
Depreciation		-	-
Decrease/(Increase) in debtors		24,303	(10,107)
Decrease in creditors		(7,755)	(119,143)
Interest receivable		<u>(213)</u>	<u>(213)</u>
Net cash outflow from operating activities		<u>(618,076)</u>	<u>(198,888)</u>

NOTES TO THE FINANCIAL STATEMENTS

1 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.

2 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.

3 Summary of significant accounting policies

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 in note 4.

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.

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

3 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 and no amounts are included for services donated by Volunteer.

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.

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.

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).

NOTES TO THE FINANCIAL STATEMENTS - continued

3 Summary of significant accounting policies - continued

(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 benefit.

(ii) Post-employment benefits

Defined contribution plan

The Company operates a defined pension contribution plan for employees who have completed their six month probation period of employment. 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**3 Summary of significant accounting policies - 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 and financial liability from arrangements which constitute financing transactions are subsequently carried at amortised cost, using the effective interest method. 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.

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**3 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 include 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.

4 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) Impairment of debtors

The Finance and Remuneration Committee 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 Finance and Remuneration Committee consider factors including the age profile of outstanding balances and recent corresponding and historical experience of cash collections from the debtor. See note 17 for the net carrying amount of the debtors and the impairment loss recognised in the financial year.

NOTES TO THE FINANCIAL STATEMENTS - continued

5 Income from donations and legacies	Unrestricted €	Restricted €	2023 €	2022 €
Bequests	28,100	0	28,100	63,702
Corporate sponsorships	336,231	94,345	430,576	492,705
Public donations	177,339	-	177,339	251,629
Other grants from Foundations	50,000	45,836	95,836	172,194
Total donations and legacies	591,670	140,181	731,851	980,230
6 Income from charitable activities	Unrestricted €	Restricted €	2023 €	2022 €
Grants received				
HSE North West area - CH01	-	8,476	8,476	8,476
HSE Dublin South West area - CH07	-	76,799	76,799	74,203
HSE Midland area - CH08	-	12,000	12,000	10,000
HSE North Eastern area - CH08	-	12,687	12,687	11,687
HSE Mid-Western area - CH03	-	10,570	10,570	10,570
HSE Western area - CH02	-	9,067	9,067	8,067
National Mental Health Area	-	39,073	39,073	37,752
National Lottery Funding	-	17,200	17,200	21,500
National Office of Suicide Prevention	-	386,136	386,136	424,408
Total income from charitable activities	-	572,008	572,008	606,663
7 Income from other trading activities	Unrestricted €	Restricted €	2023 €	2022 €
General Fundraising	214,754	-	214,754	372,531
Charitable Events	346,300	-	346,300	200,423
	561,054	-	561,054	572,954
8 Other income	Unrestricted €	Restricted €	2023 €	2022 €
Bank interest received	213	-	213	213
	213	-	213	213

NOTES TO THE FINANCIAL STATEMENTS - continued

9 Expenditure on charitable activities	Note	Unrestricted €	Restricted €	2023 €	2022 €
Marketing		75,721	-	75,721	94,298
Recruitment		28,012	-	28,012	43,682
Staff costs		639,670	202,103	841,773	657,837
Support costs	11	216,644	37,036	253,680	263,428
Training and support programmes		207,794	484,388	692,182	703,057
		<u>1,167,841</u>	<u>723,527</u>	<u>1,891,368</u>	<u>1,762,302</u>

10 Expenditure on raising funds	Note	Unrestricted €	Restricted €	2023 €	2022 €
Fundraising events		234,985	-	234,985	144,294
Recruitment		11,441	-	11,441	12,321
General fundraising		5,469	-	5,469	12,540
Staff costs		285,930	-	285,930	228,440
Support costs	11	70,344	-	70,344	69,588
		<u>608,169</u>	<u>-</u>	<u>608,169</u>	<u>467,183</u>

11 Support costs	Charitable activities €	Raising funds €	Total €
2022			
Administration costs	77,639	6,376	84,015
Finance costs	445	148	593
Other support costs	13,245	3,657	16,902
Overheads	90,403	30,331	120,734
Professional fees	47,050	10,526	57,576
Staff costs	29,726	16,006	45,732
Sundry	4,921	2,543	7,464
	<u>263,429</u>	<u>69,587</u>	<u>333,016</u>
2023			
Administration costs	53,068	1,511	54,579
Finance costs	697	232	929
Other support costs	19,824	4,658	24,482
Overheads	105,411	40,340	145,751
Professional fees	38,952	13,815	52,767
Staff costs	30,337	7,584	37,921
Sundry	5,391	2,204	7,595
	<u>253,680</u>	<u>70,344</u>	<u>324,024</u>

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

NOTES TO THE FINANCIAL STATEMENTS – continued

12 Particulars of employees

	2023 Number	2022 Number
The average number of staff employed by the company during the financial year amounted to:		
Administrative staff	1	1
Sales/fundraising	4	3
Staff deployed in therapeutic services	13	14
Total number of staff	<u>18</u>	<u>18</u>

	2023 Number	2022 Number
Staff costs (excluding pensions and social insurance costs):		
The number of higher paid employees:		
€90,000 - €101,000	3	2
€80,000 - €90,000	1	1
€70,000 - €80,000	<u>1</u>	<u>-</u>
	2023	2022
	€	€
Wages and salaries	1,020,685	812,756
Social insurance costs	112,027	89,366
Pension costs	32,912	29,886
	<u>1,165,624</u>	<u>932,008</u>

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. The key management consists of the CEO, Clinical Director, Director of Services, Head of Fundraising and Business Development, Head of Communications and Online Services Manager.

	2023 €	2022 €
Total remuneration for key management	<u>576,963</u>	<u>413,866</u>

13 Directors' emoluments

The company does not pay any remuneration to the Volunteer Board of Directors.

Directors are reimbursed for receipted expenses which in 2023 totalled €146 (2022: €209).

NOTES TO THE FINANCIAL STATEMENTS – continued

14 Interest payable and similar charges	2023 €	2022 €
Interest payable on bank borrowing	<u>-</u>	<u>-</u>

15 Net expenditure for the year	2023 €	2022 €
This is stated after charging:		
Audit fees (excluding VAT)	<u>23,750</u>	<u>23,750</u>

16 Fixed assets

The company did not hold any Fixed assets during 2023 or 2022.

17 Debtors and prepayments	2023 €	2022 €
Debtors	23,491	48,444
Prepayments	<u>15,998</u>	<u>15,348</u>
	<u>39,489</u>	<u>63,792</u>

All amounts are receivable within one year. Debtors are stated after provision for impairment of €Nil (2022: €Nil).

18 Creditors - amounts due within one year	2023 €	2022 €
Trade creditors	112,674	115,153
Accruals	31,008	31,130
Pay related social insurance	33,918	24,058
Other creditors	5,735	4,749
Deferred restricted income	<u>104,633</u>	<u>120,633</u>
	<u>287,968</u>	<u>295,723</u>

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.

NOTES TO THE FINANCIAL STATEMENTS – continued

19 Financial instruments	2023 €	2022 €
Financial assets:		
- Cash at bank and in hand	<u>1,166,631</u>	<u>1,784,494</u>
- Debtors and prepayments	<u>39,489</u>	<u>63,792</u>
Financial liabilities:		
- Trade creditors	112,674	115,153
- Accruals	31,008	31,130
- Pay related social insurance	33,918	24,058
- Other creditors	5,735	4,750
- Deferred Restricted Income	<u>104,633</u>	<u>120,633</u>
	<u>287,968</u>	<u>295,724</u>

20 Related party transactions

There are no related party transactions.

21 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.

22 Comparative amounts

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

23 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 Volunteer on the support line are based at this location. The Company entered 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 2023.

NOTES TO THE FINANCIAL STATEMENTS – continued

24 Approval of financial statements

The financial statements were approved and authorised for issue by the Board of Directors on 18/06/2023 and were signed on its behalf on that date.