

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

Annual Report

Financial Year Ended 31 December 2024

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DIRECTORS AND OTHER INFORMATION

Board of Directors

Mr P Cosgrove (resigned Sept 2024)
Ms S Brennan
Ms S Watson
Ms M McAuliffe
Mr K Kiernan (appointed Chair in Sept 2024)
Mr P Power
Ms C Austick
Mr N Collins
Dr P McKeon
Ms M Ndakengerwa
Ms J Butler
Ms F O Sullivan
Mr A Yeates
Dr L Feeney
Mr J Daly (joined November 2024)

Chairman

Mr P Cosgrove, replaced by Mr K Kiernan

Treasurer

Ms S Watson

Chief Executive

Mr D Layden

Company Members

Mr P Allen (deceased)
Mrs G Bailey
Ms E Blake Knox
Ms S Lloyd Hickey (deceased)
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

Solicitors

Field Fisher Solicitors
45 Mespil Road
Dublin 4

Bankers

Bank of Ireland
St Mobhi Street
Glasnevin
Dublin 9

Secretary and Registered Office

Mr P Power
9 Leeson Street Upper
Dublin 4

Company number: 235838

Charity registered number: 20013189

Chairman and Chief Executive Officer Welcome Message

This past year brought with it both challenges and progress as we continued to broaden our range of services and strengthen our capacity to support, inform and educate people experiencing depression and bipolar disorder throughout Ireland.

We are increasingly challenged by the need to respond to a rapidly evolving Irish society, one that is also shaped by global events and influences. The widespread use of mobile phones, growing social media engagement, the shift to hybrid working, rising immigration, the ongoing housing crisis, increases in the cost of living and the impact of global conflicts and devastating wars are all affecting our collective mental health and wellbeing. Despite growing awareness and reduced stigma, depression remains on the rise, and too many still suffer in silence. Against this backdrop, Aware works tirelessly to ensure our voice is heard and our services remain available - seven days a week, 365 days a year – for the people who need us most.

Last year marked a significant milestone with the decision to introduce a new free Counselling Service at Aware, which we are pleased to say has been operational since January 2025. This service includes a unique initial triage to ensure clients are matched with the counsellor best suited to their needs, reflecting our person-centred approach to care. We look forward to scaling up this service in the coming months. Additionally, we launched the 'Solace Café' an out-of-hours crisis support service designed for people in need of immediate support, delivered by Aware in partnership with St John of God Community Mental Health Services and the HSE. The café forms part of a wider national initiative to develop and expand hours of mental health support in line with the National Model of Care for Crisis Resolution Services. We are excited to have been asked to expand this service to Waterford in 2025 and planning is currently underway.

One of the biggest challenges we faced in 2024 was in the area of volunteer recruitment. As the national trend in volunteering declines, we are especially grateful for those who have remained with us for many years and for the new volunteers who joined our team last year. We are incredibly proud of the quality of our training, but even more so of the compassion, dedication and professionalism of our volunteers. They are the heart of Aware, and without them, we could not provide the supports so many rely on.

Fundraising remains a continuous challenge, and each year we begin anew. However, the generosity of our supporters sustains us - from individual donors and fundraisers to our valued corporate partners including Three Ireland, Dublin Port, Davy, Tirlán, Home Secure and many others. We are equally thankful for the ongoing support of the HSE and the National Office for Suicide Prevention (NOSP). In 2023, we faced a significant financial deficit, but through public support, renewed and new corporate partnerships, we ended 2024 in surplus - a testament to the resilience of our organisation and our supporters.

Good governance remains a cornerstone of Aware. We are fortunate to have a committed and experienced Board, and we extend heartfelt thanks to our outgoing Chairperson Mr Peter Cosgrove, who served with distinction for many years. We are also delighted to welcome our new Chairperson Mr Keith Kiernan, who brings fresh energy and vision to this role.

To our staff, volunteers, training partners, and every individual who supports Aware - thank you. Your contributions make our work possible, and your dedication ensures that our services continue to reach the people who need us.

As we enter 2025, global uncertainties, including rising tariffs and economic pressures, are likely to impact the mental health of many. But as we mark over 40 years of continuous service, our message remains unchanged: **We are here for you. There is hope.**



Keith Kiernan
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 2024. 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, Volunteer, 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 2024

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

- Almost **23,000** interactions with our Support Line, Support Mail and Support & Self Care Group services.
- **4,690 adults** participated in our educational and wellbeing programmes.
- Over **15,000** people engaged with our webinar series.
- Our website recorded over **725K** page views from people seeking information and support.
- Despite a challenging environment, Aware generated an income of **€2,447,512** for service delivery which includes:
 - €710,448 in State funding
 - €504,037 from partnerships with corporate organisations
 - €235,403 via community fundraising
 - €213,083 in donations and bequests
 - €298,996 via Aware events
 - €82,992 of other grants from Foundations
 - €400,000 in one off donations
 - €2,553 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 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 (Volunteers, Members, Funders, the Board of Directors, 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

“There's a wealth of experience, insight and warmth in the group. It's a real anchor point during the week for me.”

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.

2024 vs 2023

In 2024, Aware offered 22 groups on a weekly basis to include 12 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. We continue to concentrate our in-person groups in large urban areas to ensure viability – Dublin, Cork, Galway, Limerick, Kerry and Waterford. A total of 6,789 visits to the groups were recorded in 2024, representing a small increase of 2% on the number of visits in 2023 (6,677 visits to 20 groups). 3,582 of the overall 6,789 visits were to our in-person groups, representing 53% of all visits in 2024, comparable to 2023, when 55% of all visits were to our in-person groups.

Aware Support Line

“I find the Aware Support Line to be a great help. It's lovely to know that I have someone to talk to when I need to.”

The Aware Support Line operates 365 days a year between 10am and 10pm, delivered by Aware trained Volunteers. The Support Line operates from the Aware offices in Dublin, but Volunteers from outside of Dublin, or those who prefer to volunteer from home, can take calls remotely via the 3Connect App. The choice of volunteering remotely will remain in place to ensure we can meet demand and offer flexibility to our Volunteers.

2024 vs 2023

We saw a 10% decline in demand for the Support Line service in 2024, receiving 25,489 calls in comparison to 28,045 calls in 2023. This is something we will monitor closely in 2025.

Of the 25,489 calls received, we answered 15,235 calls, representing a 60% call answer rate for the year. While Aware has always strived to reach an 80% answer rate, it has remained challenging to achieve this, particularly in recent years as it gets increasingly difficult to recruit and retain Volunteers.

Aware Support Mail

“I really appreciate all the useful information you have shared, and it made me feel so good to know someone read through my email the other evening. I find speaking about my mental health to someone outside my immediate family and circle of friends easier. Thank you so much for listening.”

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

2024 vs 2023

We continued to observe decreasing demand for the Support Mail Service, with Volunteers receiving and answering 755 emails in comparison to 778 emails in 2023 (2.96% YoY decrease). A proportion of these emails are requests for information. We believe the drop in demand is likely linked to the increasing volume of information available on our website, and evolving suite of services we provide. We are keeping this service under review.

DIRECTORS' REPORT - continued

STRATEGIC REPORT - CONTINUED

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 informed by the principles of Cognitive Behavioural Therapy (CBT), a Relatives & Friends Programme, designed for those supporting a loved one experiencing depression or bipolar disorder, a Living Well With Bipolar Disorder Programme and a Mindfulness-Based Stress Reduction Programme. We continue to operate a hybrid model, with all programmes offered in virtual and in-person settings.

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.

“Thank you for leading me through the most informative and amazing programme for the past 6 weeks. I've learned so much and have been trying to put it all into practice.”

In 2024, Aware delivered 60 programmes supporting 924 adults, in contrast to 86 programmes supporting 1,464 adults in 2023.

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 2,136 participants in 2024, a small drop from 2,248 participants in 2023.

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.”

In 2024, Aware supported 128 adults across 12 programmes, in comparison to 323 adults across 30 programmes in 2023.

Living Well With Bipolar Disorder Programme

This is an education and support programme which takes place over eight weeks and is delivered by a Mental Health Professional. It aims to provide participants with the information and tools to understand and live well with bipolar disorder.

“The course was fantastic and has left me with more knowledge about it myself, and knowing I'm not alone.”

11 programmes were delivered in 2024, supporting 84 participants. In 2023, 15 programmes were delivered to 113 participants.

Mindfulness Based Stress Reduction Programme

This is an eight-week programme, delivered in conjunction with The Mindfulness Centre, designed to help participants use mindfulness effectively to reduce anxiety, depression and manage stress. 2024 was the second year of this programme and we delivered 4 programmes to 49 participants, a very similar outcome to 2023 when 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 2024, 1,340 participants registered for these programmes versus 1,319 in 2023.

DIRECTORS' REPORT - continued

STRATEGIC REPORT - CONTINUED

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

Life Skills For Schools Programme

This programme is designed for senior cycle students aged 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."

Aware made a strategic decision in 2022 to reduce the volume of programmes we offer, predominantly as our core remit is focused on adults, and many other organisations now offer similar programmes to include youth mental health organisation Jigsaw and Lust for Life. To that end, in 2024, we delivered 118 programmes.

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. 53 sessions were delivered in 2024, a substantial increase on the 29 delivered in 2023.

"I wouldn't hesitate to recommend this programme to any employer for whom employee wellbeing is a priority."

Reflecting on the Performance of our Group Programmes In 2024

With the exception of our newer programmes, we have observed an ongoing decline in demand for our group education programmes. A comprehensive review of these programmes is currently underway in an effort to understand why this is happening, and to consider how we approach this offering moving forward.

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. The café is designed to offer a friendly and supportive community space for people requiring mental health support in a crisis and forms part of a wider national initiative to develop and expand out of hours of mental health support in line with the National Model of Care for Crisis Resolution Services. The café became operational in the summer of 2024. Attendance was low for the first few months but as the service became more established, we saw a positive increase in bookings. By the end of 2024, 130 appointments had been booked, with 89 appointments delivered. Ensuring that local health care providers are aware of the service and signposting appropriately will be a focus in 2025.

Aware has also been asked to deliver this service in Waterford city. Planning is underway and the service will be operational towards the end of 2025.

Aware Counselling Service

The Board approved the introduction of Aware's first therapeutic service in late 2024. Aware's new counselling service became operational from January 2025, with plans to scale up as the year progresses.

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.

Our Volunteers

Since its inception almost 40 years ago, Aware has been a Volunteer led organisation with circa 350 Volunteers delivering our range of support services to include our Support Line, Support Mail, Support & Self Care Groups,

DIRECTORS' REPORT - continued

STRATEGIC REPORT - CONTINUED

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 20,000 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.

"It's an honour and a privilege for me to volunteer with this wonderful organisation."

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.

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. The introduction of a Learning Management System (LMS), Volunteer Management System (VMS) and Board Portal in late 2023/early 2024, have enabled us to further improve the recruitment, training and volunteering experience.

Volunteer Education Days

Aware hosts several 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.

Supporting Our Volunteers

We work closely with our Volunteers to ensure that everyone feels prepared and supported in their roles and has opportunity to build relationships with the wider volunteer community at Aware. Along with refresher training, education days and regular check-ins from Service Managers, we established a 'buddy' system, encourage the use of 'Slack' for communication with other Volunteers on shift, and offer a range of learning and social opportunities to include Masterclasses with our clinical team, the Aware Choir, a Journal Club, World Cafes and Lunch & Learns.

"Thank you for all your wonderful work with volunteers throughout the year. I really appreciate your management, support and guidance."

Changing Volunteer Behaviour

Along with many other charities, we are continuing 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

82 Volunteers stepped down in 2024 in comparison to 182 Volunteers in 2023. Most cited personal reasons for moving on.

Investing in Volunteers Standard

Aware has been the proud recipient of the Investing in Volunteers Standard (IIV) since 2015, 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.

Looking Ahead

Our aim in 2025 is to maintain an active Volunteer base to ensure we can deliver on our service delivery objectives and mitigate against anticipated rates of Volunteer attrition throughout the year.

DIRECTORS' REPORT - continued

STRATEGIC REPORT - CONTINUED

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. 34 Training Partners were on the Aware panel at the end of 2024. We do not have plans to recruit additional Training Partners in 2025.

Raising Our Funds

Aware's services are offered to the public free of charge. On average, we receive approximately 30% of our funding from the State. Therefore, a robust fundraising strategy that focuses on diversified income sources is essential to ensure the organisation's long-term sustainability.

While State funding remains a vital component of our income, the continued support from the public and our Corporate Partners not only provides essential financial resources, but it also plays a crucial role in advancing the conversation around mental health.

State Income

In 2024, we were grateful to receive €710,448 from the regional offices of the HSE and the National Office of Suicide Prevention (NOSP), contributing towards the significant costs of operating our support services and delivering our Life Skills Programmes to adults across Ireland. We also received funding from the HSE to deliver The Solace Café in Dublin South.

Corporate Partnerships

Income generated through corporate relationships represented 21% of total income in 2024 (versus 23% in 2023). The generosity of partners such as Three Mobile, Tirlán, Cadbury, Davy, Dublin Port Company, Mercury, Odeon Ireland, Stonechat, Home Secure, Seasalt Cornwall and Aldi continued to provide vital funds to support our work, and we were delighted to welcome new partners during the year, including The Address Collective and Fieldfisher. Corporate Partners engage in a wide range of activities, ranging from sponsorship of Aware events to direct donations and staff fundraising. We are committed to building strong, mutually beneficial partnerships with our Corporate Partners and value the opportunity to engage with their staff, helping to deepen understanding and promote positive mental health in the workplace.

Philanthropy & Foundations

We have been successful in developing new income streams from philanthropic sources in recent years such as Community Foundation Ireland and the Cadbury Foundation who support our Life Skills for Schools Programme. Our relationship with Fidelis Foundation continues to grow and they generously supported our work again in 2024.

Public Support

The public continue to be hugely supportive of 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.

Aware Events

Aware hosts a number of annual public and corporate events to include the Aware Harbour2Harbour Walk, Aware Liffey Loop, Aware Golf Outing and the Aware Resilience Lunch. In 2023 and 2024, we trialled a new event 'The Big Splash for Aware'. Unfortunately, despite high hopes and significant efforts, The Big Splash did not generate the engagement we had hoped for, and it was decided not to continue with the event beyond 2024.

Conversely, our March events - the Aware Harbour2Harbour Walk and Aware Liffey Loop - continue to thrive, we believe due to the innovative nature of the events, and the generous support of Dublin Port Company and St. Patrick's Festival. As we look ahead to 2025, our focus will be on further developing and expanding these as our flagship public events.

DIRECTORS' REPORT - continued

STRATEGIC REPORT - CONTINUED

Communications: Building Our Profile

The Communications function plays a vital role in supporting our brand, service delivery and fundraising objectives. Throughout the year, we worked to educate the public about mental health, share the stories of our service users, promote greater awareness and uptake of the services we offer, and drive support for the organisation. Our aim is to influence positive change in attitudes and behaviours, challenge stigma, and ensure that those who need support know what's available and how to access it. We continue to evolve our approach by developing compelling content and embracing new channels to engage both new and existing audiences more effectively.

Building Our Profile

Throughout 2024, we continued in our efforts to increase visibility of the organisation and engage with 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 remains a key platform for sharing information and resources, while also supporting registrations for our education programmes, webinars and events. We are committed to maintaining a user-friendly, accessible site that offers reliable, up-to-date content. In 2024, the website recorded over 725K page views (our highest in 3 years), reflecting its continued value as a trusted source of mental health information.

By the end of 2024, our social media followers had reached 113K (an increase of almost 5K people) and we reached 1.7 million people through our social media campaigns (up 18% YoY). We continued to see significant growth on Instagram with our following increasing by 13% and our overall engagement rate on social media remained well above the industry average (2.42%) at 3.45%. Our YouTube channel, which houses our lectures/webinars and other video content, continued to record strong traffic with over 230K views throughout the year.

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. We experienced strong growth again in 2024, with registrations increasing to over 23K from 14K in 2023 and live attendance increasing to 4.6K from 2.7K in 2023. More than 10K people viewed the webinar recordings on our YouTube channel during the year.

"Another fantastic webinar from Aware, a real insight into living with bipolar. The speakers were superb and I felt they could really identify with the subject. It really helped me. Even my question was answered which has reassured me a great deal!! Keep them coming!!"

Awareness Campaigns

Each year, Aware delivers two key awareness campaigns aimed at increasing understanding of bipolar disorder and depression: World Bipolar Day and Aware Mental Health Week. Of note, was our Aware Mental Health Week campaign, featuring a powerful portrait series by renowned photographer Enda Bowe. The series showcased a diverse group of high-profile and everyday individuals, all with personal experiences of depression. The project culminated in a four-day exhibition at Dublin's RHA Gallery, receiving extensive national media coverage - four TV segments (including RTE News), 17 newspaper features, and 8 radio interviews. The campaign also generated significant online engagement, reflected by a 25% increase in new website visitors and a 44% increase in engagement on our social channels during that week.

Media Engagement

We are fortunate to have excellent clinical and lived experience spokespeople, who participated in c. 100 radio interviews, numerous TV interviews and more than 30 features in national newspapers throughout the year, positively contributing towards our profile and positioning as a registered mental health organisation.

DIRECTORS' REPORT - continued**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 €2,447,512. Total expenditure was €2,277,387.

At year-end, the company had reserves of €1,088,277. 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 2024 are set out in full on page 27.

Income

The Company generated income of €2,447,512 in the year, an increase from €1,865,126 in 2023. In 2024, we received €710,448 in grant funding under Section 39 of the Health Act 2004, representing 29% of our overall income (2023: 31%). The remaining 71% (2023: 69%) 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 2024, fundraising expenditure amounted to €499,293 in comparison to €608,169 in 2023. These costs were required to develop, implement, and promote events and initiatives. On average, therefore it cost Aware €0.20 to generate €1 of income in 2024 (taking into account staff costs).

INCOME	2024 €	2023 €
Donations & legacies	800,112	731,851
One Off Donation	400,000	-
Charitable activities	710,448	572,008
Trading activities	534,399	561,054
Other income	2,553	213
Total Income	2,447,512	1,865,126

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, Support Mail and The Solace Café.
- National Lottery funding allocated to Life Skills for Schools Programmes.
- Cadbury Foundation funding allocated to Life Skills for Schools Programmes.
- Community Foundation funding allocated to Relatives & Friends Programmes and Life Skills for Schools Programme in Waterford.

Expenditure

In 2024, Aware invested €2,277,387 (2023: €2,499,537) in furtherance of its goals.

EXPENDITURE	2024 €	2023 €
Charitable activities	1,778,094	1,891,368
Raising funds	499,293	608,169
Total Expenditure	2,277,387	2,499,537

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 support 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 €1,158,192 as of 31 December 2024 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. Of the cash held at bank, €35,506 is allocated towards service delivery and has been treated as deferred income as it was only received in late 2024 and will be used for its purpose in 2025.

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 on occasion, 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 2024 was €100,785. 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 authorisation 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 and/or correspondence are 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 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 are 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 were 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, resigned in September 2024)

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.

Keith Kiernan (appointed Chairperson in September 2024)

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.

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 has held various financial and risk management roles with UniCredit Group, BOI Group, Bank of New York and Scotiabank.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

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-committees 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.

Sinéad Brennan

Sinéad is the Chief People Officer at Grant Thornton. Before joining the company, she served as Chief People Officer at NTMA, Head of Human Resources at KBC Bank Ireland, and HR Director at BDO Ireland. Sinéad has also worked in HR roles in the software sector and in HR consultancy services. Sinéad was Chair of the Gender Matters initiative in the NTMA and was 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. Sinéad also holds a Master's 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.

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.

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, UK 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

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

Aware in 2014 and continues in her role as Support & Self Care Group Facilitator.

Fiona O’Sullivan

Fiona has been a Support & Self Care Group Volunteer 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 is also Chairperson of the Trekkers Mountaineering Club.

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

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 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

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 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

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

development, coordinating projects, campaigns and initiatives, building key stakeholder relationships and leading the direction of a large organisation.

Jim Daly (appointed November 2024)

Jim is CEO of the Hospitals Consultants Association. Prior to this, Jim worked as a public representative over a 16-year period and has served as Minister of State for Mental Health & Older People (2017-2020), Chair of the Committee on Children & Youth Affairs (2016-2017), a Cllr, TD for the Cork South-West constituency, the Vice Chair of the HSE Regional Health Forum and Mayor of the County of Cork. Prior to his career in politics, Jim worked as a leader and manager in education as well as owning and operating several successful businesses in the hospitality sector.

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 Annual General Meeting (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.

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. The Committee holds representatives across the relevant disciplines of psychiatry, psychology, psychotherapy and general practice. This Committee met 4 times in 2024.
- **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 2024.
- **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 2024.
- **Fundraising and Communications Committee** – with responsibility to support strategic development of Communications and Fundraising functions. This Committee met twice in 2024.

Board Sub-Committees and Membership on 31 December 2024

Clinical Committee

Dr. Pat McKeon	(Member and Director)
Ms. Mary McAuliffe	(Director and Chair of the Committee)
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. Sinead Brennan	(Director)

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

Finance and Remuneration Committee

Ms. Sarah Watson (Chair of the Committee and Treasurer of the Board)
 Mr. Peter Cosgrove (Director and resigned September 2024)
 Mr. Neil Collins (Director)
 Ms. Ciara Small (Volunteer)

Fundraising & Communications Committee

Mr. Keith Kiernan (Director and Chair of the Committee)
 Mr. Piaras Power (Director)
 Ms. Fiona O’Sullivan (Director)
 Mr. Adrian Yeates (Director)

Board of Directors and Committee Meeting Attendance 2024

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.

Board Director	Main Board Attendance (eligible meetings)	Sub-Committee Attendance (eligible meetings)
Mr. Peter Cosgrove (Chairperson)	4(5)	1(3) Finance Committee
Ms. Sarah Watson (Treasurer)	5(5)	2(3) Finance Committee
Dr. Larkin Feeney	4(5)	4(4) Clinical Committee
Mr. Piaras Power	4(5)	2(2) Fundraising/Communications Committee
Ms. Sinead Brennan	3(5)	1(4) Services Committee
Mr. Keith Kiernan	4(5)	2(2) Fundraising/Communications Committee
Dr. Pat McKeon	5(5)	4(4) Clinical Committee
Ms. Joan Butler	4(5)	4(4) Services Committee
Ms. Fiona O’Sullivan	4(5)	2(2) Fundraising/Communications Committee
Ms. Mary McAuliffe	4(5)	4(4) Clinical Committee
Mr. Adrian Yeates	5(5)	1(2) Fundraising/Communications Committee
Mr. Neil Collins	2(5)	3(3) Finance Committee
Ms. Melissa Ndakengerwa	5(5)	N/A
Ms. Clare Austick	4(5)	N/A
Mr. Dominic Layden (CEO Aware)	5(5)	3(3) Finance Committee
Mr. Jim Daly	1(5)	N/A
Dr. Muireann McNulty	N/A	4(4) Clinical Committee
Dr. Aisling Collins	N/A	4(4) Clinical Committee
Ms. Denise Donohue (Volunteer)	N/A	4(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	3(3) Finance Committee

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

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 McBride
- Head of Fundraising and Business Development – Mr. Stephen Butterly
- Head of Communications – Ms. Jamie Good
- Clinical Director – Dr. Susan Brannick

In May 2025, Mr Stephen Butterly was appointed Chief Executive Officer to replace Mr Dominic Layden who is retiring in August 2025. Mr Butterly was selected after an external competitive search process and joined Aware in December 2019 as Head of Fundraising. Ms Jamie Good, Head of Communications, resigned from Aware in May 2025 to take up a senior communications role with the Coombe Hospital and management plans to replace Ms Good in 2025.

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. 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 a board meeting on 19th November 2024.

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 2024 AGM was held on the 10th of September 2024 and included a presentation by the CEO and Management team highlighting the work of the organisation in the previous and current year, along with future plans for 2025. The Chairman then invited comments from the Members.

Principal Risks & 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 a 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.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

Internal controls include the following:

- A comprehensive risk register which is reviewed regularly and updated as required.
- 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 on the Company's future operating results or financial position, along with examples of the mitigation measures in place.

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 and 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.

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.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

- 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.
- 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 formation of a Risk and Safety Committee which includes 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.

DIRECTORS' REPORT - continued

GOVERNANCE – CONTINUED

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

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 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.

DIRECTORS' REPORT - continued

Statement of Directors' Responsibilities

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

Under that law the directors have prepared the financial statements in accordance with Irish Generally Accepted Accounting Practice (accounting standards issued by the UK Financial Reporting Council, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland and Irish law).

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.

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. Keith Kiernan
Chairman



Ms. Sarah Watson
Treasurer

Date: 17 June 2025



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 2024 and of its net income 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 2024;
- 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 2024 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 page 23, 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', written in a cursive style.

John Dunne
for and on behalf of PricewaterhouseCoopers
Chartered Accountants and Statutory Audit Firm
Dublin
17 June 2025

STATEMENT OF FINANCIAL ACTIVITIES

Financial Year Ended 31 December 2024

	Notes	Unrestricted funds €	Restricted funds €	Total 2024 €	Total 2023 €
Income from					
Donations and legacies	5	1,077,847	122,265	1,200,112	731,851
Charitable activities	6	-	710,448	710,448	572,008
Other trading activities	7	534,399	-	534,399	561,054
Other income	8	2,553	-	2,553	213
Total		1,614,799	832,713	2,447,512	1,865,126
Expenditure on					
Charitable activities	9	934,385	843,709	1,778,094	1,891,368
Raising funds	10	499,293	-	499,293	608,169
Total		1,433,678	843,709	2,277,387	2,499,537
Net income (expenditure)		181,121	(10,996)	170,125	(634,411)
Reconciliation of funds					
Fund balances brought forward		907,156	10,996	918,152	1,552,563
Total funds carried forward		1,088,277	-	1,088,277	918,152

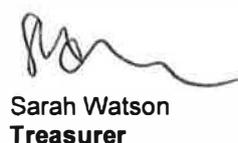
The Company had no recognised gains or losses in the year other than those stated in the Statement of Financial Activities.

BALANCE SHEET
As at 31 December 2024

	Notes	2024 €	2023 €
Fixed assets	14	<u>3,084</u>	<u>-</u>
Current assets			
Debtors and prepayments	16	68,027	39,489
Cash at bank and in hand		<u>1,158,192</u>	<u>1,166,631</u>
Total current assets		<u>1,226,219</u>	<u>1,206,120</u>
Liabilities			
Creditors - amounts due within one year		<u>(141,026)</u>	<u>(287,968)</u>
Net current assets		<u>1,085,193</u>	<u>918,152</u>
Total assets less current liabilities		<u>1,088,277</u>	<u>918,152</u>
Net assets		<u>1,088,277</u>	<u>918,152</u>
The funds of the charity			
General funds		<u>1,088,277</u>	<u>918,152</u>

On behalf of the Board


Keith Kiernan
Chairman


Sarah Watson
Treasurer

Date: 17 June 2025

STATEMENT OF CHANGES IN FUNDS
Financial Year Ended 31 December 2024

	Unrestricted funds €	Restricted operating funds €	Designated funds €	Total €
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	<u>(1,776,010)</u>	<u>(723,527)</u>	<u>-</u>	<u>(2,499,537)</u>
Fund balances carried forward at 31 December 2023	<u>239,879</u>	<u>10,996</u>	<u>667,277</u>	<u>918,152</u>
Fund balance brought forward at 1 January 2024	239,879	10,996	667,277	918,152
Income	1,614,799	832,713	-	2,447,512
Expenditure	<u>(1,433,678)</u>	<u>(843,709)</u>	<u>-</u>	<u>(2,277,387)</u>
Fund balances carried forward at 31 December 2024	<u>421,000</u>	<u>-</u>	<u>667,277</u>	<u>1,088,277</u>

STATEMENT OF CASH FLOWS
Financial Year Ended 31 December 2024

	Notes	2024 €	2023 €
Net cash outflow from operating activities		(7,802)	(618,076)
Cash flows from investment activities			
Interest received	8	2,553	213
Purchase of Fixed Asset	14	(3,190)	-
Net cash provided by investing activities		(637)	213
Changes in cash and cash equivalents in the reporting year		(8,439)	(617,863)
Cash and cash equivalents at the beginning of the reporting year		1,166,631	1,784,494
Cash and cash equivalents at the end of the reporting year		1,158,192	1,166,631
Reconciliation of net income (expenditure) to net cash flow from operating activities			
Net incoming (outgoing) resources for the reporting year		170,125	(634,411)
Depreciation	14	106	-
(Increase)/Decrease in debtors	16	(28,538)	24,303
Decrease in creditors	17	(146,942)	(7,755)
Interest receivable	8	(2,553)	(213)
Net cash outflow from operating activities		(7,802)	(618,076)

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.

Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is charged in order to write off the assets over their expected useful lives at the following rates:

Equipment	20% straight line
Fixtures and fittings	20% straight line
Improvements to premises	5% straight line
Leasehold interest	5% straight line
Freehold premises	2% straight line

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 €	2024 €	2023 €
Bequests	35,176	-	35,176	28,100
Corporate sponsorships	400,417	103,620	504,037	430,576
Public donations	176,807	1,100	177,907	177,339
Other grants from Foundations	65,447	17,545	82,992	95,836
One Off Donation	400,000	-	400,000	-
Total donations and legacies	1,077,847	122,265	1,200,112	731,851
6 Income from charitable activities	Unrestricted €	Restricted €	2024 €	2023 €
Grants received				
HSE Northwest area - CH01	-	8,476	8,476	8,476
HSE Dublin Southwest Area - CH07	-	74,202	74,202	76,799
HSE Midland area - CH08	-	10,000	10,000	12,000
HSE Northeastern Area -CH08	-	11,687	11,687	12,687
HSE Mid-Western Area - CH03	-	10,570	10,570	10,570
HSE Western Area - CH02	-	8,067	8,067	9,067
National Mental Health Area	-	37,752	37,752	39,073
National Lottery Funding	-	21,880	21,880	17,200
National Office of Suicide Prevention	-	372,281	372,281	386,136
HSE Funding - Solace Cafe	-	155,533	155,533	-
Total income from charitable activities	-	710,448	710,448	572,008
7 Income from other trading activities	Unrestricted €	Restricted €	2024 €	2023 €
General Fundraising	235,403	-	235,403	214,754
Charitable Events	298,996	-	298,996	346,300
	534,399	-	534,399	561,054
8 Other income	Unrestricted €	Restricted €	2024 €	2023 €
Bank interest received	2,553	-	2,553	213
	2,553	-	2,553	213

NOTES TO THE FINANCIAL STATEMENTS - continued

9 Expenditure on charitable activities	Note	Unrestricted €	Restricted €	2024 €	2023 €
Marketing		61,781	-	61,781	75,721
Recruitment		1,422	-	1,422	28,012
Staff costs		620,034	195,299	815,333	841,773
Support costs	11	237,763	7,000	244,763	253,680
Training and support programmes		13,385	641,410	654,795	692,182
		<u>934,385</u>	<u>843,709</u>	<u>1,778,094</u>	<u>1,891,368</u>

10 Expenditure on raising funds	Note	Unrestricted €	Restricted €	2024 €	2023 €
Fundraising events		131,181	-	131,181	234,985
Recruitment		-	-	-	11,441
General fundraising		2,857	-	2,857	5,469
Staff costs		313,167	-	313,167	285,930
Support costs	11	52,088	-	52,088	70,344
		<u>499,293</u>	<u>-</u>	<u>499,293</u>	<u>608,169</u>

11 Support costs	Charitable activities €	Raising funds €	Total €
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>
2024			
Administration costs	16,188	4,117	20,305
Finance costs	653	-	653
Other support costs	18,766	6,053	24,819
Overheads	126,830	12,661	139,491
Professional fees	49,110	17,020	66,130
Staff costs	26,835	6,709	33,544
Sundry	6,381	5,528	11,909
	<u>244,763</u>	<u>52,088</u>	<u>296,851</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	2024 Number	2023 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	12	14
Total number of staff	<u>17</u>	<u>18</u>
Staff costs (excluding pensions and social insurance costs):	2024 Number	2023 Number
The number of higher paid employees:		
€90,000 - €101,000	4	3
€80,000 - €90,000	-	1
€70,000 - €80,000	-	1
	<u> </u>	<u> </u>
	2024 €	2023 €
Wages and salaries	1,018,687	1,020,685
Social insurance costs	108,981	112,027
Pension costs	34,375	32,912
	<u>1,162,043</u>	<u>1,165,624</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 and Head of Communications.		
	2024 €	2023 €
Total remuneration for key management	<u>527,419</u>	<u>576,963</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 2024 totalled €662 (2023: €146).

NOTES TO THE FINANCIAL STATEMENTS – continued

14 Fixed assets

	Opening Balance 01/01/2024 €	Additions €	Disposals €	Closing Balance 31/12/2024 €
Cost				
Equipment (Photocopier)	-	3,190	-	3,190
Depreciation				
Equipment (Photocopier)	-	106	-	106
Net Book Value				
Equipment (Photocopier)	-	3,084	-	3,084

15 Net income (expenditure) for the year

	2024 €	2023 €
This is stated after charging:		
Depreciation	106	-
Audit fees (excluding VAT)	23,750	23,750
	<u>23,856</u>	<u>23,750</u>

16 Debtors and prepayments

	2024 €	2023 €
Debtors	51,991	23,491
Prepayments	16,036	15,998
	<u>68,027</u>	<u>39,489</u>

All amounts are receivable within one year. Debtors are stated after provision for impairment of €Nil (2023: €Nil).

17 Creditors - amounts due within one year

	2024 €	2023 €
Trade creditors	39,671	112,674
Accruals	35,988	31,008
Pay related social insurance	24,994	33,918
Other creditors	4,867	5,735
Deferred restricted income	35,506	104,633
	<u>141,026</u>	<u>287,968</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

18 Financial instruments	2024 €	2023 €
Financial assets:		
- Cash at bank and in hand	<u>1,158,192</u>	<u>1,166,631</u>
- Debtors and prepayments	<u>68,027</u>	<u>39,489</u>
Financial liabilities:		
- Trade creditors	39,671	112,674
- Accruals	35,988	31,008
- Pay related social insurance	24,994	33,918
- Other creditors	4,867	5,735
- Deferred Restricted Income	35,506	104,633
	<u>141,026</u>	<u>287,968</u>

19 Related party transactions

There are no related party transactions.

20 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.

21 Comparative amounts

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

22 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 2024.

23 Approval of financial statements

The financial statements were approved and authorised for issue by the Board of Directors on 17 June 2025 and were signed on its behalf on that date.