

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

**Annual Report**

**Financial Year Ended 31 December 2021**

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## DIRECTORS AND OTHER INFORMATION

Company number: 235838

Charity registered number: 20013189

### Secretary and Registered Office

Mr S Crowley  
9 Leeson Street Upper, Dublin 4

### Chairman

Mr Peter Cosgrove

### Treasurer

Ms S Watson

### Chief Executive

Mr D Layden

### Board of Directors

|                   |                                                        |
|-------------------|--------------------------------------------------------|
| Mr A Duffy        | (resigned 23 <sup>rd</sup> November 2021)              |
| Mr P Cosgrove     | (appointed Chairperson 23 <sup>rd</sup> November 2021) |
| Mr S Crowley      | (Secretary)                                            |
| Ms S Watson       | (Treasurer)                                            |
| Mr S Holmes       | (appointed Vice Chair 23 <sup>rd</sup> November 2021)  |
| Dr K Gaynor       |                                                        |
| Mr K Kiernan      |                                                        |
| Mr P Power        |                                                        |
| Ms S Brennan      |                                                        |
| Ms B Grant        |                                                        |
| Mr Neil Collins   | (appointed 13 <sup>th</sup> July 2021)                 |
| Dr P Mc Keon      | (appointed 21 <sup>st</sup> September 2021)            |
| Ms Mary McAuliffe | (appointed 21 <sup>st</sup> September 2021)            |
| Ms J Butler       | (appointed 21 <sup>st</sup> September 2021)            |
| Ms F O Sullivan   | (appointed 21 <sup>st</sup> September 2021)            |
| Mr A Yeates       | (appointed 21 <sup>st</sup> September 2021)            |
| Dr D Lyons        | (resigned 29 <sup>th</sup> August 2021)                |
| Ms J Chamberlaine | (resigned 21 <sup>st</sup> September 2021)             |

## DIRECTORS AND OTHER INFORMATION

### Bankers

Bank of Ireland  
112 Mobhi Road  
Dublin 9

### Solicitors

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

### Company Members

Mr P Allen  
Mrs G Bailey  
Ms E Blake Knox  
Ms D Brennan  
Ms J Butler  
Ms A Byrne  
Ms B Kinsella  
Dr P McKeon  
Ms P Moran (resigned March 2021)  
Mr J McKeon  
Mr C Cunningham  
Ms J Winder (deceased 2022)  
Mr A Yeates  
Mr B Colivet  
Ms F O Sullivan (joined 2021)  
Ms S Lloyd Hickey (joined 2021)

## CHAIRMAN AND CHIEF EXECUTIVE OFFICER WELCOME MESSAGE

2021 was another extraordinary year for us all as we adjusted to living with Covid-19. For many, it was another year of fear, uncertainty, disappointment and loss. The virus has impacted on all aspects of our daily lives, significantly affecting wellbeing and mental health. Before the Pandemic, Aware offered many of our supports through face-to-face contact and via our Support Line volunteers working from our office in Dublin. We adjusted in 2020 to providing supports online and via apps successfully but not without impact but we were all very keen to get back to meeting the public and our volunteers in person and so many times in 2021 we had to postpone reopening and returning to pre-Pandemic ways of meeting people. But we prevailed and adjusted just like so many other organisations.

Aware faced similar operational and financial challenges to the majority of organisations, big and small. We also focused our efforts on the recruitment and training of new volunteers, also in virtual settings, to ensure that we had the capacity to meet heightened demand. We developed and piloted a new Bipolar Disorder programme during 2021 and have great expectations that this programme will meet the needs of a very vulnerable group.

It would not have been possible to deliver the wide range of services which have provided support, hope and comfort to the many thousands of people who have been impacted this year without our dedicated volunteers. We were humbled by their willingness to do what was necessary so we could continue to provide our services. We were also delighted to welcome a large number of new volunteers this year.

We continued to work intensely in providing all our services in 2021 and we faced many challenges similar to that of 2020. Traditional fundraising events were all cancelled again in the first half of 2021, but we were able to offer virtual events to replace those we had to cancel/postpone. Despite all these challenges the support from the Public, our Corporate partners and the HSE was extraordinary, we are very grateful for all their support. We continue to prioritise raising our profile, to inform and educate, and to ensure that anyone who can benefit from our services knows what's available to them and how to access them. We ended the year in a strong financial position thus allowing us to continue our work and to develop and implement new services and to signpost to the public what services we can provide.

Achieving the highest standards of good governance and transparency remains a fundamental consideration for the Board, as evidenced in the Governance and Financial sections of this Report. This outlines our efforts to continuously strengthen the Aware Board, Committees and processes, along with ensuring we abide by all legal and regulatory requirements. We conducted a strategic review of the organisation getting input from all our key Stakeholders. We have a new strategic plan in place for 2022-2025 and we are in the process of implementing the key outputs from that Strategic Review. We don't intend straying from our Principal objects but rather deepening our approaches to meeting those objectives and seeking out the best pathways to meet those objectives in the context of a rapidly changing environment.

We now face a different environment and new challenges in 2022. The war in Ukraine is truly awful and impacts us all. Ireland is not immune, and we are now going to be a safe sanctuary for thousands of Ukrainian citizens, and we need to support this community as well. In addition, the world economy is challenged by rising oil and gas prices and significant increases in cost of living.

In September our Chairperson Mr Alan Duffy resigned after giving just under 9 years of service to Aware. Dr Declan Lyons and Ms Jen Chamberlaine also resigned during the year having both served for 9 years on the Aware board. We are hugely indebted to all three and we want to thank them most sincerely for their contributions and years of service on the Aware Board.

It has been a challenging year and we would like to take this opportunity to convey a sincere thank you to all volunteers, staff and supporters of Aware. Without your efforts, it would not have been possible for Aware to deliver the wide range of services that have a profound impact on individuals, families, and communities across Ireland. So, to all who contribute to this organisation and to giving people hope, thank you.



Peter Cosgrove  
Chairman | Aware



Dominic Layden  
Chief Executive Office | Aware

## DIRECTORS' REPORT

The Directors present their Directors' Report together with the audited financial statements of the company for the financial year ended 31 December 2021. 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 accounts in accordance with the financial reporting standard applicable in the Republic of Ireland (FRS102) hereafter denoted as the Charities SORP (FRS102). The Charities SORP (FRS102) is not yet mandatory in the Republic of Ireland and the Irish Charities 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 objects 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 and related mood disorders based on up-to-date research and information on the biological, psychological, and social bases of these disorders
- to promote and encourage public awareness of depression, bipolar disorder, and related mood disorders
- to provide emotional and practical support to those affected by depression, bipolar disorder, and related mood disorders
- to support and conduct applied research into the development, treatment, and prevention of depression, bipolar disorder, and related mood disorders
- to act as a national organisation for all matters concerning the relief of those with depression, bipolar disorder and related mood disorders and their relatives and friends.

### *Our Values*

#### **Excellence**

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

#### **Compassion**

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

#### **Integrity**

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

#### **Accountability**

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

## DIRECTORS' REPORT - continued

### Strategic report

#### Our Impact in 2021

Despite the myriad of challenges presented by Covid-19, Aware is pleased to have adapted quickly and effectively to ensure we could deliver our services, meet increased demand, and continue to make a positive impact providing information, education, and support services nationwide.

- Almost **29,000** people were supported via our Support Line, Support Mail and Support & Self Care Groups services
- **3,957 adults** participated in our educational programmes
- **4,089 young people (aged 15-18 years)** were equipped with resilience building skills via our school-based education programmes
- **Over 753,000** people accessed our website and social media channels to avail of information and support
- Despite a challenging environment, Aware generated an income of **€2,187,614** for service delivery which includes:
  - €641,559 in State funding
  - €502,313 from partnerships with corporate organisations
  - €376,691 via community fundraising
  - €455,934 in donations
  - €201,903 via Aware events
  - €9,000 other grants
  - €213 other Income

#### We provide essential services in an ever-changing environment

Aware was established over 37 years ago. While some aspects of life have remained the same with depression, isolation, loneliness, and stigma still major issues today, there has also been significant societal change during that period.

While stigma remains a concern, we have come a long way with mental health now a part of the wider conversation. The socio-economic impacts of Covid-19 have increased attention on mental health even further and we have seen increasing public demand for government prioritisation of mental health supports in the past two years and the Government has responded with increased funding in 2020 and 2021. However, there are still many challenges to be faced. One could also make the argument that while mental health is very much a topic of conversation, there still isn't enough understanding of mental illness and the realities of living with a debilitating condition like severe depression and bipolar disorder.

Covid-19 arrived in 2020 with devastating and tragic outcomes for millions of people around the world and here in Ireland. Thankfully, the vaccine rolls out and public compliance with government regulations has led to a dramatic fall off in the rates of hospitalisation of those who contract the virus.

Irish society was beginning return to pre pandemic norms when the war in Ukraine commenced. Europe, Ireland, and the rest of the world is now directly impacted by this war. In Ireland, we now have more than 30,000 Ukrainian refugees, mostly women and children. Irish society is reaching out to house and support these refugees and Aware will also ensure our services will also be available to these refugees. But if a war was not enough to deal with, we now must grapple with a significantly rising cost of living and global financial uncertainty. We know that poverty and severe financial pressures all add to increased rates of anxiety and depression. Aware will need to ensure that we continue to provide our essential services and with that in mind, the recruitment and retention of volunteers is key to our success as an organisation.

We recognise and can now see how Covid-19 impacted on volunteers and we are acutely aware of volunteer fatigue. As an organisation that relies on volunteers, we know how important it is that volunteers also look after their own mental health and practice good self-care. We intend to support and educate all our volunteers about the importance of looking after themselves as well as the public we serve.

**DIRECTORS' REPORT - continued**

As Aware moves forward into our next strategic period, it's important that we recognise societal evolution and the wider environment in which we operate. We need to remain true to Aware's core vision and values, while also taking into account these changes and adapting the organisation and our services as necessary to ensure we are meeting the evolving needs and expectations of the public.



## **DIRECTORS' REPORT - continued**

### **Strategic report - continued**

#### **Our Strategic Plan 2022-2025**

Aware was established in 1985 to provide a number of support services that would enable the organisation to meet its principal objectives (which are specified in our Memorandum and Articles of Association as set out on page 4).

Aware sets out strategic goals every three years identified to enable and support delivery of these objectives. Achieving these goals is managed by establishing annual objectives and the regular monitoring of performance. A new Strategic Plan was approved by the Board of Aware in 2021 following an extensive and inclusive process with our key stakeholders (Volunteers, Members, Funders, Service users, staff, and the Board).

The board of Directors established a strategic review committee in 2020 and this committee retained an independent and highly experienced management consultant to manage and guide the committee and board through a strategic review process. This process kicked off in early 2021 with a review of our objectives as set out in our new Memorandum and Articles of Association and with a review of the issues and challenges Aware was now trying to address. During the consultation stage of the process, we received feedback on how we were perceived regarding our purpose, our vision, our audiences, our service offering and how we manage and operate.

Following that input the Committee and the board agreed a set of Strategic themes for the organisation as follows:

#### **Strategic Themes**

- Support and Self Care Groups are integral to Aware.
- Evidence -informed interventions.
- Tailored Supports.
- Awareness and understanding of Depression, Bipolar Disorder, and related mood conditions.
- Organisational effectiveness.
- Coordination with other Mental Health service providers

#### **A Review of 2021**

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

#### **Support and Self- Care Groups**

In 2020, the related impacts of Covid-19 necessitated the suspension of our Support and Self-care in person groups and the introduction of Zoom and phone in alternatives, both of which proved successful. In 2021 we continued to offer Phone in, Zoom and in the Autumn, we reintroduced a number of in person groups. We had by year end 16 weekly group meetings (5 in person, 7 Zoom meetings and 4 Phone in group meetings). We had 4323 attend these meetings and we held 583 group meetings during the year compared to 564 meetings in 2020.

Aware plans to resume the traditional in person offering. The past two years have highlighted that there is also demand for a virtual offering. It has opened the service to a wider cohort of people, many of whom were unable to attend our groups due to location or prefer the current format. We plan to continue to provide Phone in and Zoom support groups in 2022 but we also have high hopes of reopening our in-person support groups around the country in 2022.

#### *Challenges of Delivering Phone-in and Zoom Meetings*

A group meeting in a virtual environment provides a different experience to the traditional face to face groups. As a result, while there were a number of long-term users attending, a significantly higher proportion of attendees were new to Aware and the groups. This provides justification for considering a hybrid model for the Support & Self Care Groups going forward to meet the needs of both cohorts.

Transitioning to a technology-based service was challenging for some of our volunteers with a proportion opting to go 'on hold' while Covid-19 was impacting on their personal lives and the service.

## **DIRECTORS' REPORT - continued**

### **Support Line Service**

The Support Line Service continued to deliver services remotely throughout 2021. This remote delivery option was introduced in 2020, because of the challenges presented by Covid-19.

A third Support Line was added in February 2019, with additional volunteers recruited and trained to enable Aware to increase capacity, ultimately allowing us to answer 20,748 calls in 2019, 27,478 in 2020 and 22,950 in 2021. We are answering significantly more calls as a consequence of this third line compared to 2018, when we answered just under 14,000 calls.

Covid-19 challenged how we delivered service and we moved to a non-geographical, VOIP service allowing us to continue and grow the service. Having a VOIP set up, means volunteers outside of a commutable distance to Dublin can volunteer with Aware. What this means is that subject to availability of volunteers we can meet demand without having any physical space set up demands and costs.

We had 3 phases of online training in 2021 resulting in onboarding 52 new trainees. The main challenges experienced during 2021 have been volunteer fatigue leading to attrition and retention issues. The service gives support and information to those reaching out for support and information in relation to depression, anxiety, bipolar disorder and other mood related conditions as well as supporting and giving information to their families and friends. We have seen more calls from people looking for support and less calls looking for information during 2021. The enduring difficulty of coping with the ongoing disruption to pre-pandemic "normal life routines" is being described by many of our callers, with a high volume of callers expressing hopelessness and helplessness. Self-care is encouraged for volunteers, and this has led to a lot of fluctuation in terms of availability with volunteers taking longer than usual breaks in between volunteering.

During 2021 we attempted to re-open the line for volunteers whose preference was to complete their shift in the Aware Leeson Street office. This first attempt was not successful due to several factors. There was a less than expected uptake from the volunteers and then we had the return to government restrictions due to 3<sup>rd</sup> & 4<sup>th</sup> Covid-19 waves which meant we had to cancel reopening the office.

The 3Connect APP continues to allow us to monitor calls for best practices and helps volunteers get valuable ongoing learning and development feedback. The culture within the team is now that volunteers seek for their calls to be listened to so that they can grow and develop in their delivery skills.

Providing a hybrid Support Line service will be essential in 2022 as will finding volunteers to ensure we meet growing demand, so we don't have a rising trend of unanswered calls.

### **Support Mail Service**

In 2021 we answered 1527 support emails. The Support Mail Service continued to operate as normal during 2021. We saw a decrease in demand for this service compared to 2020 when we answered 2,728 emails. In 2020 we saw an increase and specific spike in demand attributed to Covid 19, and despite Covid 19 still being present in 2021, the Support Mail Service saw a decline in use. We are watching this declining trend and held focus groups with volunteers to assess the needs of the service and potential areas for growth. Continued work is being done here. 90% of mails were responded to within 12 hours in 2021, which shows the dedication and commitment of Support Mail Volunteers. No recruitment was necessary for Support Mail in 2021. We plan to continue to provide this service as part of our strategic offering in the next three years.

**DIRECTORS' REPORT - continued**

**Strategic report - continued**

**Our Services – continued**

*Education Services*

Aware's free adult education programmes include the Life Skills Group Programme and Life Skills Online Programme, both of which are based on the principles of Cognitive Behavioural Therapy (CBT) and a Relatives & Friends Programme, designed for those supporting a loved one experiencing depression or bipolar disorder and focusing on the self-care of the supporter.

*Life Skills Group Programme*

This is a group programme, taking place one evening a week over a six-week period and delivered by an Aware Training Partner. Participants who register for the group face to face and virtual programmes are asked a number of questions about their mental health so we can determine whether these programmes are attracting people experiencing depression and bipolar disorder.

*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.

*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, reinforcing the analogy that you need to attend to your own oxygen mask first.

*Life Skills for Schools Programme*

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

*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. 42 sessions were delivered in 2021 in comparison to 28 sessions in 2020.

Despite the impact Covid-19 had in 2021 we were still able to provide these programmes either virtually or in person.

| PROGRAMME TARGETS                                     | DELIVERED           |                    |                   |
|-------------------------------------------------------|---------------------|--------------------|-------------------|
|                                                       | 2019                | 2020               | 2021              |
| Life Skills Online<br>(2,000 adults)                  | 1,613               | 2,912              | 2214              |
| Life Skills Group<br>(100 programmes to 2,500 adults) | 116<br>2,789 adults | 60<br>1,116 adults | 80<br>1309 adults |
| Relatives & Friends (40 programmes)                   | 28                  | 4                  | 35<br>411 adults  |
| LS Schools (140 programmes)                           | 136                 | 177                | 210               |

*Development of New Programmes*

The organisation identified a need for a new education programme specifically focused on bipolar disorder. Development of the new Bipolar Programme started in late 2020, and 2 successful pilot programmes took place in the Autumn of 2021. It is now our intention to roll out 20 Bipolar programmes and bipolar support groups in 2022.

*Delivering Our Services*

Aware remained committed to improving the volunteer experience, increasing retention of current volunteers, and recruiting new volunteers to allow us to deliver our expanded services to the highest standards in 2021. We recruited and trained 74 new volunteers in 2021 from 232 initial applications. Our total compliment of Volunteers in 2021 was 423 of which 311 were active and the balance on hold due primarily to Covid 19 restrictions. Aware's services are provided either by highly trained and committed volunteers, or Training Partners who are paid to deliver our educational services on a sessional basis. We are committed to ensuring that we recruit volunteers

## **DIRECTORS' REPORT - continued**

and training partners carefully and train them to the highest standards. To that end, we have dedicated staff members who manage our volunteer and training partners' recruitment and training programmes.

### *Our Volunteers*

Since its inception over 37 years ago, Aware has been a volunteer led organisation. This is still true today, with a dedicated and committed volunteer team of almost 400 people delivering our Support Services. Our volunteers undertake a rigorous recruitment and training programme to prepare them for their roles. Many of our volunteers have been with the organisation for decades and we were delighted to welcome our new volunteers during 2021. Each volunteer generously gives of their time, their energy and most importantly their compassion to ensure that everyone who contacts Aware receives understanding, empathy and support.

Transitioning to virtual offerings and remote volunteering came with many challenges for our volunteers. Aside from the need to master new technologies and meet increased demand, our volunteers were now bringing their roles into their homes and dealing with a higher number of distressing contacts without the usual in person support systems provided by Aware and their fellow volunteers.

The volunteers are the backbone of the organisation and ensuring their safety and wellbeing is of vital importance to Aware. Aware has worked closely with our volunteers on each service to ensure that everyone felt prepared and supported in their revised roles. This included retraining where necessary, refresher training and service meetings, regular check ins from the service manager with a focus on the self-care of the volunteer and the introduction of additional support measures such as the 'buddy' system and Slack app. Aware will continue to monitor the wellbeing of our volunteers and make the necessary adjustments.

### *Recruitment of New Volunteers*

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 an extensive training process for the particular service they have volunteered with.

While there were a number of challenges to overcome in 2021, it also opened new opportunities in the way we recruit and train our volunteers, allowing us to welcome volunteers from all over the country on each of our services.

### *Looking Forward*

We have exciting plans to introduce a new LMS (learning management system) to enable the organisation to better improve our recruitment and training experience for our Volunteers. In late 2021, we received specific funding to enable the organisation to identify and implement a new LMS that will centralise and house all our recruitment and training. We will also be able to develop improved learning outcomes by including best in class training videos and tools with this new system.

## **DIRECTORS' REPORT - continued**

### **Strategic report - continued**

#### **Delivering Our Services – continued**

##### *Delivering Online Training*

We pride ourselves on the supportive and engaging environment we provide for our volunteers and training is the first step in this process. Delivering training online was a learning curve and while it was embraced fully and openly by the team and volunteers, being restricted to a virtual environment presents additional challenges. One such challenge is creating that 'team' culture. Camaraderie amongst volunteers and relationships with the Service Managers is key to achieving this and it's difficult to replicate authentically online. The team worked with the technology we had available to us to address this concern, incorporating getting to know each other sessions, coffee breaks, smaller groups in breakout rooms and so on into the training process.

While online training was effective and efficient for many elements of the training process, we recognise the importance of face-to-face interaction for building relationships and providing a safe, supportive environment in which to practise learnings. We would envisage a hybrid of in-person and online training forming Aware's training model going forward.

##### *Stepping Down*

Listening carefully to our volunteers allows us to reflect on our practice and see how we can make the best use of training so that our volunteers are prepared and supported for undertaking their important role. This is also important when volunteers come to the end of their volunteering time with Aware. 77 volunteers stepped down in 2021, with most citing personal reasons for moving on. This is in comparison to 96 volunteers in 2020.

A number of volunteers opted to go 'on hold' once Covid-19 restriction came into place. This was for a combination of reasons to include life circumstances, suitable space at home and the requirement to use technology.

##### *Our Training Partners (paid contractors)*

Aware's Training Partners deliver our adults 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. 50 Training Partners were on the Aware panel at the end of 2021, compared to 45 at the end of 2020.

## DIRECTORS' REPORT - continued

### Strategic report - continued

#### Our Fundraising

We continued to pursue our goal of seeking to diversify our income sources to enhance the sustainability of our organisation. Due to the impacts of and uncertainty relating to Covid-19, we chose to postpone the investment of time and resources during 2021 into developing a new flagship fundraising event, focusing our energies instead on developing other sources of new income. Our intention is to revisit the development of a flagship fundraising event in 2022.

Our focus on growing our corporate relationships continued during 2021, with increasing diversity in the nature of support received (e.g., Mercury Engineering sponsored our Golf event, whilst Mondelez provided funding to support media activity to drive our virtual Christmas Run) as well as securing new partnerships with Telus International and Aldi.

As a key element of this strategic goal, Aware aimed to increase engagement and funding from the HSE. This resulted in an increase in State income, increasing to over €640,000 in 2021.

Our focus on developing new income streams from philanthropic / foundation sources was successful during 2021, providing funding for the provision of education programmes as well as strategic funding to support the development of organisational capability during 2022. Our intention is to further develop these sources of income in future years.

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

In 2021 Aware received 29% of its income from State funding, with the balance of income generated from corporate partnerships and public support. We are immensely grateful to the NOSP (National Office of Suicide Prevention ) and the HSE for their continued support of Aware in 2021.

The continuing presence of Covid 19 led to considerable challenges for Aware to include the necessary cancellation of three annual fundraising events and restrictions on the activities that people could engage with to raise funds on our behalf.

Fortunately, thanks to the generous support of our existing and new corporate partners, strong public fundraising and the success of our virtual Aware Christmas 5K event, the organisation finished the year in a strong financial position.

The support from the public and our corporate partners provides valuable funding for Aware services but importantly, it also contributes to raising awareness, breaking down stigma and facilitating conversations about mental health.

#### *Corporate Partners*

We continue to rely on the generosity of the corporate sector for a significant proportion of annual income. Existing partners such as Three Mobile, Cadbury, ESB, Maxol, Dublin Port Company and Press Up Group were unwavering in their support of Aware during 2021, offering support in numerous ways and continuing to donate, sponsor and hold fundraising events on our behalf. We place great emphasis on fostering strong, mutually beneficial relationships with our corporate partners. This has resulted in developing new and increased revenues during 2021 and we were delighted to welcome new corporate partners to include, Davy, Aldi, Telus, Mercury, SS&C among others.

#### *Public Support*

Despite all the challenges the public faced in their personal lives during 2021, people stepped up once again to support Aware via donations, fundraising activities and participation in our Aware Christmas 5K. We are so grateful for their support. Every single euro makes a difference, contributing to the support of another person or the delivery of another wellbeing programme.

#### *Aware Events*

Aware runs a number of annual public and corporate events each year to include the Aware Harbour2Harbour Walk, Aware Christmas Run, Aware Golf Outing and the Aware Summer Luncheon. Due to government

## **DIRECTORS' REPORT - continued**

restrictions, we were only in a position to proceed in 2021 with our Golf event and the reimagined Aware virtual Christmas 5K run which received significant support and engagement from the public.

### **Our Communications**

Aware continued to try and raise the profile of the organisation through our marketing and PR work. We sought to educate the public about mental health and to tell the stories of our service users with the aim of achieving positive change in public attitudes and behaviour, challenging stigma, and ensuring that everyone who can benefit from our services know what is available and how to access it. We consistently strive to engage with existing and new audiences. A brand survey in January 2021 revealed total brand awareness for the organisation had increased to 84%, up 9% from 75% in January 2018.

The arrival of the Covid-19 pandemic has highlighted the need for accessible, trustworthy, digital content. Aware's website plays an integral role in sharing information and resources, alongside facilitating the registration for our education programmes, webinars, and events. It is important that our website is easy to use and contains useful and engaging content, and that is trustworthy and relevant. Across 2020 and 2021 combined, there were 1.55 million unique viewers of Aware's website. We have seen an increase of over 28,000 followers across our social media channels and a viewership 2.5 million of our Lecture/Webinar series (compared with 800,000 for 2018 & 2019 combined).

As things begin to change in 2022, there have been many learnings and changes in relation to the digital offering of the organisation, which will be carried forward in the years ahead.

#### *Building our Profile*

It is our responsibility as a leading mental health organisation to ensure we are providing a range of accessible information to inform and educate the public on mental health and our services and to drive support for Aware by communicating our vision and the impact of our work. Throughout 2021, we continued in our efforts to increase visibility of the organisation and engage with new and existing audiences, utilising our digital presence and content, literature, expert lecture and webinar series and marketing activities to promote our services, campaigns, events, and collaborations with corporate partners.

#### *Website and Social Media Channels*

The number of unique views to Aware's website in 2021 was 623,318, With the support of a grant from Community Foundation Ireland, Aware launched a new website in June 2021 to help improve the ease with which members of the public could access our free support, education and information resources connected to depression, bipolar disorder, and related mood conditions.

Our presence on social media has increased significantly with over 130,000 social media followers at the end of 2021 compared to 114,000 in 2020 and 102,000 in 2019. Our YouTube channel which houses our lectures/webinars and other video content continues to record high traffic with 1,705,236 views throughout the year. This represents a growth of almost 100%, when compared to 2020 views of 867,433. Our regular subscribers to our YouTube channel grew steadily year on year reaching over 27,000 by the end of 2021.

To maximize all opportunities with our new website and maintain an engaged following on social media, developing content continues to be a key focus for Aware in 2022.

#### *Lectures Series and New Webinar Series*

Since the cancellation of Aware's monthly Lecture Series in St Patrick's Mental Health Services in early 2020, due to Covid-19, the Aware Webinar Series has become firmly established since January 2021. These webinars are 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 general public, alongside broadening the awareness of the organisation and the free services available.

After the dwindling attendance at our Lecture Series in recent years, it has been great to reach wider audiences with an interactive offering online. In 2021, the inaugural year of the Aware Webinar Series, we had over 10,500 registrations for webinars, with approximately 30% of those attending the webinars live. Participants are able to ask questions live during the webinar and a recording of each webinar is made available online, to watch back at any time. This has aided in our efforts to reach wider audiences with high quality content, from a trusted source, that they can access on demand.

## **DIRECTORS' REPORT - continued**

### *Sharing Lived Experience*

A key focus in communicating our message is to tell the stories of people with lived experience of depression, anxiety and bipolar disorder, to give them a vehicle for their voice, allowing it to connect with others, who might be experiencing something similar. In 2021 we continued to tell these stories last year and made it the focus of Aware Mental Health Week in October 2021, which is in conjunction with World Mental Health Day (10<sup>th</sup> October each year). We put these people at the center of a campaign to spread awareness about the everyday lived experience of depression, as the subject matter experts. This campaign included radio interviews, features in national and local media and online content through Aware's digital channels – videos, blogs & social media.



## DIRECTORS' REPORT - continued

### Financial review

Despite facing a number of challenges during the year as a direct result of Covid-19 (outlined in the previous section), 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 €2,187,614. Total expenditure was €2,071,802.

At year-end, the company had reserves of €1,621,988. 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 2021 are set out in full on page 32.

### Income

The Company generated income of €2,187,614 in the year, a modest increase from €1,978,891 in 2020.

In 2021, we received €641,559 in grant funding under Section 39 of the Health Act 2004, representing 29% of our overall income (2020: 23%). The remaining 71% (2020: 77%) of total income was generated by public and corporate support.

Approximately 71% of our income each year is not guaranteed and difficult to predict, so it's imperative that Aware operates a robust fundraising function. In 2021, fundraising expenditure amounted to €487,602. These costs were required to develop, implement, and promote events and initiatives. On average, therefore it cost Aware €0.22 to generate €1 of income in 2021 (taking into account staff costs).

| INCOME                | 2021<br>€        | 2020<br>€        |
|-----------------------|------------------|------------------|
| Donations & legacies  | 967,247          | 942,239          |
| Charitable activities | 641,559          | 458,247          |
| Trading activities    | 578,595          | 578,044          |
| Other income          | 213              | 361              |
| <b>Total Income</b>   | <b>2,187,614</b> | <b>1,978,891</b> |

### Restricted Income

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

- ESB Energy for Generations Fund, allocated to Life Skills for Schools Programme
- HSE Grant, allocated to Support Groups, Support Line and Support Mail
- National Office for Suicide Prevention, allocated to Life Skills Programme and new Bipolar Programme
- Facebook Grant, allocated to Relatives & Friends Programme
- Community Foundation of Ireland Grants, allocated to new website development, research into the impacts of Covid-19 on mental health and a series of Life Skills Programmes for Nursing Homes Ireland

### Expenditure

In 2021, Aware invested €2,071,802 (2020: €1,782,533) in furtherance of its goals.

| EXPENDITURE              | 2021<br>€        | 2020<br>€        |
|--------------------------|------------------|------------------|
| Charitable activities    | 1,584,200        | 1,286,226        |
| Raising funds            | 487,602          | 496,307          |
| <b>Total Expenditure</b> | <b>2,071,802</b> | <b>1,782,533</b> |

## DIRECTORS' REPORT - continued

### Financial review - continued

#### Financial Position

##### *Reserves and Investment Policy*

At year-end, the company had designated reserves of €667,277 In line with best practice, which the Directors consider as the level of funds required to provide for the orderly winding up of Aware in the unlikely event of it being necessary to close the company. The organisation holds a “Statement of Reserves and Investment Policy Principles” which has been approved by the Finance and Remuneration Committee. The key objectives of the policy are:

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

As a planned consequence of the sale of our property in 2018 (our former offices located at 72 Lower Leeson Street), the Finance and Remuneration Committee recommended an increase in reserves from €309,000 to €666,000 considering the disposal of a property asset and the lease for a new office premises located at 9 Leeson Street Upper. This was approved by the Board. 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 €1,983,169 as of 31 December 2021 of which €666,000 is set aside and held in two separate deposit bank accounts. The purpose of these accounts is twofold; firstly, to ring fence the winding up reserves of €309,000 and secondly to maintain an additional buffer which is available to meet cash requirements subject to approval by resolution of the Board. Also, of the cash held at bank €294,000 which is towards service delivery has been treated as deferred income as was only received in late 2020 and will be expensed in 2022.

##### *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*

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

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

The CEO's current salary is €97,850 per annum. This was set following a benchmarking review by the Board in 2014 and reviewed again in 2018. The CEO is paid for work related expenses which are authorized by the Chairman. The CEO has delegated responsibility to Senior Management for authorization of direct reports' expenses (with attached receipts).

##### *Dividends and Retention*

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

## **DIRECTORS' REPORT - continued**

### **Financial review - continued**

### **Financial Position - continued**

#### *Political Donations*

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

### **Governance**

#### **Organisational Structure and Management**

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

#### **Aware Board of Directors**

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

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

Membership of the Board of Directors is based on:

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

There have been no contracts or arrangements entered during the financial year in which a Director was materially interested, or which were significant in relation to the charity's activities. Neither the Directors nor the Secretary had any financial interests in the company or in any related companies.

## DIRECTORS' REPORT - continued

### Aware Board of Directors - continued

#### *Board Profiles*

#### ***Alan Duffy, Director, and Chairperson to November 2021***

Alan joined HSBC Bank plc in July 2006 to establish its Irish corporate banking business and has twenty-five years of international corporate banking experience. Alan took on the role of CEO with effect from 16 May 2014. Prior to joining HSBC, Alan held the position of Head of Wholesale Banking for ING Bank N.V. based in Dublin. He has also held the position of Head of Lending with Banque Bruxelles Lambert as well as spending five years with Scotiabank (Ireland) Limited, with responsibility for originating a wide range of corporate transactions across the Nordic market. A Business Studies graduate of Trinity College Dublin, Alan also holds an MBA from The Smurfit Graduate School of Business. He is a member of the Institute of Bankers and has recently completed a Certificate and Diploma with the Chartered Institute of Directors, London. Alan was elected Chairman in September 2017 and he retired from the Board in November 2021.

#### ***Peter Cosgrove Chairperson from November 2021.***

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 Chairman of Aware in 2017 and elected Chairperson in November 2021.

#### ***Stephen Crowley (Secretary)***

Stephen lives in Carrigaline, Co. Cork and has been involved with Aware as a Support Group Facilitator for five years. He also plays a key role in the Aware training team, delivering training to new volunteers. Stephen works as a Training and Development Specialist with Novartis Ringaskiddy Limited. He has worked with the company for 22 years across various departments including production and processing. Stephen is passionate about people and personal development, and in his free time he has completed a Diploma in Life & Executive Coaching and studied Emotional Intelligence for two years in Carlow Institute of Technology.

#### ***Sarah Watson (Treasurer)***

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

#### ***Simon Holmes (Vice Chairperson)***

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

#### ***Dr Keith Gaynor***

Keith is a Senior Clinical Psychologist in the St John of God Hospital, Stillorgan. He specialises in cognitive behavioural therapy (CBT) for anxiety disorders and depression. He has previously worked for the NHS at the Warneford Hospital, Oxford. He completed his clinical training at the Institute of Psychiatry, Maudsley Hospital, London. He completed his PhD in University College Dublin. He has written widely in academic journals on the topic of CBT and is regular contributor to the Irish media on issues of mental health. He has written a book titled: "Protecting Mental Health".

## **DIRECTORS' REPORT - continued**

### ***Keith Kiernan***

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

### ***Piaras Power***

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

### ***Sinead Brennan***

Sinéad joined the NTMA in March 2014 as Head of Human Resources and was subsequently appointed Director, HR before becoming Chief People Officer. Prior to joining the NTMA, she was Head of Human Resources with KBC Bank Ireland and previously HR Director with BDO Ireland. Sinéad has also worked in HR roles in the software sector and in HR consultancy services. Sinéad is Chair of the Gender Matters initiative in the NTMA and is an advocate for Inclusion and Diversity across the Agency. Her professional passion is to create work cultures where people can thrive, develop, and bring their authentic selves to work. She holds a PhD from Dublin City University (DCU), and her research topic was leadership development. She was announced as the 2019 Pearse Walsh Medal Award winner for her research. Sinéad also holds an Masters in Business Studies from DCU.

### ***Bernadette Grant***

Bernadette is an insight driven, result focused marketing strategist with broad geographic experience across local, European and Emerging markets. She has worked across a number of FMCG companies such as Lir Chocolates, Batchelors and Kellogg. Her career in Kellogg has spanned over 16 years where she worked as Marketing Director for various regions in Europe and in her most recent role led the innovation agenda for Europe where she demonstrated a strong track record for transformational growth of existing brands and led the development of new brands. She is a passionate leader of teams and enjoys developing talent. Bernadette was also one of the founding members of the Kellogg Diversity and Inclusion forum and was appointed resilience trainer for the European Organisation. She holds a B.Sc. Food Business and a Graduate Diploma in Management from University College Cork and is a Member of the Institute of Marketing.

### ***Neil Collins***

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

## DIRECTORS' REPORT - continued

### ***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 Mc Auliffe***

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 C.B.T. in The University of Durham, Newcastle, U.K. and her advanced training in Mindfulness Integrated C.B.T. 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 Group facilitator. Along the way she volunteered at fundraising, and other, events and was part of the editorial team of the organisation's quarterly magazine Aware. She returned to employment as Office Manager at a consultancy company. Joan became a Member of Aware in 2014 and continues in the role of Support and Self Care Group Facilitator. She has four children and three grandchildren.

### ***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 has been the Chairperson of the Trekkers Mountaineering Club for the past 2 years.

## **DIRECTORS' REPORT - continued**

### **Governance - continued**

#### **Aware Board of Directors - continued**

##### *Board Profiles - continued*

##### **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 Declan Lyons**

Declan is a Consultant Psychiatrist at St. Patrick's University Hospital, Dublin, and Lecturer in Psychiatry at Trinity College Dublin. As an old age psychiatrist, Dr. Lyons has a special interest in depression and its impact on older adults. He is Director of the Evergreen Rehabilitative Programme at St Patrick's, and co-ordinates a memory clinic with an emphasis on early diagnosis of dementia and other memory disorders. Declan retired from the board of Directors in August 2021.

##### **Jennifer Chamberlain**

Jennifer is currently Head of Marketing and Business Development at DLA Piper, Ireland's leading global law firm. Previously she held senior marketing and communications roles driving substantial annual growth in brand value, human capital and sales at BearingPoint, a global management and technology consultancy and before that at Ireland's national debit card (Laser Card), developing the brand from scratch to a national household name. She is passionate about entrepreneurialism and growing businesses and has enjoyed mentoring high potential start-ups with Enterprise Ireland since 2018. Jen has volunteered as a Non-Executive Director with Aware and Paralympics Ireland since 2011 and has recently joined the Board of the IE Domain Registry. Jen holds a BA (Hons) Degree in Marketing from Liverpool John Moores University and qualifications from Yale School of Business, the Marketing Institute of Ireland, and the Digital Marketing Institute. Jen retired from the Board of Directors in September 2021.

## DIRECTORS' REPORT - continued

### Governance - continued

#### Aware Board of Directors - continued

##### *Board Profiles - continued*

##### *Appointment and Induction of New Directors*

In accordance with the Company's Articles of Association, all Directors with the exception of office holders, retire from office at the Company's AGM and are eligible for reappointment at that meeting. All new Board members meet with the CEO and at this meeting the new Director is provided with an induction pack containing a copy of the Memorandum and Articles of Association, Annual Report and Financial Statements, an overview of all services and fundraising activities and the policies and procedures that exist within the organisation.

The present membership of the Board and the profiles of the Directors who served during the year is shown on pages 19 to 21.

##### *Board Committees*

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

The Committees are as follows:

- **Clinical Committee** - with responsibility for reviewing and recommending the organisation's clinical strategy, for reviewing and monitoring services to ensure they meet the highest clinical standards and for reviewing, recommending and overseeing programmes of research. This Committee met four times in 2021.
- **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 three times in 2021.
- **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 four times in 2021.
- **Strategic Review Committee** – with responsibility for the development of the new strategic plan for the organisation, was formed in December 2020. This Committee met 3 times in 2021.



## **DIRECTORS' REPORT - continued**

### **Governance - continued**

#### **Aware Board of Directors – continued**

##### *Board Committees - continued*

##### *Board Sub-Committees and Membership on 31 December 2021*

#### **Clinical Committee**

|                    |                                                            |
|--------------------|------------------------------------------------------------|
| Dr. Declan Lyons   | (Chair of the Committee and Director until September 2021) |
| Dr. Pat McKeon     | (Member and a Director from September 2021)                |
| Dr. Keith Gaynor   | (Director and Chair of this committee from November 2021)  |
| Dr. Claire Hayes   | (Clinical Director at Aware)                               |
| Dr Aisling Collins | (Volunteer and appointed to Committee in November 2021)    |

#### **Services Committee**

|                    |                                                 |
|--------------------|-------------------------------------------------|
| Mr. Peter Cosgrove | (Chair of the Committee and Chair of the Board) |
| Ms. Annette Byrne  | (Member and Volunteer)                          |
| Ms. Denise Donohue | (Volunteer)                                     |
| Ms. Ann Flaherty   | (Volunteer)                                     |
| Mr. Gerard O'Neill | (Volunteer)                                     |

#### **Finance and Remuneration Committee**

|                  |                                                       |
|------------------|-------------------------------------------------------|
| Ms. Sarah Watson | (Chair of the Committee and Treasurer of the Board)   |
| Mr. Alan Duffy   | (Director and Chair of the Board until November 2021) |
| Mr. Neil Collins | (Volunteer and a director from September 2021)        |

#### **Strategic Review Committee**

|                      |                |
|----------------------|----------------|
| Mr. Piaras Power     | (Director)     |
| Ms. Peter Cosgrove   | (Director)     |
| Ms. Bernadette Grant | (Director)     |
| Ms. Sinead Brennan   | (Director)     |
| Mr. Dominic Layden   | (CEO at Aware) |

##### *Board of Directors and Committee Meeting Attendance 2021*

The Board meets a minimum of six times a year and additionally maintains close liaison and communication with the Chief Executive and senior staff members throughout the year. All but two of these meetings took place over Zoom in order to adhere to government guidelines.

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

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

**DIRECTORS' REPORT - continued**

**Governance - continued**

| <b>Board Director</b>                | <b>Main Board Attendance<br/>(eligible meetings)</b> | <b>Sub-Committee Attendance<br/>(eligible meetings)</b> |
|--------------------------------------|------------------------------------------------------|---------------------------------------------------------|
| Mr. Alan Duffy (Chairperson)         | 6(6)                                                 | 3(3) Finance Committee                                  |
| Mr. Stephen Crowley (Secretary)      | 6(6)                                                 | N/A                                                     |
| Ms. Sarah Watson (Treasurer)         | 6(6)                                                 | 3(3) Finance Committee                                  |
| Mr. Peter Cosgrove (Vice Chair)      | 6(6)                                                 | 4(4) Services Committee                                 |
|                                      |                                                      | 3(3) Strategic Committee                                |
| Ms. Bernadette Grant                 | 4(6)                                                 | 3(3) Strategic Committee                                |
| Dr. Declan Lyons                     | 4(4)                                                 | 3(4) Clinical Committee                                 |
| Mr. Piaras Power                     | 6(6)                                                 | 3(3) Strategic Committee                                |
| Ms. Jennifer Chamberlaine            | 4(4)                                                 | N/A                                                     |
| Mr. Simon Holmes                     | 6(6)                                                 | N/A                                                     |
| Dr. Keith Gaynor                     | 6(6)                                                 | 4(4) Clinical Committee                                 |
| Ms. Sinead Brennan                   | 6(6)                                                 | 3(3) Strategic Committee                                |
| Mr. Keith Kiernan                    | 6(6)                                                 | N/A                                                     |
| Dr. Pat McKeon                       | 1(1)                                                 | 4(4) Clinical Committee                                 |
| Ms. Joan Butler                      | 1(1)                                                 | N/A                                                     |
| Ms. Fiona O'Sullivan                 | 1(1)                                                 | N/A                                                     |
| Ms. Mary Mc Auliffe                  | 1(1)                                                 | N/A                                                     |
| Mr. Adrian Yeates                    | 1(1)                                                 | N/A                                                     |
| Mr. Neil Collins                     | 2(2)                                                 | 3(3) Finance Committee                                  |
|                                      |                                                      |                                                         |
| Mr. Dominic Layden<br>(CEO Aware)    | 6(6)                                                 | 3(3) Finance Committee                                  |
|                                      |                                                      | 3(3) Strategic Committee                                |
|                                      |                                                      |                                                         |
| Dr. Claire Hayes (Clinical Director) | 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                                 |

## **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 Mc Bride
- Head of Fundraising and Business Development – Mr. Stephen Butterly
- Head of Communications – Ms. Jamie Good
- Clinical Director - Dr Claire Hayes

## **DIRECTORS' REPORT - continued**

### **Commitment to Best Practice in Corporate Governance**

Good governance is of paramount importance to the Board. The organisation is compliant with the Charities Governance Code as set out by the Charity Regulator to include maintenance of a Compliance Record Form which comes into effect in 2021. 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.

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; Children First guidelines and the Irish Charities Tax Reform Statement of Guiding Principles for Fundraising.

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

### **Board Engagement with Members**

At the AGM each year the Board are invited to meet with the Members to review progress during that year and plans for the upcoming year. A newsletter is issued bimonthly to all volunteers which provides details of events, services, and developments in the organisation. The 2021 AGM was held on the 21<sup>st</sup> of September 2021 and included a presentation by the CEO highlighting the work of the organisation in the previous and current year, along with future plans for 2022. The Chairman then invited comments from the Members.

In 2021, the Members of Aware approved a new constitution (Memorandum and Articles of Association). Each member of Aware approved the new Memorandum and Articles of Association by signing a special resolution. The rationale for reviewing and updating the constitution was that no review had taken place in the past 20 years and the Directors have a responsibility to ensure that our constitution complies with best practice and the Companies Acts 2014. The charity regulator also approved the new constitution, and our new constitution was filed with the Companies Registration Office.

At the AGM held in September 2021 several new directors were appointed to the board (see page 2). Mr Alan Duffy retired after almost 9 years of service on the board of Aware in November 2021 and Mr Peter Cosgrove took over as Chairperson of the board on that same date.

In March 2022, all the Terms of Reference for each of the committees of the board were reviewed and approved by the board of Directors and a new Fundraising and Communications committee was established.

### **Principal Risks and Uncertainties**

Anything that can adversely affect our ability to achieve our objectives, deliver our services at required levels, uphold our reputation, or meet regulatory requirements can be defined as risk to the organisation.

Aware has a robust risk management process in place, supported by our governance structure and vigorous internal controls.

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

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

## **DIRECTORS' REPORT - continued**

### **Principal Risks and Uncertainties - continued**

*Internal controls include the following:*

- A comprehensive risk register which is reviewed regularly and updated as required. The Risk Register was updated in 2021 and reviewed and approved by the Board on 23<sup>rd</sup> March 2021.
- 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 Committee, Finance and Remuneration Committee
- Development of key policies and protocols to ensure corporate and clinical governance
- Regular engagement with the relevant bodies to ensure compliance with all regulatory and legal requirements

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

#### **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 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 (audited every three years) 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.

*Mitigation measures include:*

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

## **DIRECTORS' REPORT - continued**

### **Principal Risks and Uncertainties - continued**

#### **Clinical Risk**

*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, most recently in February 2019 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
- Conducting independent evaluation of services and adoption of recommendations
- The newly appointed Director of Services has determined the need for a Risk and Safety Committee to be formed to include Staff and Management, meeting bi-monthly to review live risk and safety issues that can arise in the delivery of our services

#### **Health & Safety Risk**

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

*Mitigation measures include:*

- Use of established policies and protocols in case of emergencies, with designated staff members in the role of Health & Safety Officers
- Developing safety statements as required to address new risks i.e., Covid-19

#### **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

### Principal Risks and Uncertainties - continued

#### External Risk

*Mitigating 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

The emergence of Covid-19 represented the most significant risk facing the charity sector (and the economy and society as a whole) in 2020 and 2021.

*Mitigation measures included:*

- Suspension of all face-to-face interaction – working, volunteering, events, availing of services to ensure the health and safety of staff, volunteers, and the public. Necessary modifications implemented to allow for remote working and volunteering, virtual events, and modified service delivery via virtual alternatives

#### 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.

#### Preparation of Financial Report

##### *Accounting Records*

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

##### *Disclosure of Information to Auditors*

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

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

##### *Auditors*

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

## DIRECTORS' REPORT - continued

### Directors' Responsibility Statement

The Directors present their Directors' Report together with the audited financial statements of the Company for the financial year ended 31 December 2020. The Directors are considered to be the Trustees of the Company, for the purposes of compliance with Charities SORP (FRS102). The Directors' Report contains the disclosures required in a Trustees' report in accordance with Charities SORP (FRS102).

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

### Statement of Directors' Responsibilities

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

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

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

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

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent
- State whether the financial statements have been prepared in accordance with applicable accounting standards and identify the standards in question, subject to any material departures from those standards being disclosed and explained in the notes to the financial statements
- 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.

### On behalf of the board



Peter Cosgrove  
Chairman



Sarah Watson  
Treasurer

Date: 4 July 2022





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

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

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#### **Opinion**

In our opinion, Aware's financial statements:

- give a true and fair view of the company's assets, liabilities and financial position as at 31 December 2021 and of its profit 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 2021;
  - the statement of financial activities for the year then ended;
  - the statement of cash flow for the year then ended;
  - the statement of changes in funds for the year then ended; and
  - the notes to the financial statements, which include a description of the significant accounting policies.
- 

#### **Basis for opinion**

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

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

#### ***Independence***

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

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

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.

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

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



In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report based on these responsibilities.

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

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

- In our opinion, based on the work undertaken in the course of the audit, the information given in the Directors' Report for the year ended 31 December 2021 is consistent with the financial statements and has been prepared in accordance with applicable legal requirements.
- Based on our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified any material misstatements in the Directors' Report.

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

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

As explained more fully in the Statement of Directors' Responsibilities set out on page 31, 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](https://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf)

This description forms part of our auditors' report.

### *Use of this report*

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



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## Other required reporting

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### Companies Act 2014 opinions on other matters

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

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### 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 blue ink that reads 'John Dunne'.

John Dunne  
for and on behalf of PricewaterhouseCoopers  
Chartered Accountants and Statutory Audit Firm  
Dublin  
7 July 2022

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

**STATEMENT OF FINANCIAL ACTIVITIES**  
**Financial Year Ended 31 December 2021**

|                                    | Notes | Unrestricted<br>funds<br>€ | Restricted<br>funds<br>€ | Total<br>2021<br>€ | Total<br>2020<br>€ |
|------------------------------------|-------|----------------------------|--------------------------|--------------------|--------------------|
| <b>Income from</b>                 |       |                            |                          |                    |                    |
| Donations and legacies             | 5     | 812,791                    | 154,456                  | 967,247            | 942,239            |
| Charitable activities              | 6     | -                          | 641,559                  | 641,559            | 458,247            |
| Other trading activities           | 7     | 562,595                    | 16,000                   | 578,595            | 578,044            |
| Other income                       | 8     | 213                        | -                        | 213                | 361                |
| <b>Total</b>                       |       | <b>1,375,599</b>           | <b>812,015</b>           | <b>2,187,614</b>   | <b>1,978,891</b>   |
| <b>Expenditure on</b>              |       |                            |                          |                    |                    |
| Charitable activities              | 9     | 824,792                    | 759,408                  | 1,584,200          | 1,286,226          |
| Raising funds                      | 10    | 487,602                    | -                        | 487,602            | 496,307            |
| <b>Total</b>                       |       | <b>1,312,394</b>           | <b>759,408</b>           | <b>2,071,802</b>   | <b>1,782,533</b>   |
| <b>Net income/(expenditure)</b>    |       | <b>63,204</b>              | <b>52,607</b>            | <b>115,812</b>     | <b>196,358</b>     |
| <b>Reconciliation of funds</b>     |       |                            |                          |                    |                    |
| Fund balances brought forward      |       | 1,504,357                  | 1,819                    | 1,506,176          | 1,621,988          |
| <b>Total funds carried forward</b> |       | <b>1,567,562</b>           | <b>54,426</b>            | <b>1,621,988</b>   | <b>1,506,176</b>   |

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 2021

|                                              | Notes | 2021<br>€ | 2020<br>€ |
|----------------------------------------------|-------|-----------|-----------|
| <b>Fixed assets</b>                          |       | -         | -         |
| <b>Current assets</b>                        |       |           |           |
| Debtors and prepayments                      | 17    | 53,685    | 48,504    |
| Cash at bank and in hand                     |       | 1,983,169 | 1,919,401 |
| <b>Total current assets</b>                  |       | 2,036,854 | 1,967,905 |
| <b>Liabilities</b>                           |       |           |           |
| Creditors - amounts due within one year      | 18    | (414,866) | (461,729) |
| <b>Net current assets</b>                    |       | 1,621,988 | 1,506,176 |
| <b>Total assets less current liabilities</b> |       | 1,621,988 | 1,506,176 |
| <b>Net assets</b>                            |       | 1,621,988 | 1,506,176 |
| <b>The funds of the charity</b>              |       |           |           |
| General funds                                |       | 1,621,988 | 1,506,176 |

On behalf of the board



Peter Cosgrove  
**Chairman**



Sarah Watson  
**Treasurer**

**Date:** 4 July 2022

**STATEMENT OF CHANGES IN FUNDS**  
**Financial Year Ended 31 December 2021**

|                                                              | Unrestricted<br>funds | Restricted<br>operating<br>funds | Designated<br>funds | Total            |
|--------------------------------------------------------------|-----------------------|----------------------------------|---------------------|------------------|
|                                                              | €                     | €                                | €                   | €                |
| Fund balance brought forward at<br>1 January 2020            | 628,788               | 13,753                           | 667,277             | 1,506,176        |
| Income                                                       | 1,410,644             | 568,247                          | -                   | 1,978,891        |
| Expenditure                                                  | (1,202,352)           | (580,181)                        | -                   | (1,782,533)      |
| Transfers                                                    | -                     | -                                | -                   | -                |
| Gains and losses                                             | -                     | -                                | -                   | -                |
| <b>Fund balances carried forward at<br/>31 December 2020</b> | <b>837,080</b>        | <b>1,819</b>                     | <b>667,277</b>      | <b>1,506,176</b> |
| Fund balance brought forward at<br>1 January 2021            | 837,080               | 1,819                            | 667,277             | 1,506,176        |
| Income                                                       | 1,375,599             | 812,015                          | -                   | 2,187,614        |
| Expenditure                                                  | (1,312,394)           | (759,408)                        | -                   | (2,071,802)      |
| Transfers                                                    | -                     | -                                | -                   | -                |
| Gains and losses                                             | -                     | -                                | -                   | -                |
| <b>Fund balances carried forward at<br/>31 December 2021</b> | <b>900,285</b>        | <b>54,426</b>                    | <b>667,277</b>      | <b>1,621,988</b> |

**STATEMENT OF CASH FLOW**  
**Financial Year Ended 31 December 2021**

|                                                                                              | Notes | 2021<br>€               | 2020<br>€               |
|----------------------------------------------------------------------------------------------|-------|-------------------------|-------------------------|
| <b>Net cash inflow/(outflow) from operating activities</b>                                   |       | <u>63,555</u>           | <u>578,928</u>          |
| <b>Cash flows from investment activities</b>                                                 |       |                         |                         |
| Interest received                                                                            | 8     | <u>213</u>              | <u>361</u>              |
| <b>Net cash provided by investing activities</b>                                             |       | <u>213</u>              | <u>361</u>              |
| <b>Changes in cash and cash equivalents in the reporting year</b>                            |       | 63,769                  | 579,289                 |
| <b>Cash and cash equivalents at the beginning of the reporting period</b>                    |       | <u>1,919,401</u>        | <u>0</u>                |
| <b>Cash and cash equivalents at the end of the reporting period</b>                          |       | <u><u>1,983,170</u></u> | <u><u>1,919,401</u></u> |
| <b>Reconciliation of net income/(expenditure) to net cash flow from operating activities</b> |       |                         |                         |
| Net incoming/(outgoing) resources for the reporting period                                   |       | 115,812                 | 196,358                 |
| Depreciation                                                                                 |       | -                       | -                       |
| Decrease/(increase) in debtors                                                               |       | (5,181)                 | 38,771                  |
| Increase/(decrease) in creditors                                                             |       | (46,863)                | 344,160                 |
| Interest receivable                                                                          |       | <u>(213)</u>            | <u>(361)</u>            |
| <b>Net cash inflow/(outflow) from operating activities</b>                                   |       | <u><u>63,555</u></u>    | <u><u>578,928</u></u>   |

## NOTES TO THE FINANCIAL STATEMENTS

### 1 General information

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

### 2 Statement of compliance

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

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

### 3 Summary of significant accounting policies

#### Basis of preparation

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

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

The preparation of financial statements in conformity with FRS 102 requires the use of certain key assumptions concerning the future, and other key sources of estimation uncertainty at the reporting date. It also requires the directors to exercise their judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or areas where assumptions and estimates have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are disclosed in note 4.

#### Going concern

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

In view of the potential risks associated with the on-going Covid-19 pandemic (see note 24), the company has performed an impact assessment considering the expected impacts of the pandemic and the mitigating measures in place. We expect to continue to see increased demand for the Company's services, combined with on-going pressure to maintain income and donations and operating costs at current levels. In preparing the impact assessment, a number of scenarios were considered including the impact of the pandemic over an extended period of up to 12 months following the approval of the Financial Statements. The key assumptions within each of these scenarios include increasing service levels and increased costs for a limited period. The assessment indicates that there is no impact on the Company's ability to retain sufficient liquidity to meet its financial obligations as they fall due.

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



## NOTES TO THE FINANCIAL STATEMENTS - continued

### 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. No amounts are included for services donated by volunteers.

#### **Income comprises:**

##### *Donations:*

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

##### *Legacies:*

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

##### *Grant income:*

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

##### *Training and support:*

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

##### *Shop income:*

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

##### *Investment income:*

Investment income is accounted for on an accruals basis.

#### **Resources expended**

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

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

#### **Expenditure and irrecoverable VAT**

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

##### **Charitable activities**

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

##### **Raising funds**

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

**NOTES TO THE FINANCIAL STATEMENTS - continued****3 Summary of significant accounting policies - continued****Support costs**

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

**Employee benefits**

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

**(i) Short term employee benefits**

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

**(ii) Post-employment benefits****Defined contribution plan**

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

**Fund accounting**

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

**Financial instruments**

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

**(i) Financial assets**

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

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

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

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

**NOTES TO THE FINANCIAL STATEMENTS - continued****3 Summary of significant accounting policies - continued****Financial instruments - continued****(ii) Financial liabilities**

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

Trade and other creditors 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. The unwinding of the discount is recognised as a finance cost in the Statement of Financial Activities, presented as part of 'interest payable and similar charges' in the financial year in which it arises.

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

**(ii) Contingencies**

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

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

**Recovery of PAYE on donations**

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

## NOTES TO THE FINANCIAL STATEMENTS - continued

### 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

| <b>5 Income from donations and legacies</b>    | Unrestricted<br>€ | Restricted<br>€ | 2021<br>€      | 2020<br>€      |
|------------------------------------------------|-------------------|-----------------|----------------|----------------|
| Bequests                                       | 175,667           | -               | 175,667        | 72,690         |
| Corporate sponsorships                         | 356,857           | 145,456         | 502,313        | 641,793        |
| Corporate event donations                      | -                 | -               | -              | 1,490          |
| Public donations                               | 280,267           | -               | 280,267        | 216,267        |
| Other grants                                   | -                 | 9,000           | 9,000          | 10,000         |
| <b>Total donations and legacies</b>            | <b>812,791</b>    | <b>154,456</b>  | <b>967,247</b> | <b>942,239</b> |
| <b>6 Income from charitable activities</b>     | Unrestricted<br>€ | Restricted<br>€ | 2021<br>€      | 2020<br>€      |
| <b>Grants received</b>                         |                   |                 |                |                |
| HSE North West area - CH01                     | -                 | 8,476           | 8,476          | 8,476          |
| HSE Dublin South West area - CH07              | -                 | 74,203          | 74,203         | 74,203         |
| HSE Midland area - CH08                        | -                 | 10,000          | 10,000         | 10,000         |
| HSE North Eastern area - CH08                  | -                 | 11,687          | 11,687         | 11,687         |
| HSE Mid-Western area - CH03                    | -                 | 10,570          | 10,570         | 10,566         |
| HSE Western area - CH02                        | -                 | 8,067           | 8,067          | 8,067          |
| National Mental Health Area                    | -                 | 37,753          | 37,753         | 37,752         |
| National Lottery Funding                       | -                 | 10,000          | 10,000         | -              |
| National Office of Suicide Prevention          | -                 | 470,804         | 470,804        | 297,496        |
| <b>Total income from charitable activities</b> | <b>-</b>          | <b>641,559</b>  | <b>641,559</b> | <b>458,247</b> |
| <b>7 Income from other trading activities</b>  | Unrestricted<br>€ | Restricted<br>€ | 2021<br>€      | 2020<br>€      |
| Charitable events                              | 201,903           | -               | 201,903        | 205,169        |
| General fundraising                            | 360,691           | 16,000          | 376,691        | 355,992        |
| Shop and Christmas cards                       | -                 | -               | -              | 16,883         |
|                                                | <b>562,595</b>    | <b>16,000</b>   | <b>578,595</b> | <b>578,044</b> |
| <b>8 Other income</b>                          | Unrestricted<br>€ | Restricted<br>€ | 2021<br>€      | 2020<br>€      |
| Bank interest received                         | 213               | -               | 213            | 361            |
|                                                | <b>213</b>        | <b>-</b>        | <b>213</b>     | <b>361</b>     |

## NOTES TO THE FINANCIAL STATEMENTS - continued

| <b>9 Expenditure on charitable activities</b> | Note | Unrestricted<br>€ | Restricted<br>€ | 2021<br>€        | 2020<br>€        |
|-----------------------------------------------|------|-------------------|-----------------|------------------|------------------|
| Marketing                                     |      | 123,028           | -               | 123,028          | 19,899           |
| Recruitment                                   |      | 8,365             | -               | 8,365            | 25,735           |
| Staff costs                                   |      | 409,736           | 308,268         | 718,004          | 624,892          |
| Support costs                                 | 11   | 171,447           | 7,000           | 178,447          | 225,257          |
| Training and support programmes               |      | 112,216           | 444,140         | 556,356          | 390,443          |
|                                               |      | <u>824,792</u>    | <u>759,408</u>  | <u>1,584,200</u> | <u>1,286,226</u> |

| <b>10 Expenditure on raising funds</b> | Note | Unrestricted<br>€ | Restricted<br>€ | 2021<br>€      | 2020<br>€      |
|----------------------------------------|------|-------------------|-----------------|----------------|----------------|
| Charity shop                           |      | -                 | -               | -              | 12,084         |
| Fundraising events                     |      | 173,339           | -               | 173,339        | 122,734        |
| General fundraising                    |      | 6,507             | -               | 6,507          | 21,607         |
| Staff costs                            |      | 240,049           | -               | 240,049        | 301,834        |
| Support costs                          | 11   | 67,707            | -               | 67,707         | 38,048         |
|                                        |      | <u>487,602</u>    | <u>-</u>        | <u>487,602</u> | <u>496,307</u> |

| <b>11 Support costs</b> | Charitable activities<br>€ | Raising funds<br>€ | Total<br>€     |
|-------------------------|----------------------------|--------------------|----------------|
| <b>2020</b>             |                            |                    |                |
| Administration costs    | 21,115                     | 6,758              | 27,873         |
| Finance costs           | 811                        | -                  | 811            |
| Other support costs     | 7,568                      | 2,548              | 10,116         |
| Overheads               | 125,906                    | 9,707              | 135,613        |
| Professional fees       | 47,092                     | 6,771              | 53,863         |
| Staff costs             | 17,347                     | 9,341              | 26,688         |
| Sundry                  | 5,418                      | 2,923              | 8,341          |
|                         | <u>225,257</u>             | <u>38,048</u>      | <u>263,306</u> |
| <b>2021</b>             |                            |                    |                |
| Administration costs    | 21,828                     | 9,175              | 31,003         |
| Finance costs           | 491                        | -                  | 491            |
| Other support costs     | 6,499                      | 2,562              | 9,061          |
| Overheads               | 60,995                     | 20,330             | 81,325         |
| Professional fees       | 58,700                     | 20,039             | 78,739         |
| Staff costs             | 28,910                     | 15,567             | 44,476         |
| Sundry                  | 1,025                      | 34                 | 1,059          |
|                         | <u>178,447</u>             | <u>67,707</u>      | <u>246,154</u> |

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

## NOTES TO THE FINANCIAL STATEMENTS – continued

| <b>12 Particulars of employees</b>                                                         | 2021<br>Number   | 2020<br>Number |
|--------------------------------------------------------------------------------------------|------------------|----------------|
| The average number of staff employed by the company during the financial year amounted to: |                  |                |
| Administrative staff                                                                       | 1                | 1              |
| Sales/fundraising                                                                          | 3                | 5              |
| Staff deployed in therapeutic services                                                     | 15               | 15             |
| Total number of staff                                                                      | <u>19</u>        | <u>21</u>      |
| <b>Staff costs:</b>                                                                        |                  |                |
| The number of higher paid employees:                                                       |                  |                |
| €90,000 - €100,000                                                                         | 2                | 2              |
| €80,000 - €90,000                                                                          | 1                | 1              |
| €70,000 - €80,000                                                                          | -                | -              |
|                                                                                            | <u>-</u>         | <u>-</u>       |
|                                                                                            | 2021             | 2020           |
|                                                                                            | €                | €              |
| Wages and salaries                                                                         | 874,138          | 789,905        |
| Redundancy costs                                                                           | -                | 44,689         |
| Social insurance costs                                                                     | 96,756           | 89,143         |
| Pension costs                                                                              | 31,634           | 29,677         |
|                                                                                            | <u>1,002,528</u> | <u>953,414</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, Director of Services, Head of Fundraising and Business Development, Head of Communications and Digital Marketing Manager.

|                                       | 2021<br>€      | 2020<br>€      |
|---------------------------------------|----------------|----------------|
| Total remuneration for key management | <u>442,378</u> | <u>343,639</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 2021 totalled €47 (2020: €Nil).

## NOTES TO THE FINANCIAL STATEMENTS – continued

|                                                |           |           |
|------------------------------------------------|-----------|-----------|
| <b>14 Interest payable and similar charges</b> | 2021<br>€ | 2020<br>€ |
| Interest payable on bank borrowing             | -         | -         |

|                                                 |           |           |
|-------------------------------------------------|-----------|-----------|
| <b>15 Net income/(expenditure) for the year</b> | 2021<br>€ | 2020<br>€ |
| This is stated after charging:                  |           |           |
| Audit fees (excluding VAT)                      | 21,630    | 21,000    |

**16 Fixed assets**

The company did not hold any Fixed assets during 2021 or 2020.

|                                   |               |               |
|-----------------------------------|---------------|---------------|
| <b>17 Debtors and prepayments</b> | 2021<br>€     | 2020<br>€     |
| Debtors                           | 38,738        | 34,621        |
| Prepayments                       | 14,947        | 13,883        |
|                                   | <u>53,685</u> | <u>48,504</u> |

All amounts are receivable within one year. Debtors are stated after provision for impairment of €Nil (2020: €Nil).

|                                                   |                |                |
|---------------------------------------------------|----------------|----------------|
| <b>18 Creditors - amounts due within one year</b> | 2021<br>€      | 2020<br>€      |
| Trade creditors                                   | 47,306         | 53,931         |
| Accruals                                          | 42,115         | 146,261        |
| Pay related social insurance                      | 26,298         | 24,366         |
| Other creditors                                   | 5,147          | 4,671          |
| Deferred restricted income                        | 294,000        | 232,500        |
|                                                   | <u>414,866</u> | <u>461,729</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

| <b>19 Financial instruments</b> | 2021<br>€        | 2020<br>€        |
|---------------------------------|------------------|------------------|
| Financial assets:               |                  |                  |
| - Cash at bank and in hand      | <u>1,983,169</u> | <u>1,919,401</u> |
| - Debtors and prepayments       | <u>53,685</u>    | <u>48,504</u>    |
| Financial liabilities:          |                  |                  |
| - Trade creditors               | 47,306           | 53,931           |
| - Accruals                      | 42,115           | 146,261          |
| - Pay related social insurance  | 26,298           | 24,366           |
| - Other creditors               | 5,147            | 4,671            |
| - Deferred Restricted Income    | <u>294,000</u>   | <u>232,500</u>   |
|                                 | <u>414,866</u>   | <u>461,729</u>   |

**20 Related party transactions**

There are no related party transactions.

**21 Controlling party**

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

**22 Comparative amounts**

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

**23 Commitments**

The Company signed a lease on an office located at 9 Leeson Street Upper, Dublin 4. This office is the main office for the organisation and staff and volunteers 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 2021.

## NOTES TO THE FINANCIAL STATEMENTS – continued

### **24 Post Balance Sheet Events**

The ongoing COVID-19 pandemic in Ireland and the lockdown announced by the Government in January 2021 continues to have a significant impact on Aware in relation to demand for services, income and the way in which we operate and deliver our services.

### **25 Approval of financial statements**

The financial statements were approved and authorised for issue by the Board of Directors on 4 July 2022 and were signed on its behalf on that date.