



Family
Carers
Ireland

No one should have to care alone



2022
Annual Report
& Financial Statements



ANNUAL REPORT 2022

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CHAIRPERSON'S WELCOME



Robert Anderson,
Chairperson

It gives me great pleasure to introduce the seventh annual report on the activities of Family Carers Ireland.

Over the course of the pandemic, the number of families availing of our services increased from 20,000 to 85,000 per year. Levels of disadvantage experienced and distress encountered also increased dramatically. The challenge we now face is not just to sustain this level of activity but to engage with an even higher proportion of the 500,000 family carers in Ireland and to respond effectively to increasingly specific combinations of needs associated with different caring situations.

A huge effort was made throughout 2022 to scale up our Carer Support activities as part of the first phase of the Carer Guarantee – a commitment that family carers will be able to access certain basic services (information, advice, training, support groups, advocacy and crisis supports) regardless of where they live in the country.

Another key focus for the board in 2022 was to review the governance structures established in 2016 when the organisation was formed as the result of a merger of The Carers Association and Caring for Carers Ireland. Family Carers Ireland is committed to the highest standards of corporate governance balancing strong participation, collegial leadership and compliance with all relevant regulatory and technical standards. The review identified a number of possible enhancements to our current structures – particularly in terms of strengthening the voice of family carers in shaping the activities of the organisation. These changes to our governance are currently being reviewed by the Charities Regulator and it is hoped to present formal resolutions to an Extraordinary General Meeting of the organisation in the latter part of 2023.

We also recently began work on a new strategic plan for the organisation; our current plan covers the period 2018 to 2023. There will be two rounds of nationwide consultations with family carers before a new plan is adopted at the end of 2023.

As chairperson of the board, it falls to me to thank a number of parties who enable our work by funding us. I would like to begin by acknowledging all those who supported us with individual and corporate donations.

The monies raised are the key enabler of our innovation and campaigning activities. They also constitute the co-funding required for our core activities. The bulk of these activities are provided by grant funding from a variety of state agencies including, in particular, the HSE. There is no question that without access to such grants, we would be unable to deliver the range of services we currently offer.

I am pleased to recognise the increasing levels of engagement across the political system and the public service on issues relating to family carers. It is good to see a growing appreciation that family carers are critical to realising the Sláintecare aspiration to sustain individuals with complex chronic conditions in the community and to solve the demographic challenges facing long-term care over coming decades.

I want to thank the many individual family carers who have engaged with our activities and projects throughout the year and thereby affirmed their value, and helped to inform and support their continuous development. If we are not relevant to individual carers, then the work set out in this report would be neither possible nor meaningful. It is crucial that we listen to the experiences and priorities of carers, but also that the organisation communicates its activities successfully – the improved website is an important tool to achieve this.

I am grateful to all our staff, and particularly our Executive Management Team, for their hard work and determined commitment to the organisation's mission.

Finally, everyone involved with FCI owes a particular debt to our unpaid, volunteer directors who bear increasingly onerous responsibilities as a result of changes in company law and charity regulation. I would like to thank them for their time and diligence throughout the year – this contributed to the impressive performance of the organisation as a whole.

FAMILY CARING IN IRELAND - THE NUMBERS

500,000*

people in Ireland are family carers

(That is **1 IN EVERY 8** adults) *approx. figure

66,956

young people aged 10-17 years provide regular unpaid care

That is more than **13%**

Family carers provide

19 million hours

each week of unpaid care

Family carers save the state

€20

BILLION

EACH YEAR

**By 2030,
1 in 5**

will be a family carer

123,837

family carers receive the Carer's Support Grant

91,892

family carers receive Carer's Allowance

€236

MAX. RATE CARER'S ALLOWANCE

Family carers are the only social welfare recipients required to work full time, yet only receive €16 more than the standard welfare rate

Find out more by visiting www.familycarers.ie

Freephone Careline **1800 24 07 24**    

Reference: Figures are based on the CSO's Irish Health Survey 2019; Census 2016; CSO's Population and Migration Estimates April 2020; Health Behaviour in School-aged Children (HBSC) study undertaken by NUIG and in collaboration with the WHO; data from the Department of Social Protection and findings from Family Carers Ireland's State of Caring 2020 report. The replacement value for care is based on an hourly rate of €20.



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CEO'S INTRODUCTION



John Dunne,
Chief Executive

While Covid-19 didn't completely disappear in 2022, the combination of a successful vaccination programme and milder variants becoming dominant in Ireland finally resulted in a reduction of associated risks and allowed significant resumption of normal practice. In surveys, family carers indicated – unsurprisingly – that they were adopting a more cautious approach to 'reopening' than the wider population. Still, by the end of the year, peer support groups and face-to-face activities had resumed in every part of the country.

A huge amount of work in 2022 was spent scaling up our capacity to deliver supports to family carers throughout the country in line with the service-level agreement associated with Carer Guarantee funding. I am pleased to report that, in spite of challenges and delays in the recruitment of 30 additional carer support staff, we were successful in delivering all targets for 2022 by the end of the year. We look forward to using the first full year of operations by the new service teams to develop baseline figures for actual as opposed to projected demand for carer support activities during 2023. As part of an ongoing research project throughout the year, we will evaluate the effectiveness of our new structures and refine our operating model to optimise alignment of capacity to demand in order to minimise wait times for intensive supports in particular.

We welcome the Government's decision to provide a once-off increase in grant funding to address temporary increases in utility bills over the winter of 2022. There is no equivalent recognition of cost-of-living increases in pay costs year on year, unfortunately. The current funding system is based on a largely static annual grant funding an ongoing service that is integral to the stability of overall community and primary care and that is subject to unavoidable annual increases in the cost of delivering such services. We welcome the recognition of this phenomenon in funding for home support services in recent years but the principle has not yet been integrated into the funding model for the Carer Guarantee. Without proper cost indexation, we face the challenging prospect of the volume of services to family carers falling year-on-year.

The amended Assisted Decision-Making (Capacity) Act 2015 was scheduled to be commenced in November

2022 but this target was abandoned at short notice and, at time of writing, it is now planned for April 2023. We have supported this legislation from the start on the basis that it will allow family carers to formalise part of their role by participating in one of the decision support arrangements provided for under the act. We are therefore alarmed by the recent clarification that only approximately 1,200 families a year will be able to do so out of a population of 18,000 who, in the words of the official demand projections, "may benefit... in the immediate term". On the basis of hoping for the best but preparing for the worst, we have a range of measures planned to respond to several areas of concern in respect of how the act will impact on anyone caring for an adult with profoundly diminished decision-making capacity.

The new home support tender, which should have been completed by the end of 2022, was extended to the end of April 2023, putting additional pressure on this aspect of our activities since the 2018 tender was problematic in a number of respects. At this point, the home support system in Ireland is fundamentally broken and we look forward to some significant changes under the new tender arrangement to begin to correct this.

I would like to conclude with some heartfelt thanks. Firstly, thanks to the many individual family carers who assisted us throughout the year with feedback, ideas, suggestions, lobbying and media appearances. Our effectiveness in advocating for improvements in carers' health, wellbeing and financial security are entirely built on such courage and generosity of spirit.

I would also like to thank all those who served on the board in the course of 2022 for their time and expertise. Just as with family carers, the directors of Irish charities are generally presumed upon and under-acknowledged for the onerous personal responsibilities they undertake in a voluntary capacity.

Last and by no means least, I acknowledge the whole-hearted co-operation and support of our staff who, in addition to coping with the impact of the pandemic on their personal lives, have shown initiative, flexibility and resilience throughout the year. The positive tone of this report simply wouldn't have been possible with them.

2022 AT A GLANCE

Unique Carer Engagements:	85,000
Calls to Freephone Careline:	4,973 (+19%)
New Families/Carers Supported:	5,339 (+7%)
Young Carers Supported:	435 (+29%)
Family Carers Supported Through Counselling:	466
Counselling Hours Delivered:	4,368 (+92%)
Hours of Emergency Respite Delivered:	20,550 (new service)
S39 Home Care Hours Delivered:	75,031 (+8%)
Home Care Clients Per Week (Avg.)	1,000
Website Users:	159,209 (+17%)
Social Media Followers:	40,640 (+22%)
National Carers Week Activity Hours:	220
Income:	€12.9 million (+22%)
Core Staff:	121 (+32%)

OBJECTIVES & ACTIVITIES

DIRECTORS' REPORT 2022

The directors present their annual report together with the audited financial statements of Family Carers Ireland (FCI) for the year ended 31st December 2022.

CREATION OF FAMILY CARERS IRELAND

Family Carers Ireland is a national charity dedicated to supporting an estimated 500,000 family carers in Ireland. It came into existence on 1st January 2016 following the merger of The Carers Association and Caring for Carers.

KEY OBJECTIVE

The key objective of the organisation is to benefit the community by supporting and promoting the health, wellbeing and quality of life of family carers and those for whom they care.

Our vision is an Ireland where family carers are properly recognised, supported and empowered. Our mission is to highlight the contribution of family carers to Irish society and to improve the lives of family carers throughout the country.

Family Carers Ireland's primary focus is on supporting the carer as an individual in their own right as well as a key contributor to the sustainability of our health system. As such, we strive to promote carer resilience by enabling all family carers to:

- Be confident in their individual carer roles;
- Establish and maintain a regular caring routine;
- Feel listened to, valued and not alone;
- Be able to access relevant training, advice and support;
- Be informed of their rights and entitlements;
- Meet and speak with their peers in a safe, relaxed environment;
- Take a break from a demanding and stressful caring role;
- Know where to seek additional support from the State and their community;
- Access emergency supports when needed.

STRATEGIC PLAN – 2018 - 2023

Family Carers Ireland developed a five-year strategic plan towards the end of 2018 with Eight Key Result Areas (KRAs) developed under three specific areas of "Improving Carers' Lives," "Highlighting Carers' Contribution" and "Grow Sustainably". The strategic

plan aims to increase support for family carers and recognition of the valuable, often forgotten, role of family caring.

IMPROVE CARERS' LIVES			HIGHLIGHT CARERS' CONTRIBUTION			GROW SUSTAINABLY		
KEY RESULT AREA	1	Family carer supports	KEY RESULT AREA	4	Engaging with family carers	KEY RESULT AREA	7	Optimise resources
KEY RESULT AREA	2	Home care services	KEY RESULT AREA	5	Shining a light on the realities of caring in Ireland	KEY RESULT AREA	8	Partnerships & Alliances
KEY RESULT AREA	3	Public policy towards family carers	KEY RESULT AREA	6	Making people aware of FCI and what we offer	KEY RESULT AREA	8	Partnerships & Alliances



ACHIEVEMENTS & PERFORMANCE

CARER SUPPORTS

2022 was a time of significant change in our approach to delivering supports to family carers throughout Ireland. On top of reopening our network of local support centres and resuming face-to-face supports following the unprecedented experience of a global pandemic, our department was charged with rolling out a new and enhanced model of carer support provision.

As a result of government investment in the first phase of our Carer Guarantee funding, we were in a position to take the very first steps in scaling up our support services at local, regional and national levels. All of this work was built on Family Carers Ireland listening to carers, who told us they wanted our increased resourcing to strengthen and enhance the supports that worked for them, for example:

- Our network of carer support centres, meetings and support groups;
- Respite, in order for them to recharge and enhance their caring;
- Information on rights and entitlements and help in getting them;
- Focused and practical training and education programmes;
- Freephone Careline to offer a listening ear and signpost to appropriate supports if needed;
- Counselling;
- One-to-one intensive support to move through particular moments in their carer journey;
- Emergency supports and interventions – our Crisis Fund, Emergency Card Scheme and Emergency Respite;
- Advocacy - to continue to amplify the experience and the voice of carers at local, regional and national level.

Throughout this section of the document, we hope to give you just a snapshot of our work in supporting family carers in 2022.

A NEW MODEL

The key objectives of our first phase of Carer Guarantee funding were as follows:

- Improve carer well-being;
- Reduce geographic inequity in terms of access to our support services;
- Enhance working relationships and direct referral pathways with statutory and third sector organisations.

More broadly, the investment of the Carer Guarantee resources has facilitated significant upscaling of our support provision at universal, targeted and intensive levels and has added significant value – in terms of service infrastructure, training, model development and sustainability – to the resources provided through our locally-based funding agreements.

Breaking this down, we grew our team from just over 30 to more than 65 staff who now work in an integrated way to provide the following:

INTENSIVE/EMERGENCY SUPPORT

We define these supports as being timebound, responsive to emergency/crisis situations usually experienced by approximately 20% of carers and requiring a high level of one-to-one support resourcing. They are specific and have the overall aim of responding to the complexity/intersectionality of those experiencing a high level of carer burden.

TARGETED SUPPORT

We define these as affording carers the opportunity to develop and sustain their caring role through peer and activity support groups, training in core caring skills and access to one-to-one and online information and advocacy services.

UNIVERSAL SUPPORT

We define our suite of universal support services as being those supports which family carers can access whether or not they contact us directly in the case of our online platforms (information/eLearning) and as providing alternative and accessible options for active engagement via virtual support groups, training programmes and activity groups – web and social.

An important point to remember is that carers need different things at different (or the same) times. Whilst the intensive, universal and targeted support model is helpful for framing our support infrastructure, carers can often require intensive, targeted and universal supports simultaneously. Integrating our teams and working out ways to do this continues to be a work in progress for the team.

At an operational level, our department delivers the above through our Intensive Supports, Community Supports, Psychosocial Supports and Partnerships and Innovation functions. Below we provide just some insight into our work in 2022 via these functions.

INTENSIVE SUPPORT SERVICES

In 2022, the primary focus of delivering on the commitments to provide Intensive and Emergency Support, made as a result of the receipt of our Carer Guarantee, were as follows:

- Build out our conceptual framework of intensive support provision into our Intensive Support Service;
- Build a team of Intensive Support Managers and Information Officers to work with carers requiring the most intensive level of support. The focus here was to build on the learnings of our Rethink Ireland Demonstration Project and scale up intensive support to a national level;
- Further embed and utilise our Carer's Outcome Star practice across all levels of our department. This facilitates carers to identify their issues and co-create achievable, goal-based actions to deal with those issues:

- Enhance and embed our Emergency Respite/ Emergency Card Scheme to more effectively respond to emergency situations;
- Complete our Working Care Out Demonstration Project and embed the learnings into an enhanced programme of supports for carers wishing to enter or return to the workplace.

The following is a brief overview of the new roles funded by the Carer Guarantee:

Regional Support Manager: Intensive - provides leadership, management, supervision and practice oversight for the Intensive Support team. Reporting to the National Lead, their role includes:

- Intensive team recruitment;
- Development of case management systems and processes;
- Induction, training and ongoing practice development;
- Integration of the Intensive Support Service with other areas in the department including Community Supports, Psychosocial Supports and Partnerships and Innovation;
- Designing and developing monitoring and tracking systems to ensure service quality.

Support Manager: Intensive (SMI) - provides guidance and support to the family carer who presents with a high level of carer burden and is providing high levels of support for the person they care for. The ISM supports the carer by completing a wellbeing review with them using a tool called Outcome Star™. The team work with the family carer for up to 12 weeks and key interventions include information on community-based and health professional services, respite, counselling, training, rights and entitlements and advocating on behalf of the family carer.

Information Officer: Intensive (IOI) - processes professional external referrals that FCI receives throughout the country and does the same with referrals from within FCI. They contact the carer directly and complete an initial assessment with the family carer to determine the best pathway to support. In some cases, this can be a Support Manager: Community (SMC), in which case, the IOI liaises directly with the appropriate local centre.

Following a comprehensive induction programme, training was provided for this team and all other new recruits in:

- Initial Assessment of Carer Need (using the assessment tool validated through our Rethink Ireland Demonstration Project);
- Carers Outcome Star™ – the quality assured and validated tool for supporting and measuring change when working with family carers. It is designed as a motivational key work tool to support carers in making positive changes in their lives and to

develop a sustainable caring routine. It does this by providing a visual map of seven distinct areas of the carer’s life on the seven points of the star –their health; their caring role; how they manage at home; the time that they have for themselves; how they feel; their finances and their work.

As a result, we were in a position to go live with our new model of Intensive Support in September 2022 and now have Support Managers and Information Officers covering the following catchment areas:

DUBLIN / KILDARE / WEXFORD / WICKLOW

DONEGAL / SLIGO / LEITRIM / ROSCOMMON / GALWAY / MAYO

CAVAN / MONAGHAN / LOUTH / MEATH

OFFALY / LAOIS / KILKENNY / CARLOW / LONGFORD / WESTMEATH / LIMERICK / CLARE / TIPPERARY

CORK / KERRY / WATERFORD

Some Initial Outcomes:

- **Total number of intensive referrals received = 129 (October 1st to December 31st)**
- **Total number of Intensive interventions closed = 13 (October 1st to December 31st)**

EMERGENCY RESPITE SCHEME

The National Emergency Respite Scheme funded by the HSE is managed and delivered by Family Carers Ireland through a service agreement with the HSE. This service aims to provide support to family carers who find themselves with little or no support in an emergency or crisis. Such emergency situations may be defined as, but not limited to:

- Actual or imminent carer burnout;
- Family crisis, e.g. death or illness of a close relative, relief for family in end-of-life situations;
- Necessary medical appointments and hospital admissions;
- Crisis healthcare (physical, psychological or emotional) including substance abuse and suicide stabilisation interventions;

- Unexpected care transitions, e.g. new employment or living arrangements;
- Other situations that, on assessment, are deemed to meet the criteria of an emergency event warranting the provision of respite support.

Under this scheme, respite is not restricted by age or diagnosis and whilst every effort is made to meet the needs presenting, there is no absolute guarantee that - even with external commissioning of services - the need can be met. In 2022, 288 referrals were made to the scheme, with 131 referrals being facilitated.

In October 2022, there was a slight change in the process of securing a respite provider. Since this change came into effect, out of the 68 referrals between October and December, 37 were successfully facilitated, showing an increase in facilitated cases from 42.73% from January to September to 54.41% from October to December. This change was very positive for the scheme as it proved to be more time efficient, it allowed the local support manager to build relationships with local providers and there was an increase in the number of cases being facilitated.

The scheme has allowed carers experiencing burnout the chance to recover and continue their caring role and has provided support to carers in very difficult situations including end-of-life and palliative care. Throughout 2022, the scheme expanded its database of HSE-approved providers, growing by an additional 47 providers of both residential and home care. This has made the process more efficient when securing respite and also helps in building good relationships with stakeholders. As the scheme grows in popularity, we have seen an increase in referrals from professionals, the majority being from public health nurses. The feedback from this group has been very positive.

Of the 131 emergency respite cases delivered in 2022, a total of 20,550 hours of respite were provided to support family carers.

WORKING CARE OUT DEMONSTRATION PROJECT

The **Working Care Out Project**, which started in March 2020 and was completed December 2022, supported family carers and former carers aged 18 to 65 who wanted to return to work or education, often as a result of a change in their caring situation. While the prospect of returning to work or study can be a daunting one, this project offered the family carer support and guidance as they navigated this path. We worked with the family carer to think about their health, caring role, managing at home, wellbeing, finance, work experience and any questions and worries they may have had about returning to work or study.

A total of **92 family carers actively engaged in the WCO programme** in 2022, completing their first Outcome Star within a week of registering for the programme (150 over the lifetime of the project). Together, the project manager and carer looked at the seven areas of the Outcome Star and created an individual action plan to support them to progress to work or education. All family carers were offered a one-to-one appointment in our career coach clinic (47 attended) and an opportunity to participate in our skills group development course (37 attended), with bi-weekly check-in support with the project manager over the phone. To measure progress, a second Outcome Star was completed with the family carer when their goals were achieved. Completing this gave the family carer an opportunity to see the positive journey of change they had made.

As a result of the project we saw:

- Carers return to formal education (at levels 5, 6 and 7);
- 32 family carers successfully secure part-time employment, with some continuing with their caring role simultaneously;
- One carer successfully secure full-time employment.

Based on the success of the Working Care Out Project, funded by Dormant Accounts, Family Carers Ireland has been granted additional funding to begin a very similar project to run from January 2023 to June 2024.

COMMUNITY SUPPORTS:

The Community Supports team is comprised of three core functions:

- Community-based supports;
- Virtual Centre;
- Young Carers Service.

COMMUNITY-BASED-SUPPORTS

Community-based supports are delivered by our network of 16 experienced Support Managers who are instrumental in providing support to family carers through and beyond their care journey. This is accomplished through the provision of high quality, appropriate, targeted supports based on the individual needs of each family carer. Family carers can avail of both face-to-face and online opportunities to connect with others who share similar experiences. Support managers also implement a variety of events, activities, support groups and training opportunities guided by the interests and needs of carers in their catchment areas.

We also expanded our community support team in 2022 with the introduction of Information Officers. These staff are the first point of contact for family carers seeking information, support and guidance. Information Officers offer carers an initial assessment that identifies the most appropriate pathway of Family Carers Ireland supports and services to best meet the unique needs of each carer. Information Officers work collaboratively with the Support Managers who will work closely with the carer using a full wellbeing assessment to create carer-led action plans which support the overall wellbeing of the carer.

In 2022, family carers were able to avail of hundreds of activities and events, including some additional ones grounded in the 5 Ways to Wellbeing, funded by the National Lottery. The following are only a few examples offered under each category of the wellbeing framework:

- **Connect** - support groups, knit and natter, bingo, quiz nights, singing for fun, coffee mornings, men's group and day trips.
- **Be Active** - walking groups, exercise sessions, Zumba, chair yoga, couch to 2km, line dancing,
- **Take Notice** - meditation, creative writing, journaling, wellness Fridays, mental health and family caring and photography workshops.
- **Keep Learning** - Rights and Entitlements, Caring with Confidence, Parents Plus, Carers CAN course, statutory pension sessions, QQI Level 6 certificate in Family Caring and Living Well.
- **Give** – volunteering at FCI fundraisers such as Heart of Gold, co-facilitating training and attending county assemblies.

National Carers' Week also took place from June 13th-19th and there was over 220 hours of carer activities and events offered throughout the week.

Respite is another valuable service we offer, that offers carers the chance to take a short break from their caring role in order to recharge and restore balance in their lives. In 2022, Support Managers facilitated referrals to our Home Support Services allowing family carers to access an incredible 75,031 hours of S39 respite.

Another key milestone was the official opening of our new support centre in Citywest. The centre houses Support Managers and Information Officers covering the counties of Dublin, Kildare and Wicklow. This flagship centre provides workspaces that allows staff from across the four departments of Family Carers Ireland to gather and work collaboratively to deliver carer supports across the three counties.

VIRTUAL SUPPORT CENTRE

Virtual supports allow us to expand our footprint and are facilitated by our Virtual Support Manager. They have been listening to requests from family carers, researching and sourcing excellent facilitators in order to continue to provide a wide array of virtual supports to family carers. Much like the activities and events offered in the community, a broad range of online supports were on offer to carers in 2022 which

varied from singing sessions, quiz nights and yoga classes to training sessions on autism, puberty and dementia.

It has been fantastic to be able to offer regular rights and entitlements information sessions to carers across the country. Since October alone, over 450 carers registered to take part in these valuable events. There were also a number of newer interactive workshops such as **Transitioning a Loved One to Long Term Care** and sessions on **Family Dynamics and Dementia**. For carers who find it hard to attend in-person due to location or their caring role, we have been able to hold essential virtual events such as **First Aid** and **Patient Handling** sessions as well as monthly coffee mornings and support groups to keep carers informed, connected and supported.

We continue to have a great response to training focused on supporting children with additional needs with over 700 carers registering for these sessions alone since October. The goal is to continue to provide a comprehensive list of supports in the form of virtual workshops, trainings, information sessions and activities for all of our family carers around the country.

Carer's Allowance & Carer's Benefit Information Session

**Thursday
16th February
10.30am-12pm**

Online Session

For registration info, visit
familycarers.ie/events

familycarers.ie



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YOUNG CARERS SERVICE

Our Young Carers Service offers support to children and young people aged 7-24 whose lives are in some way affected because they provide care, assistance or support to another family member in the home. In 2022, the Young Carers team supported over 400 young carers and organised a total of 14 events and outings.

A key highlight of the year was the annual Young Carers Wellness Weekend which took place at the end of July in Delphi Adventure Resort. Over 80 young carers attended the four-day event to have fun, relax and have their voices heard about issues affecting them. Activities included circle drumming, yoga, a health fair, kayaking, high ropes, zip lining, archery and so much more.

Another highlight was Young Carers Action Day which took place on March 16th and featured an online forum attended by young carers, politicians and staff working with young carers. The forum was well received by all who attended and put young carers firmly on the agenda of some key politicians. A hugely successful awareness raising campaign was also run in the weeks leading up to Young Carers Action Day.

In 2022, the Young Carers Service also developed a suite of eLearning courses to give young carers information and guidance on the topics of Minding your Mental Health, Self-Care for Young Carers, Assertiveness for Young Carers and Understanding Stress and Anxiety for Young Carers. The modules are available on the Family Carers Ireland website.

Young Carer e-Learning Modules

E-Learning Modules For Young Carers

- Minding Your Mental Health
- Self-Care for Young Carers
- Assertiveness for Young Carers
- Understanding Stress and Anxiety for Young Carers

Family Carers Ireland has developed a suite of e-Learning courses to give young carers information and guidance on a range of topics. Each course provides an introduction and overview, allowing you to do it all at your own pace and at a time that suits you!

Young Carers
Family Carers Ireland
No one should have to care alone

Access the modules today → www.youngcarers.ie



PSYCHOSOCIAL SUPPORTS

Family Carers Ireland's National Counselling Service aims to support and enhance family carers' mental health and emotional wellbeing by providing a safe, non-judgemental therapeutic space for them to discuss and work through any problems or difficult feelings they are experiencing. The service also aims to empower family carers to develop strategies and acquire tools to stay well within their caring role.

This service is led by the National Lead for Psychosocial Supports and delivered by a team of three part-time

staff counsellors, a dedicated Information Officer, eleven volunteer counsellors and a panel of 36 external counsellors. Family carers accessing the counselling service first speak to a Support Manager who works with them to explore and identify their strengths, concerns and needs. In 2022, FCI's counselling service received 472 referrals from Support Managers around the country.

Once a referral is received in the counselling service, an intake appointment is booked with one of our staff counsellors. At the intake appointment, the carer provides some further

details and discusses what has brought them to counselling and what they would like to achieve in counselling. The counsellor also explains how the service works and goes through the client counselling agreement with the family carer. This process allows the service to link them with a suitable counsellor. In 2022, we provided 4,368 hours of counselling to 466 family carers from across the country.

The counselling space allows family carers to say what they need to in the session. In counselling, your counsellor will encourage you to talk about what it is that is troubling or bothering you and will listen non-judgmentally to what you say.

Counselling can help people in different ways. Just the process of telling their story in a safe and supportive environment may help a person to feel better. Sometimes gaining insight into behaviours and thought processes can help people to develop new skills and strategies. The aim is to give family carers the tools and insights to respond to the challenges they are facing.

One way that we measure the impact of counselling on family carers who engage with the service is using the CORE-OM Questionnaire. This validated tool measures current levels of psychological distress. Family carers complete the questionnaire before they begin counselling, every 4 weeks during counselling and at the end of counselling. In 2022, 287 family carers completed counselling with the service. The graph below illustrates the levels of distress measured by the CORE-OM before counselling began and after counselling had finished.

As the graph shows, only 12% of carers had healthy or low levels of psychological distress prior to commencing counselling which increased to 51% of carers experiencing healthy or low levels of distress after the counselling intervention. Likewise, 25% of carers were experiencing moderate/severe or severe levels of psychological distress



prior to counselling commencing, which reduced to 7% after the counselling had finished. These scores illustrate the positive impact the counselling intervention had on the levels of psychological distress experienced by family carers.

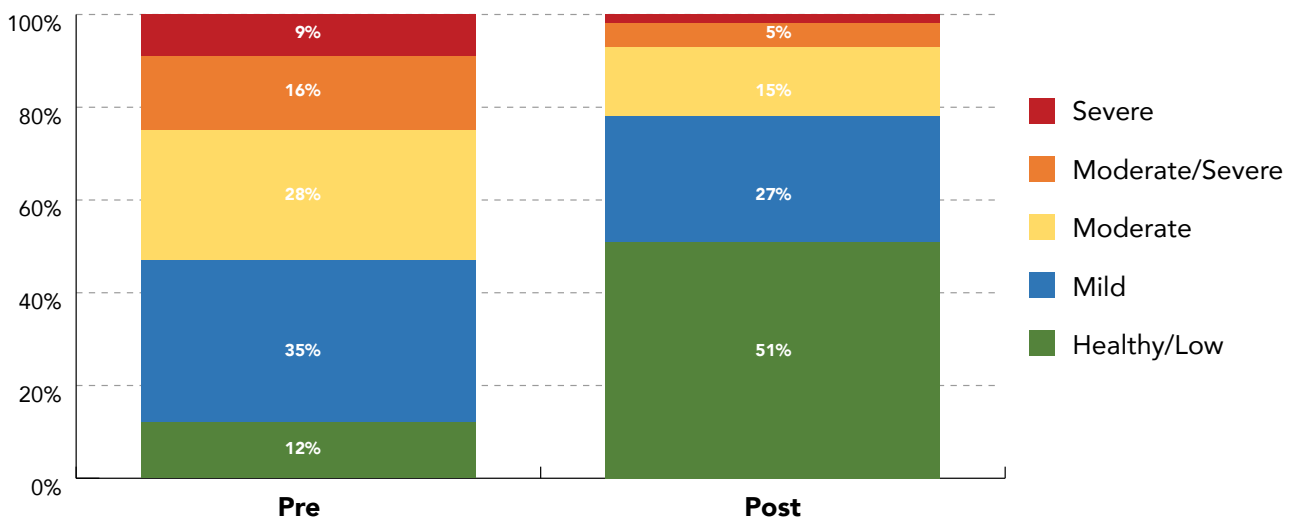


Figure 1: Levels of Psychological Distress Before and After Counselling

When counselling is finished, all family carers are invited to provide feedback on their experience with the service. In the questionnaire, they are asked to rate their experience of their working relationship with their counsellors, the outcome of working with their counsellor and their satisfaction with the counselling service.

Responses to feedback received in 2022 are illustrated in the graphs below.

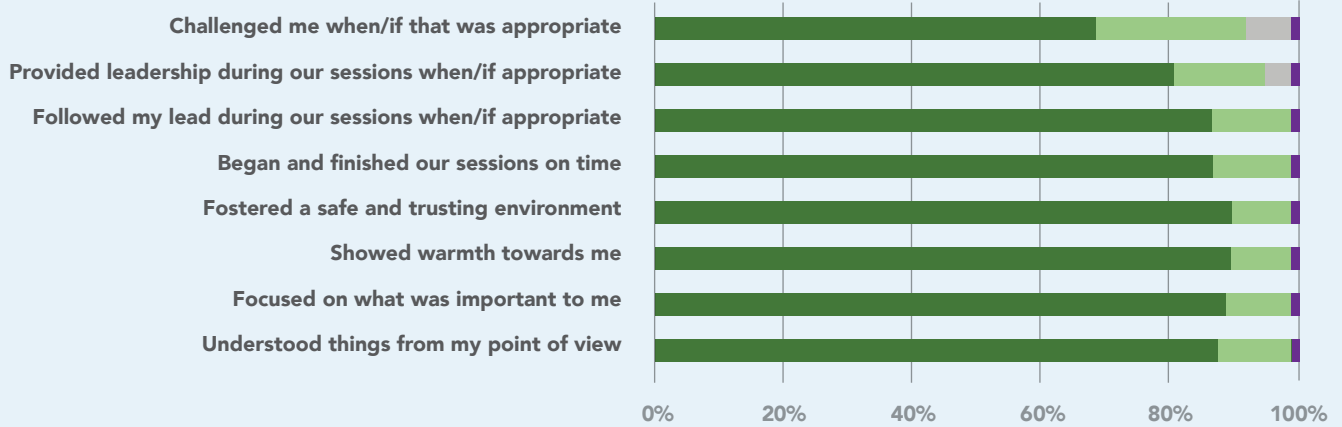


Figure 2: Working Relationship with Your Counsellor

Strongly Agree Agree Neutral Disagree Strongly Disagree

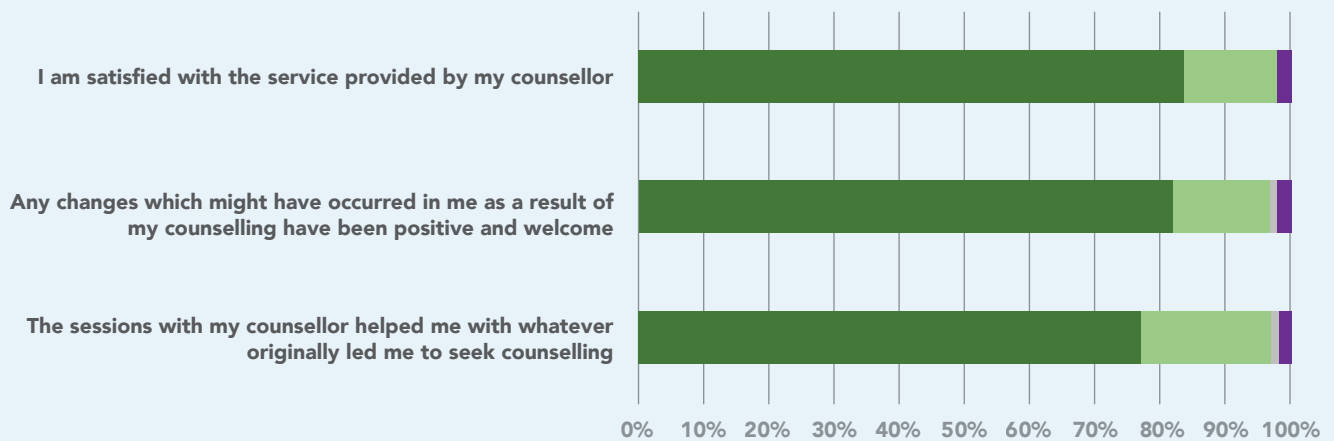


Figure 3: Outcome of Working with Your Counsellor

Strongly Agree Agree Neutral Disagree Strongly Disagree

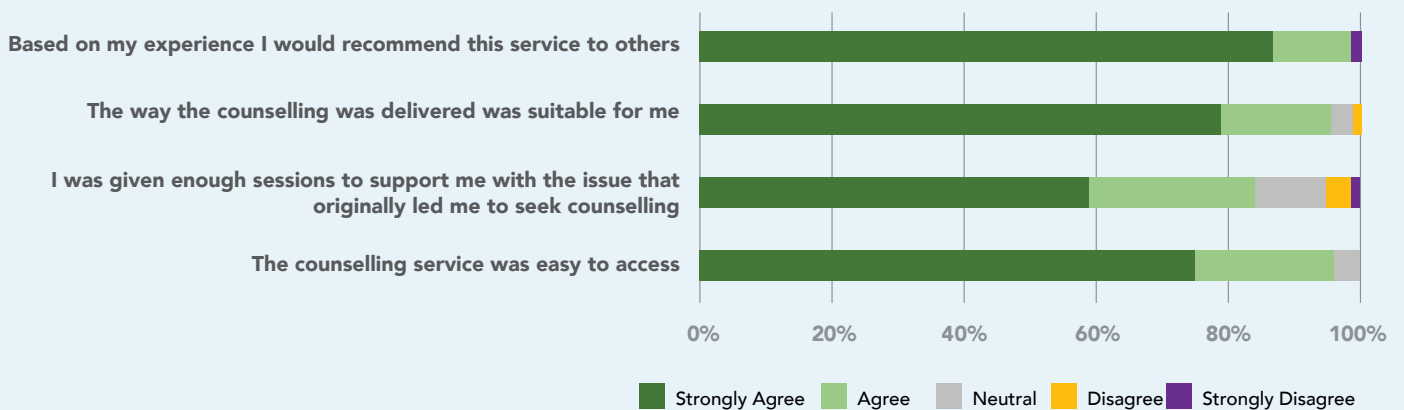


Figure 4: Satisfaction with the Counselling Service

Strongly Agree Agree Neutral Disagree Strongly Disagree

Clients are also given space to write their own comments in the feedback questionnaires. Below are some comments received on the service in 2022.



PARTNERSHIPS AND INNOVATION

EDUCATION AND TRAINING

2022 was a bumper year for education and training in Family Carers Ireland. Tried and tested programmes as well as exciting new courses were introduced. These ranged from our flagship Caring with Confidence, Parents Plus Special Needs, Last Aid and the Level 6 Family Carers course to a new course for Men Carers, Certificate in Advocacy, Learning to Learn at Third Level and Safety Intervention – all designed to meet the variety of training needs identified by family carers. Additional eLearning modules added to the website included Introduction to First Aid Skills, Dementia Care and Planning for the Future.

The diversity of courses came about as a result of listening to family carers and hearing and understanding their needs. What follows is a brief overview of the courses delivered during the year.

CARING WITH CONFIDENCE

This is an eight-week introductory training programme to support and guide carers in the family caring role. Throughout the course, carers' needs are identified and an action plan developed. Baseline practical care skills for safe care delivery are covered in the programme and self-care practices are explored and developed.

PARENTS PLUS SPECIAL NEEDS

The Parents Plus Special Needs programme supports families of adolescents or children with intellectual disabilities. It was created to help parents to manage challenges, improve their family's well-being and strengthen their links with other parents. The three pillars of the course include:

- Supporting families;
- Supporting adolescents/children;
- Parental self-care.

Family Carers Ireland recognises the unique role that family carers themselves contribute to this course. Parents have the lived experience and understand how this training can support other parents in a similar position to themselves. We, as an organisation, have put such a value on this experience that we have brought parents with just this experience in as co-facilitators to deliver the course. These parents are paid as we value their role, time and contribution to the training.

LAST AID

The aim of this workshop is to facilitate conversations about preparing for dying and death. Last Aid explores approaches on end-of-life considerations and is based around four key modules:

1. Dying as a normal part of life;
2. Planning ahead;
3. Relieving suffering;
4. Final goodbyes.

Family Carers Ireland holds the licence to deliver the Last Aid workshop in Ireland. We are recognised by Dr George Bollig, the author of Last Aid, for our unique affiliation with family carers and how we can support carers through this workshop.

MEN CARERS

The aim of this course is to encourage men with caring roles to recognise that help and support is available to them. According to the last census, two in every five family carers are men. Research has shown that men are less likely to reach out for support throughout their time caring. The purpose of this workshop is to engage with them, provide an overview of the supports Family Carers Ireland can provide to them and encourage a connection with us and their fellow carers.



TRAINING AND EDUCATING FAMILY CARERS

In 2021, South East Technological University (SETU) was awarded €1 million from the Higher Education Authority (HEA) to create the 'Supporting Family Carers Across Ireland' project, in partnership with Family Carers Ireland.

Under this initiative, all courses offered to family carers are fully funded and they can avail of this accredited training free of charge. SETU delivered a number of excellent courses to family carers in 2022. The Certificate in Advocacy and Learning to Learn at Third Level were new to our menu of courses and were introduced as a result of listening and responding to the training needs of family carers. These Level 6 accredited courses are part of the project. Overall, 329 family carers successfully participated in a range of training courses including those highlighted below.

CERTIFICATE IN FAMILY CARING

The Level 6 course in Family Caring is the next step up from Caring with Confidence. The aim of this training is to allow participants to develop enhanced practical insights and skills that enable them to deliver a high-quality level of family care in a safe environment at home. Carers learn more practical skills directly related to their caring role. It helps that they study alongside like-minded people who are also in family caring roles.

LEARNING TO LEARN AT THIRD LEVEL

The Learning to Learn at Third Level programme is designed to support learners to develop skills and confidence in preparing for education at third level. Students explore a range of different learning styles and are introduced to academic reading and writing, reading techniques and strategies, planning, structuring, writing assignments and using academic conventions.

CERTIFICATE IN ADVOCACY

The aim of this course is to allow learners to develop a skill set that will help them to advocate for their own needs or to advocate for others. Advocacy constitutes a critical element in protecting and progressing the rights of those people who have, traditionally, been excluded from mainstream activities in Irish society.

This acknowledgment is supported by key reports, research and development of services such as the National Advocacy Service for People with Disabilities and the establishment of the Advocacy Initiative. The course provides an entry route for learners who wish to take an introductory course in advocacy skills.

SAFETY INTERVENTION

Formerly known as MAPA, this training incorporates trauma informed person-centred approaches with a focus on prevention. It also teaches de-escalation skills as well as non-restrictive and restrictive interventions.

Freephone Careline

In February 2022, the Freephone Careline received accreditation from Helplines Partnership.

This included inspection/analysis on the following topics:

- Mission - Aims, Planning;
- Operations – Resources, Targets;
- Policies – incl. Volunteer Policy, Procedures, Income/Expenditure;
- Technology, Data, Risk;
- Service User Experience, Information, Confidentiality;
- Performance Monitoring;
- Development – Training, Supervision, Support;
- HR, Recruitment, Volunteers.



Pictured is Cassandra Heffernan, Careline Manager, FCI accepting the Helplines Partnership accreditation.

Throughout 2022, the Freephone Careline continued to offer a confidential, friendly and supportive service to family carers throughout Ireland. The Careline team signposted family carers who needed additional support to one of our 18 Support Centres which are located throughout the country.

Careline staff advised on supports provided by the organisation such as their rights and entitlements (e.g. Carer's Allowance, Carer's Benefit, the Carer's Support Grant and more), free counselling, emergency

care planning, respite and emergency respite, training and education, peer support groups, membership, information booklets, eLearning modules, young carer support and more.

We are delighted to report a 19% increase on the number of calls and emails responded to in 2022.

CE SCHEMES SPONSORED BY FAMILY CARERS IRELAND

Caring in Waterford – covering Wexford/Waterford and Caring in Offaly – covering Offaly and Laois – are the two schemes sponsored by Family Carers Ireland and managed respectively by two supervisors. The purpose of the Community Employment (CE) programmes (more commonly known as the CE Schemes) is designed to help people who are long-term unemployed (or otherwise disadvantaged) to get back to work by offering part-time and temporary placements in jobs based within local communities. A core aspect of the supervisors' roles is to support and coach CE participants towards gaining skills, competencies and qualifications in preparation for employment. Work carried out by our CE teams included:

- Providing admin support to FCI;
- Providing respite hours to family carers;
- Delivering services in line with FCI policies, procedures;
- Training, mentoring and supervision for CE participants;
- Managing the project, i.e. budgets, payroll, DSP systems, etc.

The numbers of staff working with Family Carers Ireland through the schemes included 2 Supervisors, 1 Assistant Supervisor, 9 Administrators and 39 Home Care staff.

The number of hours work to the end of November 2022 totalled 26,840.

LOOKING TO THE FUTURE: CARER SUPPORTS IN 2023

Building on the work of 2022, Carer Supports has the following overarching key objectives in 2023:

- Develop and enhance our practice and delivery model on the basis of our learnings from September 2022;
- Implement our Departmental Operational Plan;
- Develop and deliver specific operational data to inform and impact on the development of our offerings to support carers.

The challenge is ours, and we look forward to it.



OUR PEOPLE

OVERVIEW

As we emerged from the global pandemic, 2022 was a positive year for our Family Carers Ireland (FCI) employees who settled back into in-person meetings and collaboration with colleagues, as many who had been working remotely returned to our office locations and adopted a hybrid model of working. More importantly, it was a very positive time for all of our frontline employees who could meet with family carers and support our clients without the heavy burden of Covid-19 restrictions and worries from the previous two years.

2022 was a busy but motivating year, with significant recruitment for new office-based roles enabling Family Carers Ireland to reach more family carers in many parts of the country and with an expanded range of supports and services than was previously possible.

EMPLOYEE UPDATE

Family Carers Ireland's cohort of office-based staff increased by 32% rising to 121 in the twelve-month period up to December 2022. There were extremely high levels of recruitment in 2022 under the Carer Guarantee funding alongside natural turnover, resulting in the introduction of important induction and onboarding programmes, many of which were held in-person.

The organisation's home care worker headcount was 300 at the end of December 2022 which was a decrease of 16.5% from the 359 employed in December 2021. This decrease follows a recurring trend experienced across the Irish home care sector.

BEING A GOOD EMPLOYER

Family Carers Ireland strives to provide a work environment which supports our employees to excel in their chosen area of expertise and allows them to demonstrate their passion for their work.

We are conscious of the challenges facing our employees, not just in their day-to-day work but also coming from external pressures. For this reason, we spent a lot of time in 2022 focussing on what FCI can do to become an employer of choice in the sector. It is critical that we support our employees holistically while ensuring that the family carer remains at the forefront of the organisation's objectives.

Family Carers Ireland's tagline is "no one should have to care alone" and all of our employees, in their own way, are working to support family carers and their loved ones in the hope that we can make that tagline a reality.

Our employees work on the front line and in office roles supporting family carers and each of us experiences a sense of pride and achievement in playing even a small part in the fantastic work of this organisation in supporting Ireland's wonderful family carers.

Along with this sense of achievement, our employees enjoy a range of tangible benefits that are explained in a little more detail below.



Figure 5: Employee Benefits

POLICIES & PROCEDURES

All Family Carers Ireland policies and procedures are available to employees initially when they join the organisation through the induction process which is held either in-person or via video call. The policies and procedures are subsequently available to refer to through regular updated versions which are published on the SharePoint platform and HR Locker (the office-based HR Information System). All new and updated policies and procedures are emailed directly to our Home Support Services staff who are not office-based.

Our policies and procedures inform and educate the employee through their own employee life-cycle and also empower them in their role if they manage other staff. Policies are regularly reviewed and developed or updated in line with legislative changes and the needs of the organisation.

In 2022, some important new policies and procedures implemented across Family Carers Ireland include:

- Fertility Leave Policy;
- Induction & Onboarding Policy;
- Line Management Support & Supervision Policy;
- Education Support Policy;
- Right to Disconnect Policy.

The organisation’s sick leave policy was also amended to reflect the introduction of statutory sick pay in 2023.

HYBRID WORKING – OFFICE BASED EMPLOYEES

As the remaining Covid-19 restrictions were lifted in early 2022, many of our office-based employees who had been working remotely since the onset of the pandemic returned to the office for at least part of the working week. Hybrid working became a popular working model during the year as

employees could enjoy the benefits of social interaction and collaboration with colleagues while continuing to have the flexibility of working from home.

In an organisation as diverse as Family Carers Ireland, no one model fits all functions and teams. In recognition of this, flexibility will continue to form part of our future working model ensuring that employees are supported and that the family carer remains at the core of our focus.

REWARD

Family Carers Ireland has continued to work hard to ensure we continue to be in a position to offer all of our employees a best in class reward framework which recognises the enormous contribution and positive impact they make to the organisation and more importantly, to family carers across the country.

In May 2022, all office-based employees were offered access to a defined contribution pension scheme. This is in addition to our Group PRSA scheme which is open to all employees.

June 2022 saw the introduction of travel payments to our home care workers. While it may be a small amount to begin with, it is a step in the right direction during a time when everyone has been impacted by the cost of living crisis.

The above introductions complement other benefits, some of which are new and some of which have been in place for the past few years:



Figure 6: Model of Reward and Remuneration

DEVELOPMENT OPPORTUNITIES

Our employees continue to develop challenging and rewarding careers across numerous functions within a growing organisation.

In 2022, the significant funding received under the Carer Guarantee afforded many employees the chance to apply for internal promotion opportunities which many were successful in being offered. The recruitment of many new employees has also provided opportunities for the identification of process improvements and efficiencies leading to many improved working methods and models.

Bespoke training and education opportunities for specific roles and groups of employees continue to be offered internally and externally.

EMPLOYEE WELLBEING

Family Carers Ireland continues to promote and encourage employee wellbeing amongst all of our staff. The organisation recognises the substantial challenges our employees face in juggling work and personal commitments during a time when there are major external pressures on many individuals and families.

In order to remain supportive to our employees, the following continues to be offered by the organisation:

- Regular one-to-one meetings with line managers along with team meetings with colleagues and peers. This has been further supported through the introduction of the line management support and supervision policy.
- New employees to the organisation have been provided with detailed induction and onboarding plans before their start date and many have been assigned with a buddy if working remotely.
- The introduction of the right to disconnect policy to encourage and support employees to disconnect from work outside of their core working hours.
- Dedicated HR Officers for each of our internal teams who are available to provide a listening ear and offer advice and guidance to line managers and employees alike.
- Ongoing access to the Employee Assistance Programme which provides 24-hour access to confidential support and advice to address personal and work-related problems that are impacting their physical and mental well-being. This service is also available to family members of our employees.
- Flexibility in terms of working hours, recognising that the additional challenges being faced by our employees do not always neatly fit outside of our working hours.
- Flexibility with regards to remote or hybrid working depending on the situation.

For Family Carers Ireland to achieve our strategic objectives beyond 2022 and to continue to provide much-needed support to thousands of family carers, we want and need to have motivated, happy employees. The health and wellbeing of our employees will remain a key focus for the years ahead.





HOME SUPPORT SERVICES

Although primarily a family carer support and advocacy body, Family Carers Ireland has been providing quality home care for more than 30 years and has been an approved HSE provider since the HSE began outsourcing home support services on the basis of competitive commercial tenders. FCI prides itself on a person-centred approach to home care, with a clear emphasis and acknowledgement of the needs of both the client and the family carer. We take a holistic approach to service delivery and promote inter-agency collaboration to ensure clients and families are aware of and avail of all relevant services that may positively impact their lives.

Undertaking contracted home care delivery gives us practical insights that inform our advocacy in support of an optimum quality home care benchmark within prevailing budgetary constraints. It also allows us to engage with many family carers who remain unaware of supports available to them beyond home support. As a not-for-profit organisation, any profits earned from the delivery of home care go directly to fund other supports for family carers.

Family Carers Ireland supports nearly 1,000 home support service users every week.

We have a team of hundreds of trained home care workers (HCWs) located nationwide, delivering home care services across the country. We work closely with the HSE, the family and service user to ensure a robust individualised home care plan is put in place and monitored on an ongoing basis.

*Service user's daughter Marie said she wants "to thank each and every one working in Family Carers Ireland for all the help that is been provided for Mom. It is lifesaving, a life line and it wouldn't be possible to maintain Mom at home without all the help that you are providing. It is absolutely life changing and we as a family are ever so grateful."
(North Tipp/CHO3)*

We are particularly proud of the manner in which we managed our service and supported clients and their families throughout the Covid-19 pandemic. We achieved very low levels of client and staff incidences

of Covid-19, due in no small part to the adoption of stringent quality measures in tandem with a core staff of HCWs who have adapted to and complied with all the new measures and protocols.

Once again, our protocols exceeded minimum specified requirements and as a result, in a healthcare sector which had generally low levels of infection and absenteeism, our own record was amongst the best. We would like to give a special mention to our incredible team of dedicated HCWs who remained positive, professional and above all, caring throughout the past year. Well done to all.

2022 allowed us to learn about both the quality of our care and the standard of what we delivered most notably during the Covid-19 pandemic. Clients receiving home support services from Family Carers Ireland were asked to participate in an anonymous survey to enable the Quality and Safety Board Sub Committee to evaluate the effectiveness of the home care services provided to them and/or their family member and identify any areas of improvement or training needs required.

The questionnaire was amended for this survey to specifically take into consideration the provision of services during the pandemic.

92% of respondents trust FCI to provide a safe and effective home support service;

85% of respondents were extremely satisfied or very satisfied with the quality of care and support provided by their HCW

85% of respondents were either extremely satisfied or very satisfied that the HCW arrives on time;

In addition, with every survey we look to validate certain aspects of our service. This time we posed a question to service users regarding the use of uniforms, i.e. *“Would you like your Family Carers Ireland Home Care Worker to wear a uniform or some form of branded item of clothing for identification purposes?”*

- 19.5% of respondents answered ‘Yes’ they would like their FCI HCW to wear a uniform or some branded item or clothing for identification purposes
- 68% of respondents answered ‘No’.

This team is supported by a professional, experienced management team and the service is underpinned by a best practice-based quality management system which ensures client and staff safety are paramount and that regulatory compliance is achieved. Client and staff safety are central in the delivery of our service.

We pride ourselves on providing top quality home care through:

- Continuity of care, i.e. where at all possible, we seek to ensure that the **same HCW is scheduled to provide care to the same client on an ongoing basis.**
- Each client call has a lead HCW and a support HCW to ensure that staff can take their leave comfortable in the knowledge that their client is being well looked after in their absence. This ensures that our continuity of care ideal is maintained;
- We engage in regular monitoring calls, home reviews and client satisfaction surveys and make appropriate changes to care plans as required;
- We employ qualified HCWs who, at a minimum, have paid home care industry experience of more than one year and are working towards achieving a major award in healthcare;
- We undertake the Garda vetting process for all incoming HCWs;
- We require all staff to complete the mandatory Children First and Safeguarding of Vulnerable Adults training;
- We hold regular team meetings where our staff have the opportunity to meet with their local manager for training, organisation updates and to share information.

THE FUTURE

2022 was due to see the completion of the last HSE tender for the provision of home support services. At present, stage one of the new tender has just concluded and Family Carers Ireland successfully passed this stage. However, the HSE is still investigating the option to introduce a fixed price model, which would maximise the number of service providers that could be appointed under the new contracts, and on request from the HSE, this tender was temporarily extended until the end of April 2023.

The next few years will mark a very significant shift in the regulatory environment within which home support services are delivered in Ireland. For the first time in the history of the State, we will see the development of a statutory scheme for the financing and regulation of home support which the government hopes will *“support people to live in their own homes, which will provide equitable access to high-quality, regulated home care.”*

Service user’s husband Sean said he wants “to thank everyone working in Family Carers for all the help that is being provided for his wife. It is absolutely life-changing I’m able to get a break and we as a family are ever so grateful. Also, Elaine and Edwina [HCWs] are both excellent and outstanding.”
(North Tipp/CHO3)

Work is on-going to determine the optimal approach to the development of such a statutory scheme within the broader context of the ongoing reform of our health and social care system, as envisaged in the *Sláintecare* Report. With our years of practical experience providing home support, Family Carers Ireland is playing an active role feeding into this process to ensure the best possible scheme in the interests of family carers will be implemented.

The greatest short-term challenge facing the delivery of home support services in Ireland continues to be the lack of availability of home support workers and for Family Carers Ireland, as an employer that seeks to be an employer of choice for HCWs by offering market leading terms and conditions, the challenge is particularly acute. One of the main issues exacerbating the current retention and recruitment crisis is the dysfunctionality of the HSE home support commissioning system which compounds the precarious working conditions for any HCW or provider outside of the HSE. We are currently awaiting implementation of a number of recommendations put forward to the minster to start addressing this crisis.

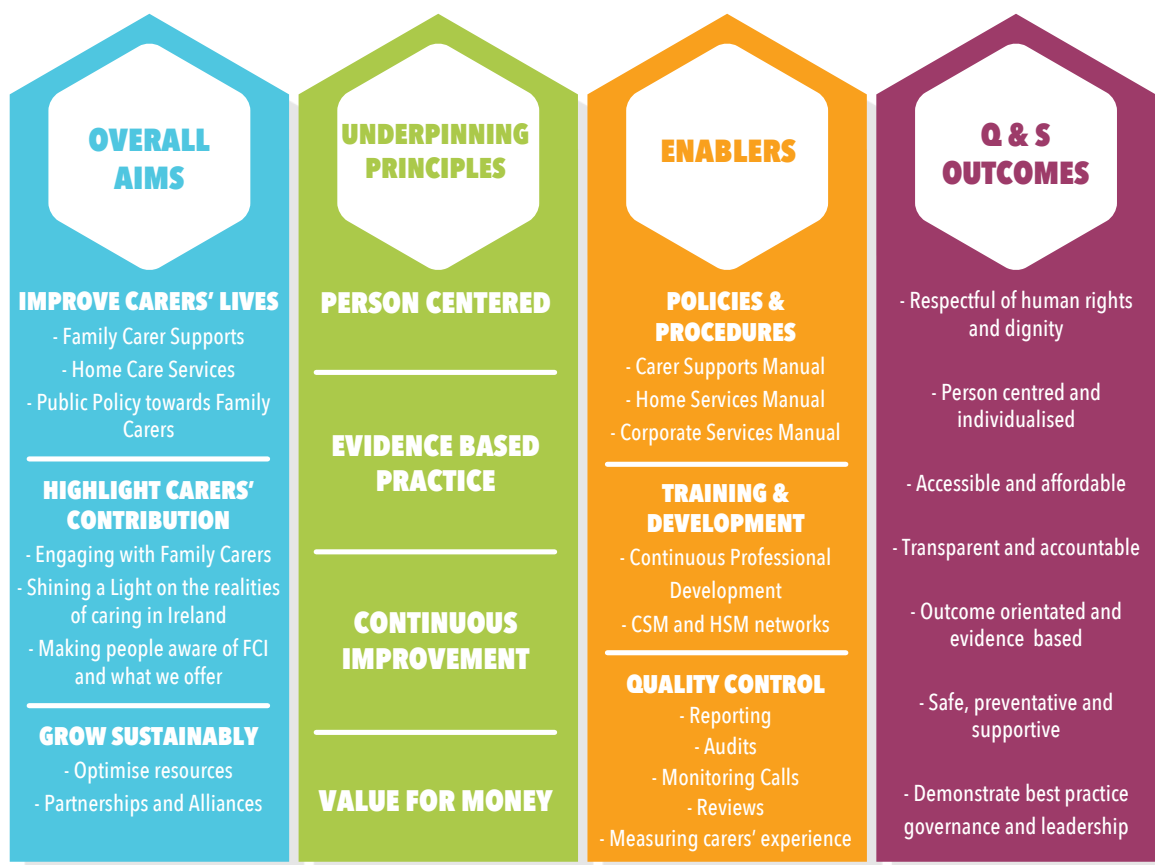
Service user’s husband Raymond said HCW Linda Bourke’s care, professionalism, attention to detail and the kindness she gave to his wife was exceptional and he will be forever grateful to Linda and FCI services staff for supporting him to look after his beloved wife at home.
(Limerick/CHO3)

QUALITY & SAFETY

Staff compliance with national guidelines and legislation through ongoing organisational wide quality and safety (Q&S) improvements is a priority for Family Carers Ireland. Staff are continuously trained on the prevention

of risks, errors or harm to cared-for persons and family carers during the provision of services provided.

Figure 7: Quality & Safety Framework



We are happy to acknowledge that our staff commitment to safety in the delivery of our supports and services during the pandemic resulted in a significantly low rate of transmission of Covid-19 within Family Carers Ireland over the past three years. This is the high quality we continuously aim to achieve in every service we provide.

The phased implementation of these quality management solutions throughout 2023 will provide a quality-centric culture focused on continuous improvement. Valuable quality information will be shared and connected throughout the organisation.

QUALITY SOFTWARE IMPROVEMENTS

Significant improvements are planned for the rollout of Q&S software in all areas of the organisation in 2023, following purchase and development in 2021 and 2022. These software packages will support the electronic management of training, documentation, incidents, complaints, risks and audits for the organisation. All of these processes will be automated and standardised. Compliance with financial, carer support, helpline and home support Q&S standards will become natural, invisible and intuitive.

The implementation of this software will enable Family Carers Ireland to demonstrate its compliance with the Home Support Services National Regulations and HIQA Standards, which are currently in draft and expect to be in place by 2024/2025.

The Q&S department will aim to promote further progressive quality improvements, in line with the FCI quality framework, with an aim of providing a shared voice to the expectations of all of our clients and staff.

ENSURE CLIENT AND STAFF SAFETY

The safety and wellbeing of all Family Carers Ireland clients and staff is an essential element to the quality services we provide. This is achieved through ongoing competency assessments, reviewing monitoring calls and analysing complaints. These are collated into quarterly reports which outline trends for discussion at the meetings of the Quality and Safety Committee (a sub-committee of the board of directors). Learning from Q&S areas of focus (which includes incidents, complaints, safeguarding concerns and audit quality improvement plans) are raised at these meetings and communicated to staff on an ongoing basis.

Q&S TRENDING

Family Carers Ireland staff are trained to report incidents, complaints and safeguarding concerns in a timely manner to ensure trends and patterns are identified early and that recommendations and interventions can be communicated to prevent potential injury to clients. Staff will be enabled to report this information electronically when the aforementioned software is implemented in 2023. This will result in an early response to areas of concern raised through the central management of records in a timely manner.

The Q&S department supports staff with the review and collection of trending data, with the goal of improving client safety and quality of care. This guides the organisation when updating policies and procedures and when developing interventions to mitigate risks identified, thereby reducing harm.

There were 61 incidents reported in 2022 which were reviewed and closed out in a timely manner, resulting in continuous improvements and sharing of lessons learned with staff.

LIVING A LIFE FREE FROM ABUSE AND HARM

Living a life that is free from harm and abuse is a fundamental human right and an essential requirement for health and wellbeing. Staff are trained to identify and report vulnerable adult safeguarding concerns within an agreed timeframe. There were 19 such concerns reported and identified by Family Carers Ireland staff in 2022. These concerns were reported externally and additional measures, for those least able to protect themselves from harm or abuse, were put in place.

All staff are also trained and take the responsibility to protect children and young people seriously and do their best to ensure their safety in line with Children First: National Guidance for the Protection and Welfare of Children. Steps are followed to ensure any child or young person provided with a service or who attends an event or workshop catered for by Family Carers Ireland is protected from harm.

Support is provided for any child protection and welfare concerns reported to our Careline or communicated or observed during the provision of services to our clients.



POLICY & PUBLIC AFFAIRS

Family Carers Ireland's vision is that family carers are heard and valued, with access to support, advice and resources to enable them to live fulfilled lives. Our work to influence and advance carer policy and our engagement with Government and key stakeholders is critical to achieving this.

POLICY HIGHLIGHTS DURING 2022

- Publication of the final report of the Oireachtas Committee on Gender Equality which recommends a constitutional referendum be held in 2023 to replace Article 41.2 of the Constitution with language that is not gender specific and obliges the State to take reasonable measures to support care in the home.
- Introduction of increased income and capital disregards for Carer's Allowance. The first increase in 13 years.
- Announcement by Minister for Social Protection Heather Humphreys that long term carers caring 20 years or more will now have their caring years recognised as contributions towards the State Pension (Contributory) as and from January 2024.
- Expansion of the Fuel Allowance scheme which will see an additional 80,000 households eligible for the payment, including higher disregards for over 70s and the disregarding of Half-Rate Carer's Allowance for all applicants.
- Growth of the Oireachtas Cross-Party Interest Group on Family Carers involving TDs and Senators who champion carer issues across Government.
- Progression of the Work-life Balance and Miscellaneous Bill which will see the introduction of legislation which will allow working carers to take five unpaid Carer's Leave days each year and the right to request flexible working.
- Delivery of monthly free legal advice clinics for family carers, run in collaboration with the Community Law and Mediation Centre.
- HSE pilot of the Family Carers Needs Assessment in Community Healthcare West.
- Annual Carers Forum hosted by the Department of Social Protection in May.

- Publication of the first European Care Strategy which seeks to ensure quality, affordable and accessible care services across the EU and to improve the situation of both care receivers and the people caring for them, professionally or informally.
- Presentations to the Oireachtas Committee on Social Protection on the means testing of Carer's Allowance; the Oireachtas Committee on Disability Matters on inclusive transport and the Oireachtas Committee on Gender Equality on care, social protection and Article 41.2

BUDGET 2023 – IT'S TIME FOR CHANGE

Budget 2023 was announced on September 27th, some two weeks earlier than normal due to the cost of living crisis which characterised our lives throughout 2022. In the months prior to budget day, FCI ran an extensive pre-budget campaign which included the dissemination of our pre-budget submission 'It's Time for Change' to family carers, politicians and policymakers across the country, as well as meetings with Government TDs and ministers in their local constituency offices. For the first time in almost three years, FCI was able to host an in-person launch and briefing of our Budget 2023 priorities in Buswells Hotel on June 29th, an event that was extremely well attended by TDs, Senators and Government officials.

FCI also had the opportunity to raise our budget priorities at two separate pre-budget events hosted by the Department of Social Protection – at the department's annual pre-budget consultation with organisations from the community and voluntary sector on July 27th in Farmleigh House, Dublin and again at a virtual budget forum on September 2nd.

The theme of the Budget campaign - 'It's Time for Change' - called for a new social contract for care, by fundamentally reforming how the State categorises, compensates and values family carers. FCI called on Government to use Budget 2023 to begin to transform what has now become an antiquated and paternalistic model of support for carers into a mutual and equal partnership where carers are valued for their immense contribution; receive fair compensation for the care they provide and are not excluded from supports due to their means.



Pictured at the launch of FCI's pre-budget submission are Dr. Nikki Dunne, Research Manager; Clare Duffy, Policy and Public Affairs Manager and Catherine Cox, Head of Communications and Policy.

SPECIFICALLY, FCI HAD FIVE PRIORITIES FOR BUDGET 2023:

1. Undertake an urgent review of Carer's Allowance to contribute to the fundamental reform of the scheme, including the reclassification of Carer's Allowance, the abolition of the means-test or the establishment of a Participation Income for carers. Pending this review, the weekly rate of Carer's Allowance should immediately increase to €325.
2. Urgently address the gross inadequacy of children's disability services by extending the National Treatment Purchase Fund to include psychology, occupational therapy, speech and language therapy and physiotherapy.
3. Invest the resources needed to fully operationalise the Assisted Decision-Making (Capacity) Act.
4. Provide €5m in annual funding to deliver the Carer Guarantee.
5. Increase the tax credits available to family carers and make Carer's Allowance exempt from tax.

BUDGET 2023: SUMMARY OF KEY ANNOUNCEMENTS:

- Cost of living double payment paid to carers in October 2022.
- €500 cost of living grant for people getting Carer's Support Grant paid in November.
- DCA increasing by €20.50 to €330 per month.
- DCA available in respect of children with severe illness or disability who remain in hospital for up to six months after birth.
- Christmas bonus double payment in early December.
- New means test disregard for Fuel Allowance for people aged over 70 - €500 (single person) and €1,000 (couple) and an increase in the assessment threshold for applicants under 70 from €120 to €200. Half-Rate Carer's Allowance disregarded in the means assessment
- Fuel Allowance payment recipients to receive an extra lump sum of €400 before Christmas.
- €600 in electricity credits for all households to be paid in three instalments of €200.
- All inpatient hospital charges to be abolished.
- Free GP care extended to more than 400,000 people including all children aged six and seven.
- Home Carer Tax Credit increased by €100.
- Free primary school books for all children from autumn 2023.
- Additional 686 special educational needs teachers and 1,194 special needs assistants.
- €12 increase in Carer's Allowance (€236) and Carer's Benefit (€237). Qualified child payments increased by €2 bringing them to €50 for over 12s and €42 for under 12s.

HOW BUDGET 2023 CHANGES TO THE FUEL ALLOWANCE MAY BENEFIT FAMILY CARERS:

Example 1: Vera cares for her husband John. They live together with no one else in the household. Vera receives a Half-Rate Carer's Allowance of €137 and they both receive a State Pension (Contributory) of €265.30. John also has a private pension of €150 per week, giving them a total household income of €817.60. They have €45,000 in savings.

Because John and Vera both receive a qualifying payment, i.e. State Pension, and John is being cared for by someone in receipt of Carer's Allowance, they satisfy the qualifying criteria for the Fuel Allowance which will be paid to them at a rate of €33 per week for 28 weeks. They would not have satisfied the means test before the changes announced in Budget 2023.

Example 2: Maeve is a single parent who lives with her two sons, who both receive Disability Allowance. Maeve receives a One Parent Family Payment and a Half-Rate Carer's Allowance. While Carer's Allowance is not a qualifying payment for the Fuel Allowance, Maeve will be able to make an application for the Fuel Allowance through her son Mark as he receives Disability Allowance. Because the accessible income limit has been increased from €120 to €200 and the Half-Rate Carers Allowance has been disregarded, the household will now qualify for the Fuel Allowance.

ENHANCED STATE PENSION FOR LONG-TERM FAMILY CARERS

In September 2022, Minister for Social Protection Heather Humphreys announced that she will introduce an enhanced State Pension for long-term family carers, i.e. those caring for more than 20 years.

"I will introduce an enhanced State Pension provision for long-term carers from January 2024. This will mean, for the first time, people who have to give up work over a long duration to look after a loved-one will have their time spent caring recognised in the pension system."

Minister Humphreys, Sept 2022

For many years, FCI has lobbied for an equitable State Pension system that recognises rather than penalises family carers and values the immense 'contribution' they make through their years of caregiving, in the same way we value social insurance 'contributions'

paid through PRSI. We therefore warmly welcome the minister's announcement however we understand that introducing the enhanced pension scheme for carers, including identifying those carers who may be eligible, will be challenging.

In its final report published in 2021, the Commission on Pensions acknowledged the need for the creation of a statutory 'family carer register' which could, in time, facilitate the identification of long-term family carers for pension purposes as well as assist in the planning and delivery of services for family carers. During 2022, FCI examined possible models for operating and maintaining a register and the perceived benefits and risks for each. We have reached out to the officials within the Department of Social Protection responsible for the development of the enhanced pension for carers and the carer register and look forward to working with them during 2023 to ensure the pension scheme encapsulates all carer situations and is robust, transparent and effective.

ASSISTED DECISION-MAKING (CAPACITY) ACT 2015

The Assisted Decision-Making (Capacity) Act, which was signed into law in December 2015, reforms the law relating to persons who require or may require assistance in exercising their decision-making capacity. The act is ambitious in its scope, dealing with enduring powers of attorney, advance healthcare directives, bringing an end to wards of court and establishing a new system of supported decision-making.

The act was due to be fully commenced in 2022, however, both dates scheduled for commencement – June 23rd and then November 21st – were missed because the amending legislation necessary for the operation of the act was not passed on time. While FCI welcomes the introduction of legislation to support people in their decision-making, we are concerned that if left unaddressed, aspects of the act could cause undue hardship for families and carers and deny access to justice for the most vulnerable in society.

Throughout 2022, FCI continued to advocate for better recognition of the role family carers will play in the implementation of the act and to highlight failures within the act and subsequent amending legislation to adequately address these concerns. For example, ensuring the Circuit Courts system is adequately resourced to ensure it is not overwhelmed by the projected volume of Decision-Making Representative applications that will be brought before it.

In an attempt to address our concerns, FCI met with the Director of the Decision Support Service and wrote to the sponsoring minister, Minister for Children, Equality, Disability, Integration and Youth Roderic O'Gorman. FCI has also highlighted the need to better recognise family carers within the act at the Joint Oireachtas

Committee on Children, Equality, Disability, Integration and Youth report on pre-legislative scrutiny of the act and in our pre-budget campaign.

With the commencement of the act now delayed until 2023, FCI will continue to campaign for better recognition and support for family carers, including the need for transition arrangements; resourcing of the new system; addressing the cultural shift required to make the act work; recognising relational autonomy and the need for practical support to help decision supporters – most likely to be the family carer – undertake the requirements of their role. According to the Family Carers Ireland ‘State of Caring 2022’ report, 52% of carers aged over 18 years are not aware of the act.

ARTICLE 41.2 AND THE JOINT COMMITTEE ON GENDER EQUALITY

The Joint Committee on Gender Equality was established in early 2022 to consider the 45 recommendations contained in the report of the Citizens’ Assembly on Gender Equality, nine of which relate specifically to family carers. Over the course of the year, the committee held a range of hearings to consider how best to secure the implementation of the recommendations and to set out an action plan for change. The action plan adopted by the committee and published in December 2022 lays emphasis on the need to reform legislation and regulation and to establish better public services and improved social protection in order to advance gender equality in care.

FCI in particular welcomes the committee’s recommendation that a constitutional referendum be held in 2023 on Article 41.2, replacing it with language that is not gender specific and obliges the State to take reasonable measures to support care within the home and wider community. The reform of Article 41.2 is not only an opportunity to remove a discriminatory reference to a woman’s place in the home, but is also a means of introducing long-overdue recognition of the immense contribution and public good realised by family carers, both men and women.

In preparation for a constitutional referendum, a coalition of organisations including FCI has been formed to advance the three constitutional recommendations addressed by the committee. The coalition continued to meet throughout 2022 and has engaged directly with the committee as well as commissioning polling research to develop an understanding and test possible wording that could be used in the replacement articles.

In October 2022 to mark European Carers Day, FCI published a paper on ‘Gender Dimensions of Care: An Irish Perspective’ which explores the gender inequality

in unpaid care work undertaken by family carers and how the evolving family unit is changing the gender dynamics of care provision. The paper also considers the factors contributing to the gender care gap and its impact on women’s employment participation, health, pay and pension entitlements and concludes by setting out solutions to help address gender inequality in informal care provision, ensuring that there is a more equal division of care among women and men.

In November, representatives from FCI were invited to present at the Irish Human Rights and Equality Commission (IHREC) national conference on ‘Achieving Gender Equality at Work: Care Policy and Practice’ which took place in Croke Park. The conference discussed the role of care policy and practice in achieving workplace gender equality from a structural, legislative, policy and practice perspective.

OIREACHTAS CROSS-PARTY INTEREST GROUP ON FAMILY CARERS

The Oireachtas Cross-Party Interest Group on Family Carers was established in June 2021 and is run with administrative support from Family Carers Ireland. The group is made up of TDs and senators who have an interest in advancing carer policy and aims to influence legislation and policymaking in order to improve the lives of family carers. Specifically, the group aims to:

- raise awareness of the vital role undertaken by family carers;
- achieve cross-party consensus on a strategic vision for family carers;
- provide a forum for discussion on issues of relevance on a non-adversarial basis;
- promote positive change for family carers through initiatives such as awareness raising events, preparing submissions and policy proposals, putting forward motions, issuing statements and press releases, hosting roundtable discussions and information sessions;
- provide a voice for family carers and act as a link between carers/caring sector and the Oireachtas.

It has 21 members from across all the main Government parties and is chaired by Deputy Marian Harkin and Deputy Pauline Tully. The group met four times during 2022 and had its first in-person meeting in December 2022, having met virtually prior to this due to Covid-19.



Family carer Niamh Ryan speaking at the Oireachtas Joint Committee on Social Protection, Community and Rural Development and the Islands on national policy issues for carers and national means test assessments.

FREE LEGAL ADVICE CLINICS

During 2022, FCI continued to deliver free legal advice clinics to family carers. The project, which is run in collaboration with the Community Law and Mediation Centre (CLM), gives family carers access to a solicitor to discuss legal issues relating to employment, social welfare, housing, family and child law and wills and legacies. Four clinics are available each month, with each clinic filled during the year.

In addition to the advice clinics, CLM also provided training for FCI staff on legal aspects of caring to help strengthen FCI's ability to understand and advocate for carers' rights. CLM will produce a guidance paper explaining the most common legal issues carers sought advice on during the clinics. The paper will be published in early 2023.

POLICY SUBMISSIONS

Family Carers Ireland regularly contributes to calls for submissions by Government departments and State bodies in relation to a variety of issues. Our policy submissions aim to reflect the voice of carers. Policy submissions were made to the following bodies during 2022:

- Oireachtas Committee on Gender Equality
- Department of Health Strategic Advisory Group on home care and nursing home workers
- Department of Housing on the Housing Adaptation Grant scheme

- Department of Children, Equality, Disability, Integration and Youth on a new policy framework for children and young people
- Submission and presentation to the Joint Committee on Social Protection, Community and Rural Development and the Islands
- Submission and presentation to the Department of Health on the Review of the Mobility Allowance and Motorised Transport Grant
- CSO on the content of Census 2027
- Fianna Fáil on family carers' access to health.

CONFERENCES AND SPEAKING EVENTS

During 2022, FCI was delighted to contribute and present at the following events:

- Department of Social Protection's Annual Carers Forum.
- Carers New South Wales Annual Conference: Rights and Recognition of Employed Carers in Ireland (recorded input).
- Irish Human Rights and Equality Commission – Achieving Gender Equality at Work: Care Policy and Practice conference.
- Irish Women's Parliamentary Caucus – Conference on the Care Economy.
- Fianna Fáil's Women's Network National Policy Conference on the Care Economy.
- Lions Club annual carers respite weekend.
- St. Raphael's/St John of God Celbridge's AGM.



RESEARCH

Throughout 2022, Family Carers Ireland's research team continued to focus on generating and supporting robust research which meaningfully involves family carers and is engaging and useful for a wide range of interested parties including carers, researchers, policymakers, practitioners and members of the public. Key highlights of the year include the publication of our second 'State of Caring' report and the 'Care at Home: Costs of Care Arising from Disability' report with the Vincentian Partnership for Social Justice (VPSJ); the hosting of our second online research conference and the launch of the Carewell Conversations podcast series in partnership with UCD.

We continued our work on building and coordinating research involvement and engagement among family carers, researchers and other stakeholders and worked with numerous researchers promoting research opportunities to our members. We also continued to build our internal research programme, developing a peer review strategy for commissioned research and the establishment of robust ethical principles underpinning our internal and external research activities.

'STATE OF CARING 2022' PUBLISHED

The 'State of Caring 2022' report sets out the findings of Ireland's second national State of Caring survey undertaken by Family Carers Ireland between 19th January and 2nd March 2022. The online survey was completed by 1,484 current family carers who shared their views and experiences of what life is like for family carers in Ireland in 2022.

Findings show that over two-thirds of family carers (68%) surveyed were already experiencing financial distress at the beginning of the year, with 13% in arrears with their rent or mortgage and 16% behind on utility bills. Almost a quarter (23%) of those struggling financially were cutting back on essentials such as food and heat to make ends meet.

The report suggests that significant numbers experience fuel and food poverty, with 5% of those surveyed reporting a reliance on food banks and 9% on charities. The survey found that many rely on borrowing from family (29%), taking out loans (15%) and overdrafts from the bank (19%).

This is on top of deep concern about practical support where 70% reported difficulty accessing services for at least one of the people they care for. More than half (52%) said that at least one of the people they care for are currently on a waiting list, 69% experience barriers accessing respite while 24% experienced a delay or reduction in the delivery of home support hours/

packages due to shortage of home care workers. As a result, many struggle financially, physically and emotionally with 71% feeling left out of society and 51% reporting feeling severely lonely since the onset of the pandemic. Additional analysis of the dataset will continue into 2023.



'CARE AT HOME: COSTS OF CARE ARISING FROM DISABILITY' REPORT PUBLISHED

Family Carers Ireland launched the report 'Care at Home: Costs of Care Arising from Disability' which looks at the additional and often substantial direct costs faced by caring households, but also the hidden costs of caring that are often unaccounted for including the cost of foregone employment and the financial costs imposed on families when services are not available.

Undertaken by the VPSJ on behalf of FCI, the report finds that when compared to a household without a disability, the household caring for a child with a profound intellectual disability faces a greater depth of income inadequacy.

The core Minimum Essential Standard of Living (MESL) costs for a two-parent household caring for an adolescent with a profound intellectual disability amounts to €752 per week, excluding housing. This is €244 higher than the MESL for a two-parent household with an adolescent child without additional caring and disability needs. While the methodology underpinning the study required a focus on a specific type of caring household, the findings are indicative of the additional costs faced by all of those caring for loved ones at home.

The areas with the largest additional related costs are transport, caring costs (e.g. cost of accessing essential therapies and respite privately), household goods, personal care, health, clothing and household adaptations.



PODCAST SERIES

In 2022, FCI, in partnership with UCD, launched the 'CAREWELL Conversations' podcast series which focuses on different aspects affecting those balancing paid work with unpaid care, drawing on a range of different stakeholders' perspectives. Podcasts launched in 2022 include conversations with Mary Connaughton (CIPD Ireland); Stecy Yghemonos (EUROCARERS); Kara McGann (Ibec); David Joyce (ICTU); Kathleen Lynch, (UCD); Lizzie Falconer (family carer); Jennifer Carroll McNeill (TD), David Greyson (author) with a combined listenership as of the end of 2022 of over 4,000.

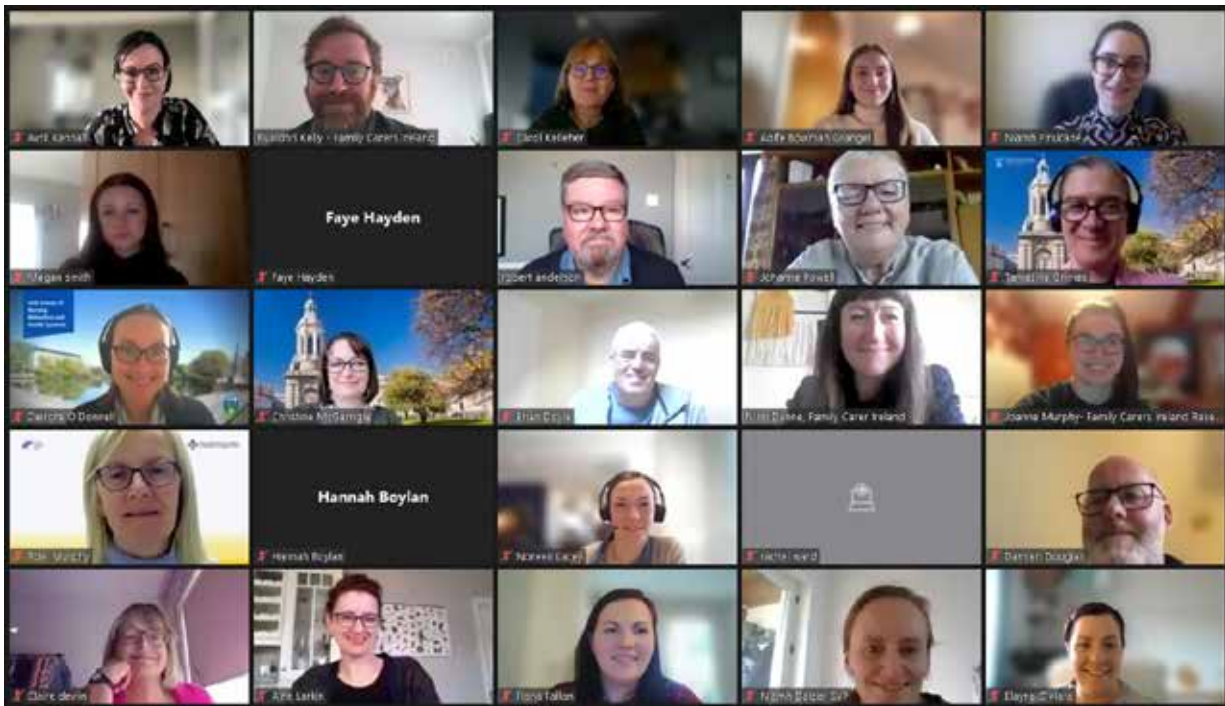
HRB/HRCI JOINT FUNDING SCHEME 2022

Family Carers Ireland and The Irish Longitudinal Study on Ageing (TILDA), based at Trinity College Dublin, were successful in their application to the Health Research Charities Ireland (HRCI)/Health Research Board's (HRB) Joint Funding Scheme 2022. The joint research project between TILDA and FCI will help to identify how services and programmes may be improved to better support older family carers. The study's findings will also provide information to help establish training and advocacy programmes.

In acknowledgement of the importance of representing the public voice and involving the public, patients and relevant advocates, the study will include close engagement with family carer representatives at each stage of the design, interpretation and dissemination of results.

Other Activities

- FCI continued to have great success in 2022 with the **Irish Research Council's (IRC) New Foundations** Scheme, partnering on two successful projects focusing on young carers with UCC and on the topic of carer harm with UCD. Each research project was awarded funding of up to €12,000 and will be undertaken over a nine-month period. Outputs from the projects are expected in early 2023
- FCI hosted a very successful online **Autumn Research Conference** in November 2022. The conference presented findings from research projects FCI supported throughout 2021 and 2022. The event was attended by over 60 highly engaged delegates, many of whom expressed a strong interest in an in-person event in 2023.
- The **FCI Public and Patient Involvement (PPI) Panel** is a small group of family carers who are interested in getting involved in carer-related research as co-researchers. These 'experts by experience' have received training from academics at UCD so they can influence, advise and work with researchers across Ireland. Throughout 2022, carers have been meaningfully involved in projects at the Royal College of Surgeons Ireland, Trinity College Dublin, Maynooth University and University College Cork. Researchers from institutions across Ireland are increasingly expressing an interest in engaging with members of the panel.
- In 2022, FCI published **two new working papers**. The first focuses on the use of national statistics to determine carer prevalence in Ireland whilst the second examines the gendered nature of care in the Irish context.



Autumn Research Conference

- FCI has been **awarded funding from the Irish Human Rights and Equality Commission to complete a piece of research 'Valuing Care Work: Improving Family Carers' Access to Adequate Income Supports'**. In collaboration with Prof Mary Murphy and Dr Pauline Cullen of Maynooth University, the project will advance greater economic equality for family carers through the development of an income support reform proposal.
- FCI presented at the Resistiré workshop on reducing gendered inequalities caused by Covid-19 policies and contributed to a lecture for social work masters students at UCD.

PARTNERSHIPS

FCI has continued to develop key research partnerships nationally and internationally, including:

- FCI are local partners and sit on the executive committee for UCD and UCC PPI Ignite.
- During 2022, FCI was invited to speak at multiple events with a PPI focus, including the PPI Ignite Network @ UCD local launch and the UCC PPI seminar 'Centering & Embedding Family Carers in the Co-Production of Research, Supports and Policy'. FCI also delivered a presentation on the seldom heard voices research to the UCD PPI Ignite group.
- FCI has participated in one of EUROCARERS' Research Working Group meetings, sharing updates on member organisations' research activities.
- FCI co-authored four peer-reviewed publications in 2022 on the topics of the National Carers' Strategy, young carers and working carers.



Pictured is Netwatch Ulster Young Carer of the Year Andrew McEleney (centre) with his mother Jenny, father Sean and sister Olivia



FUNDRAISING

Thanks to the generosity of members of the public and corporate partners, 2022 was a successful year for FCI even though the cost of living crisis had started to impact on the public and the focus on the pandemic started to dissipate from our lives. In 2022, we gained from their kindness and would like to take the opportunity to acknowledge and thank everyone who donated to our charity and the cause of family carers. We continue to appreciate that when times can be tough for people financially, they still have the goodwill to donate to FCI and for this we are truly grateful. 2022 was a fantastic year with a range of fundraising activities undertaken in support of FCI. Below are some highlights.

WALKING IRELAND'S ANCIENT EAST, RAISING €10K WITH THANKS TO THE NEVILLE HOTEL GROUP

Kicking off the year and throwing down the gauntlet were the team from the Neville Hotel Group who raised a fabulous €10,000 for FCI in March. Staff were encouraged to run, walk or cycle the combined distance between all four Neville Hotel properties which are dotted along Ireland's Ancient East.

Already one of our valued member partners, offering family carers a discount on getaway breaks in The Royal Marine, Dun Laoghaire; Druids Glen Hotel and Golf Resort in Wicklow; The Tower Hotel and Leisure Centre, Waterford and the River Court in Kilkenny, the teams from each hotel became very competitive with Druids Glen covering the most kilometres between the 5th and 8th of March and taking home the gold!

A massive thank you to each and every staff member who swapped their work shoes for walking shoes and helped to shine a light on family caring in Ireland.





Heart of Gold Day

Caring for our Family Carers



National Awareness & Fundraising Day

FRIDAY 7TH OCTOBER

www.familycarers.ie



2022 represented the third year of our national awareness and fundraising day Heart of Gold. Staff, volunteers and family carers came out in force in towns and cities across Ireland on October 7th selling our €2 gold heart pins to raise vital funds to support family carers in communities nationwide. We would like to sincerely thank everyone who took the time to both sell and buy our gold hearts.

Bringing a new element to our collection capabilities, QR codes were introduced at point of sale to help mitigate our growing cashless society, with donors able to tap and scan the code to access a donations page.

The funds raised help us continue to provide our essential, national wraparound supports and services to family carers. These range from one-to-one wellbeing reviews, counselling, advocacy and emergency care planning to peer support groups and training courses. In particularly difficult cases, it will help to put food on tables and oil in heating tanks.

The importance of these fundraising days cannot be underestimated, particularly with FCI's State of Caring Report in 2022 finding that 68% of family carers were in financial distress, with 23% having to cut back on essentials like food and heat to make ends meet.

We look forward to Heart of Gold 2023 which will take place during National Carers Week 2023 from June 12th to 18th.

Please Support



Family Carers Ireland

No one should have to care alone

Your kind donation will help us continue to support thousands of family carers who care at home for loved ones with additional needs.

Scan Me to Donate Online!

€2 €5 €10 €20



www.familycarers.ie

CHY 10962



PAWS FOR A CAUSE RAISES OVER €50K!

Our second annual Paws for a Cause fundraiser took place during National Carers Week 2022 with members of the public along with FCI staff taking to highways and byways all over Ireland to “pause” for family carers and walk 24km across seven days to highlight the 24/7 nature of family caring.

Lining out to lend his profile to FCI in 2022 and encourage as many as possible to get out walking was Ireland and Leinster rugby star Ryan Baird. Ryan, pictured below with his dog Makenzie, is a tremendous advocate for family carers and has seen first-hand from his aunt and her family the dedication, commitment and sacrifice they make to take care of his cousin every day.

Once again, we were delighted to partner with Horizon for Paws for a Cause and with their support, the campaign saw a strong increase in entries when compared to 2021. We would like to sincerely thank the 400+ people who registered for our event, the pooches who also took on the 24k challenge, as well as **Netwatch, Springhill, Accenture** and staff from **Bank of Ireland** who all donated and took part in this fun but important fundraising initiative and helped us also to reach our target of €50,000.

We would also like to thank **Skechers** (Ireland), the **Neville Hotel Group, Tayto Park** and **Three** for donating amazing prizes which were raffled during the week of the Paws campaign.



THE LAMBAY TO BULL ISLAND

CHARITY SWIM RAISES €20K FOR FCI!

It can sometimes take the tenacity and motivation of one person to make a difference and this fundraising highlight certainly was that! GP Aidan Hampson, who has been taking care of patients on Dublin's northside for over 40 years, decided he was going to make history by joining four friends in undertaking a relay swim from Lambay to Bull Island in July which raised over €20,000 for FCI.

Aidan took to the national airwaves on The Ryan Tubridy Show to help promote the event and spoke out passionately in support of family carers Ireland when explaining why he was undertaking the challenge:

"I felt it was time we shone a bright light on the staggering level of work being done the length and breadth of the country by family carers – as it is work that too often goes without any break or support. They fight battles every day behind closed doors that no one sees but I see it every day with my profession. We wanted to give back to a charity we feel needs a lot more recognition and completing this challenge gave us the perfect opportunity to do just that."

On a beautiful summers day, crowds gathered to cheer the relay team on as they approached the final stretch, with Aidan and team members Frank Cope, Dave Cherry, Eoin Boyle and Damien Kelly all completing the swim in a hugely impressive 6 hours 45 minutes.

Dr Hampson and the team were inspired to take on the challenge by the O'Donovan family from Swords and the remarkable care they provide for Jack (19) who has cerebral palsy, epilepsy, is a wheelchair user, PEG-fed and non-verbal. Dr Hampson has been Jack's GP since his birth.

We would like to thank everyone involved in organising this challenge including Lynsey O'Donovan who was instrumental in introducing FCI to Dr Hampson and express our immense gratitude to the team for choosing to raise funds for FCI. The hours of training undertaken in advance and the effort involved in getting over the finish line on the day represent a truly remarkable feat.



€50K REACHED THROUGH SEASONAL GIFTS OF IMPACT!

We led our annual 'Gifts of Impact' Christmas appeal with an honest and true account from family carer Niamh Ryan from Laois. Niamh and husband Gerry are parents to twin boys Liam and Sean, 14. Niamh is also Liam's full-time family carer as he has severe spastic quadriplegic cerebral palsy. Liam's life-limiting condition means he uses a wheelchair as he has no functional use of his arms and legs and he receives 28 doses of 18 different medications and four nebulisers a day.

Highlighting the consequences of the cost of living crisis, Niamh explained the impact that increased bills have had on their personal circumstances and household. The family can't simply "cut back" as Liam's medical equipment has to be left on and charging 24 hours a day, seven days a week. His clothes are more expensive because they have to be adapted for his feeding tube and wheelchair, their washing machine is constantly on

due to things getting soiled, etc. and Niamh is always driving for Liam's schooling and appointments.

We appealed to corporates and individuals who could donate and help family carers like Niamh by highlighting how Christmas is a time for us all to take a break from our day to day lives and spend time with family - but if you are a family carer like Niamh, there is no break at Christmas because caring for your loved one is a 24 hours a day, seven days a week job and one that is made all the more difficult due to the cost of living crisis.

The gifts, available to purchase on the FCI website, ranged from €25 which would fund one hour of respite for a family carer to €500 which could be used to put food on tables or oil in tanks.

We would like to warmly thank the following companies and supporters who donated to the Gifts of Impact Christmas Appeal 2022:

- ✓ Brennan's
- ✓ Global Fresh Exotics
- ✓ All Glass
- ✓ Royal London
- ✓ Hamilton House
- ✓ Pull the Trigger
- ✓ Springhill Trust
- ✓ CCSL
- ✓ Benevity
- ✓ Bank of Ireland
- ✓ Donal Milne
- ✓ Dublin Diocesan Music Group and the many others who donated to the campaign.



Niamh Ryan and her son Liam in their home in Laois

CORPORATE PARTNERSHIPS

CARING EMPLOYERS CONTINUES TO GROW

Family Carers Ireland welcomed two new companies to the Caring Employers programme in 2022 as SETU Carlow and Waterford and Irish Rail came on board. They join major employers Irish Life and Bank of Ireland who saw out a third membership year and who continue to see the benefit of partnering with FCI.

Across its two campuses, SETU employs 1,500 staff while Irish Rail employs over 4,000 people nationwide. This equates to a combined working carer contingent of over 600 people who have caring responsibilities at home and whose employers are working to create more carer-centric workplaces.



Pictured at the launch of the Caring Employers partnership with Iarnród Éireann are (left to right) Evan Cain; Sue O'Grady, Marketing Manager with Family Carers Ireland; Sharon Daly, Health and Wellbeing Programme Manager with Iarnród Éireann; Sean Cain, Iarnród Éireann employee and family carer; Jim Mead, CEO of Iarnród Éireann; Laura Scallon; Sheila Scallon, Iarnród Éireann employee and family carer and Catherine Cox, Head of Communications and Policy with Family Carers Ireland.

FCI continues to promote the programme, endorsing the list of benefits available to both employer and employee. Not only does recognition and openness encourage self-identification among family carers who perhaps do not see themselves as such, it also works to foster a long-term strategic shift in culture, policy adoption and enhancement and talent recognition and retention. Following a year which saw a seismic shift in the employers' market becoming employee driven, organisations increasingly need to make the necessary changes to create more attractive workplaces and to keep their best talent including caring employees who have an innate ability to handle stress, problem-solve and multi-task.

Launching their Caring Employers partnership in June 2022, Jim Meade, CEO of Iarnród Éireann, welcomed the announcement:

"We are delighted to be partnering with Family Carers Ireland because we are committed to supporting our colleagues with caring responsibilities. No one working in Iarnród Éireann should feel like they are on their own when trying to balance their day-to-day workload with providing care to a loved one. It is important to us that we continue to understand the needs of our employees and provide guidance to supports available to them."



ROYAL LONDON IRELAND

Family Carers Ireland were thrilled to be selected as one of the 2022 and 2023 charity partners of Royal London Ireland, the leading life and pensions company in the UK and Ireland, a proposal initially brought to us by Business in the Community

The partnership will help FCI to provide financial resilience support, information and training to family carers across Ireland. The funding from Royal London Ireland will be used to enhance our existing services and to develop new initiatives that will further benefit family carers.

As part of this partnership, Royal London Ireland employees will have the opportunity to volunteer, mentor family carers and support FCI through various fundraising initiatives and activities.

HIGHLIGHTING CARING NATIONALLY

Shining a light on the realities of family caring in Ireland and shaping public policy towards family carers are key pillars of our work with the media both at a national and local level. We seek to recognise and celebrate the work of family carers while also highlighting the many challenges that they face, often as a result of a lack of vital supports and services from the State.

There is little doubt that 2022 was a hugely challenging year for many family carers with the impact of the Covid-19 pandemic still being felt and a worsening cost of living crisis piling additional pressure on those who already face higher household bills associated with caring for loved ones at home.

Below is a snapshot of media coverage of family carers across the year.



Pictured are family carer Sinead Tighe and Dr. Bernadette Mac Mahon, VPSJ.

JANUARY

- Family carers shared their own experiences of being unable to secure Covid-19 vaccination appointments for their high-risk children on Drivetime on RTÉ Radio 1.
- Teena Gates from Dublin, broadcaster and full-time carer for her father Terry who has vascular dementia, spoke to The Irish Examiner to call for more supports for family carers after staff shortages impacting home care services left her without any home support for eight days.

FEBRUARY

- Speaking to the Irish Daily Star, FCI's Head of Communications and Policy Catherine Cox called for a once-off payment of €300 to be made to all family carers in receipt of the Carer's Support Grant to help ease the cost of living crisis.
- National newspapers including the Irish Daily Mail and Irish Examiner reported on research carried out by University of Limerick and FCI which showed that young carers tend to have higher levels of depressive symptoms than those young people who do not provide care to others and that access to a social life is vital for them.

MARCH

- The publication of a report by the Home Care Providers Alliance, made up of FCI, Home & Community Care Ireland and the National Community Care Network, featured in articles published by the Irish Independent, Irish Examiner and Echo. 'The Future of Home Care' highlights the Eircode lottery impacting access to home support services and calls for the urgent introduction of a statutory home support scheme and a major overhaul of how services are delivered.
- An open letter by FCI's Head of Communications and Policy Catherine Cox to Government making the case for family carers and non-HSE home care workers to receive the €1,000 Covid bonus was published by the Irish Times.

APRIL

- The Irish Independent, Irish Examiner, RTÉ and Newstalk were among the national media outlets which reported on the launch of a 'Care at Home: Costs of Care Arising from Disability'. The report, undertaken by the Vincentian Partnership for Social Justice on behalf of FCI, looked at the additional and often substantial direct costs faced by caring households.
- FCI's Head of Home Support Services Sean Dillon spoke to the Irish Examiner in a lengthy feature exploring the staffing crisis facing the home support sector from the perspective of stakeholders including home care workers, providers and the HSE. Sean highlighted issues including travel expenses and the precarious working arrangement for both employer and employee where the HSE varies or ceases hours if a client goes into a nursing home or hospital.

MAY

- Jane Johnstone from Wexford, who cares for her two sons Evan and Daniel, spoke to RTÉ (TV, radio and online) to highlight the severe difficulties in accessing services for her boys, having been told there is a five-year waiting list for Evan to see a specialist in a weight management clinic. Evan has autism, an intellectual disability, is non-verbal, has a degenerative eye disease and mobility impairment.
- The Irish Examiner reported on the appearance of family carers Anna Budayova, Niamh Ryan and Damien Douglas before the Joint Committee on Social Protection, Community and Rural Development and the Islands where they discussed the impact of the Carer's Allowances means test with TDs and senators.

JUNE

- FCI ambassador and Leinster and Irish rugby star Ryan Baird appeared on Ireland AM on Virgin Media TV alongside FCI's Head of Communications and Policy Catherine Cox to help promote the Paws for a Cause fundraiser and announce his plan to donate a signed Irish rugby jersey to help raise vital funds to support family carers.
- National media including the Irish Times, RTÉ, Irish Examiner, Irish Daily Mirror and Irish Daily Mail reported on the launch of FCI's State of Caring 2022 report and pre-budget submission. As part of its coverage, the Irish Times published footage of an interview recorded at the home of Aisling McNiffe from Kildare who cares full-time for her teenage son Jack. Aisling highlighted the additional day-to-day costs facing family carers, the waiting lists in the health service and called for the Carer's Allowance means test to be abolished.

JULY

- Today with Claire Byrne on RTÉ Radio 1 broadcast an interview by Evelyn O'Rourke with family carer Tracy Carroll from Meath who spoke about the impact of the cost of living crisis on family carers and the need to improve financial supports. Tracy, who cares for her daughter Willow and her son Noah, outlined the impossible choices that family carers are having to deal with on a daily basis.
- Lynsey O'Donovan, who cares for her son Jack who has cerebral palsy, epilepsy and is confined to a wheelchair, joined Dr Aidan Hampson on The Ryan Tubridy Show on RTÉ Radio 1 on the eve of a fundraising challenge in aid of FCI. Dr Hampson, who is Jack's GP, subsequently made history as part of the first relay team to swim from Lambay to Bull Island, raising over €20,000 in the process.

AUGUST

- Speaking to TheJournal.ie, the parents of 6 year old Alexis O'Mahony from Killarney, who has a metabolic disease called pyruvate dehydrogenase deficiency, called on the Government to restore funding for ceiling hoists. Her mother Teresa cares full time for her daughter while her father Steve outlined the impact of not having a hoist: *"If it was just the odd time then lifting her would be fine, but when you're doing it constantly all day it does take its toll. My wife has had to go to a physio because of her back, the funny thing is that it's a public physio so that's being paid for by the State but they won't pay for the hoist, it doesn't make sense."*
- During a discussion on pensions for family carers on Lunchtime Live on Newstalk, Niall phoned in to share the story of his wife who *"felt worthless"* having been told she couldn't get a pension after 25 years of caring for their late son Thomas who had muscular dystrophy.

SEPTEMBER

- Barbara Kovach from Tipperary, who cares full-time for her adult son Liam who has Down Syndrome, was interviewed on Six One News on RTÉ One about the cost of living crisis ahead of Budget 2023. *"I don't know where I'm going to find the extra money to survive. I can see us cutting back on just about everything in order just to be able to put the lights on and keep the heat in the house over winter."*
- Reacting to the increases in payments to family carers in Budget 2023, Anna Budayova, who cares for her daughter Esther who has Down Syndrome, told the Irish Independent that the increases did not go far enough and spoke out strongly against the Carer's Allowance means test.

OCTOBER

- Speaking during a round-up of reaction to Budget 2023 on The Week in Politics on RTÉ One, FCI's Head of Communications and Policy Catherine Cox expressed disappointment at the lack of long-term planning. *"We do think it lacks long term vision in terms of the crisis that there is for family carers, particularly in our healthcare services."*
- Prime Time on RTÉ One featured an interview with family carer Mary Marmion who was visited at her Wicklow home by presenter Miriam O'Callaghan. Mary, who cares for her adult son Sam who is autistic, spoke about concerns for her own safety as a result of challenging behaviours and described both of them as being at *"breaking point"* amid a lengthy wait to secure supported accommodation.

NOVEMBER

- 2022 Netwatch Family Carer of the year Colette O'Shea featured widely across national media including RTÉ (radio and TV), the Irish Times and Irish Examiner following the awards ceremony in Dublin. Speaking on Six One News from her home in Limerick, Colette described the challenges of caring for her husband Kieran who had motor Neuron Disease and frontal lobe dementia and their son Luke who has advanced Crohn's Disease: *"It's exhausting. You don't have time to stop and think. It's like a merry-go-round that you can't get off."* Sadly, Kieran passed away in early 2023.
- Young carer Cara Darmody from Tipperary, who helps to care for and advocate on behalf her two younger brothers who have autism, appeared on The Late Late Show on RTÉ One having sat the Junior Cert maths exam in June at the age of 11 to raise funds for therapies for children with additional needs. Cara, who learned on air that she scored 97% in the exam, said she undertook the challenge to help the thousands of children on waiting lists for vital services across the country and called on the Government to take action.

DECEMBER

- Netwatch Connacht Young Carer of the Year Sarah Ann Buday from Tuam featured in an article published by the Galway Advertiser. The piece highlighted how she goes above and beyond for her baby sister Esther who has Down Syndrome by playing with her every day and assisting with her speech and language therapy exercises while also helping her younger brothers with homework and getting ready for bed.
- Speaking on Tipp FM in the lead up to Christmas, local Community Support Manager Richie Molloy appealed to the community to remember family carers over the festive period and to ensure they are not left isolated.



Pictured are Ireland and Leinster rugby star Ryan Baird with FCI's Head of Communications and Policy Catherine Cox.



Pictured are family carer Tracy Carroll with her daughter Willow.



Pictured are Netwatch Family Carer of the Year Colette O'Shea with her daughter Caoimhe.

OUR DIGITAL FOOTPRINT

WEBSITE

2022 represented another year of encouraging growth for our website (www.familycarers.ie) with an ever-growing number of family carers seeking support in their caring role, guidance on their rights and entitlements and information on FCI's services, activities, events, campaigns, membership and much more.

More than 222,000 sessions were recorded on the site in 2022, a 19% increase when compared to 2021, while user numbers rose by almost 17% to over 159,000 and total page views rose by nearly 14% to almost 575,000. Compared to 2021, page load times also reduced by almost 7% ensuring an improved user experience.

Development work across the year included the publication of additional eLearning resources for family carers on first aid; dementia care and planning for the future while a suite of eLearning modules for young carers was published covering topics including mental health; self-care, assertiveness and understanding stress and anxiety.

In recognition of the significant expansion of FCI's research activities in recent years, a dedicated Research section was created which incorporates an extensive new repository of publications organised by report type. Also included is information on partnerships and collaborative projects, details of FCI's Public and Patient Involvement (PPI) panel and a page allowing users to sign up to our research newsletter and access previous editions.

Similarly, a new and dedicated Policy & Lobbying section was also created incorporating an overview of related activities and a repository of relevant publications while the new Work With Us section is updated regularly with advertisements for office-based, home care and Community Employment Scheme opportunities in FCI.

Significant work was also undertaken to facilitate the creation of a secure log-in portal for our members where they can access information on membership benefits, update their personal details and renew their membership. It is expected this portal will be launched in Q2 2023.

Further development work planned for 2023 includes the creation of a new fundraising section, update of our Carer Supports section and continued restructuring of the overall sitemap to further improve the user experience and ensure family carers can access information relevant to their caring role in the fewest clicks possible.

WEBSITE METRICS: 2022 vs 2021

Users

16.65%

159,209
vs
136,489

New Users

18.09%

158,813
vs
134,485

Sessions

19.43%

222,034
vs
185,919

Pageviews

13.54%

574,598
vs
506,083

Avg Session Duration

0.63%

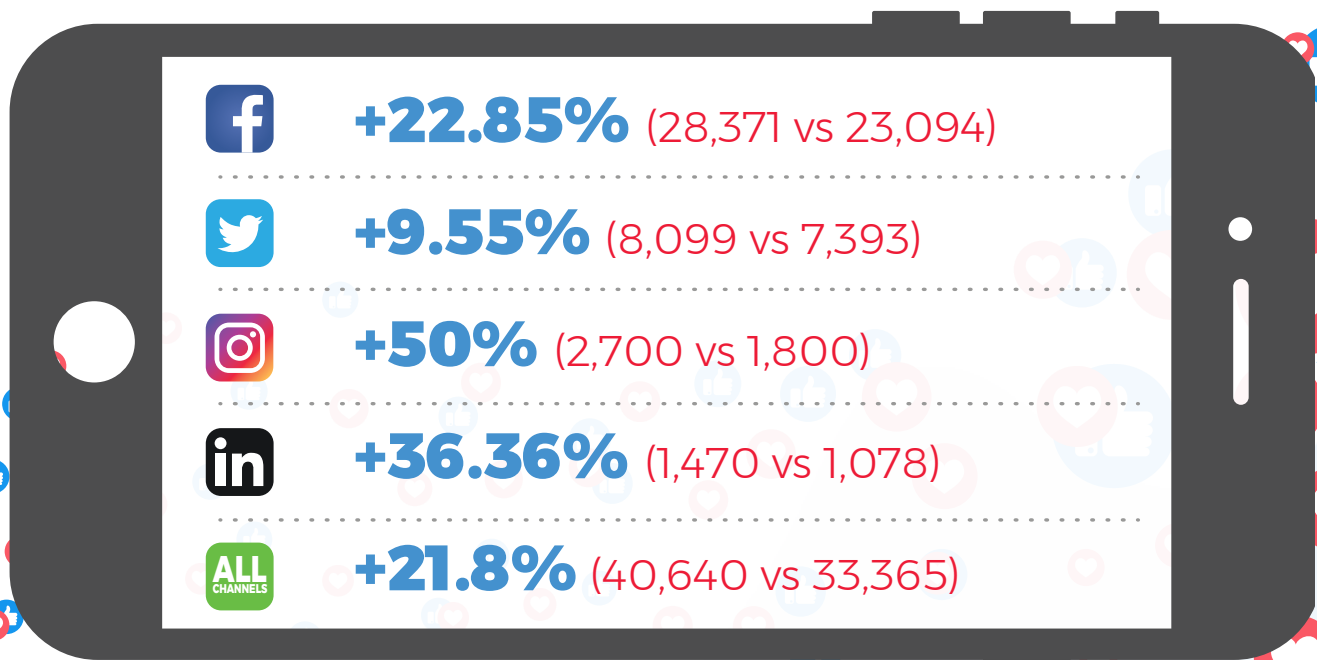
00:02:12
vs
00:02:11

Avg Page Load Time (sec)

-6.68%

2.52
vs
2.70

SOCIAL MEDIA FOLLOWERS: 2022 vs 2021



SOCIAL MEDIA

Social media continues to play a hugely significant role in allowing FCI to reach and connect with family carers right across the country.

Particularly since the onset of the Covid-19 pandemic, our various channels have allowed us to engage with greater numbers of family carers than ever before and keep them informed of the organisation's activities, supports and services; campaigns and causes; coverage of family carer related topics in news and politics and membership benefits.

Our accounts routinely reach tens of thousands of people every month with the national Facebook page in particular continuing to connect with large numbers across 2022. Follower numbers on Facebook rose by over a fifth to over 28,000 with content published by the page reaching almost 8,400 people per day on average.

Twitter also experienced healthy growth with the number of followers rising by almost 10% to approximately 8,100 and tweets earning an average of almost 1,400 impressions per day.

Followers of our LinkedIn page grew by almost 37% to almost 1,500 while our Instagram account saw follower numbers increase by half to 2,700.

Across the year, hundreds of family carers also reached out to our social media channels by private message – primarily via Facebook – with many of these referred to their local Community Supports team for further support.

Our goal is to continue to grow our existing online communities, with particular attention being given to developing and enhancing our LinkedIn presence and rolling out TikTok over the next 12 months and beyond.

ONLINE COMMUNITY FORUM

Our online community forum aims to empower family carers to interact with one another in a safe space to share learning, information and insight and to provide and receive emotional support from their peers.

It is organised by thread categories with dedicated areas, for example, for parents of adults with an intellectual disability; family carers of children or adults with special needs; those caring for a person with dementia and families and supporters of people with mental health challenges. The forum also allows family carers to create condition specific topics where they can connect with others in similar caring circumstances.

Established in May 2021, the forum had almost 1,050 registered members by the end 2022.

STRUCTURE, GOVERNANCE & MANAGEMENT

CONSTITUTION

The charity is registered as a company limited by guarantee (CLG), not having a share capital (CRO No. 572819) and is registered with the Charities Regulatory Authority (Registered Charity No. 20029029). The charity has been granted charitable status under Section 207 and 208 of the Taxes Consolidation Act, 1997 (CHY 10962). The principal objective is to benefit the community by supporting and promoting the health, wellbeing and quality of life of family carers and those for whom they care; to facilitate the affiliation of groups and group members representing family carers throughout Ireland and to liaise with, support and take counsel from such groups.

BOARD

Family Carers Ireland is governed by a voluntary board of directors. Each director is appointed for a three-year term and may serve a second three-year term if recommended by the Nominations and Succession Planning Committee. This committee advises the board on its composition to ensure the board has an appropriate mix of skills and experience in the discharge of its duties and responsibilities in line with the requirements as set out in the constitution.

MEET OUR DIRECTORS



Robert Anderson

Robert Anderson is recently retired Head of the Social Policies unit at Eurofound, where he has worked as research manager since 1988 on a range of topics relating to living conditions and quality of life, including several international research projects exploring aspects of family care across Europe. Prior to joining Eurofound, Rob worked as Programme Manager at the WHO European Office in Copenhagen, with responsibility for the European Regional Programme in Health Promotion. He studied human sciences at Oxford University and sociology as applied to medicine at Bedford College, London. Rob served as President of Eurocarers from 2009 to 2012.



Veronica Baylon

Veronica is a carer to her adult daughter who has a diagnosis of moderate learning disability and Asperger's. She has been dealing with behavioural issues, etc. since her daughter was very young. Veronica has been part of Family Carers Ireland in Monaghan/Cavan for many years and volunteers in the charity shop and centre.



Angela Briggs

Angela is a mum to five wonderful children. Her 17-year-old daughter was born with physical disabilities and apart from being her mum, she is also her full-time carer. Over the years, her daughter has struggled in accessing services of health care, education, transportation, mental health, operations, financial issues and much more. Angela has been and continues to be her voice and her advocate in fighting for her rights.



Triona Fortune

Triona is Managing Director of Fortune Quality Accreditation Services (FQAS) and works with governments all over the world to develop healthcare, accreditation, regulation and licensing programs. She also has over 20 years' senior executive management experience specialising in corporate and clinical governance. Triona continues her work with the World Health Organisation (WHO) as an Expert Advisor on various patient safety and quality initiatives. She teaches on numerous Masters Programmes, specialising in healthcare quality and is currently working with Trinity College Dublin and the Sultan Qaboos University in Oman. Commencing her healthcare career as a nurse and midwife, specialising in emergency care, she obtained her MSc. from Trinity College Dublin. Triona is the main carer for her brother Ted who has Motor Neurone Disease.



Richard Hammond

Richard Hammond S.C. is a Senior Counsel (being in the first coterie of solicitors ever to be elevated to that status by the Government of Ireland on 1st September, 2020). He practises as a solicitor with his spouse Joyce A. Good Hammond at Hammond Good LLP, Solicitors & Notaries Public, in Mallow, Co. Cork where he is a partner. He is a self-described "succession law enthusiast" who also specialises in professional regulation, having served in roles with a number of regulatory bodies for different professions. Richard teaches regularly at the Law School of the Law Society of Ireland. Both he and his spouse have experience of family care. Outside of professional activities and academia, Richard's interests include country walks with his spouse and children, reading, current affairs, supporting Cork's GAA teams and Liverpool Football Club.



Tom Jordan

Tom Jordan has been an Executive Coach for the past decade with a long list of blue-chip public and private clients at CEO and Director level. He was a board member (2007-2010) and Chairperson (2010-2016) of CORU (the Health and Social Care Professionals Council). He led the establishment of unrelated bone marrow full testing in Ireland in 1988 – this had become world standard by 2000. Tom currently chairs NAHVI which is a National Housing Association for visually impaired with intellectual disabilities.



Cora Long

Cora Long has been a carer from an early age, caring for her father who had emphysema and her mother who had a stroke. In her early married years she also cared for her mother in law who had many health issues. She also looked after her husband for over 10 years and now looks after her sister in law who has multiple health issues. Cora served on the board of Caring for Carers before and during the merger years. Presently she is chairperson of the East Clare support group and a member of the Member Services and Engagement Committee.



Kara Madden

Kara Madden is from Co. Cork and is carer to her son who has had mental health issues for 20 years. She is also a former carer for her mother who had dementia. She has been involved with mental health issues and has been working with mental health professionals for years. Kara is a volunteer on the National Panel and in recent years has been involved with Patients for Patient Safety Ireland which works with the WHO. She is currently involved in their campaign around medication without harm.



Peter O'Connell

Peter has had a successful corporate career in sales and marketing internationally, having worked internationally in Europe and Latin America, in addition to being accountable for leading consumer brands globally. He has been based in the UK, Belgium, The Netherlands, Mexico and Ireland in key head of function and board positions. He currently runs his own business, Career Development Associates. Amongst the businesses that he has worked with are: Executives Online Ireland / Irish Search Partners; Musgrave Cash & Carry, Irish Distillers / Bushmills with Pernod Ricard Ireland (Jameson Irish Whiskey and Bushmills Irish Whiskey); R&A Bailey and Co. (Baileys Original Irish Cream), a division of Diageo; BOLS BV (Bols Liqueurs, Bols Vodka and Bols Brandy), then a division of Remy-Cointreau; and Casa Cuervo (Cuervo Tequila). Peter cared for his mother for the last three years of her life with the support of home care workers.



Johanne Powell

Johanne cared for her daughter Siobhan from when she was born in February 1984 to her passing in August 2020. Siobhan was born with a rare chromosome disorder. She was intellectually and physically disabled, requiring 24/7 care. Johanne and her husband Alan were devoted to Siobhan who was their only child and spent years lobbying on behalf of Siobhan for the provision of services to cater for her needs.

METHOD OF APPOINTMENT OR ELECTION OF DIRECTORS

The Nominations and Succession Planning Committee will review any board nominations made by directors, groups or sub-committee members in the context of the skills mix required for the smooth operation of the organisation.

The governance of the charity is the responsibility of the directors who are elected and co-opted under the terms of the constitution which outlines that the board shall comprise a maximum of 14 (and a minimum of 3) directors made up as follows:

- Six shall be from a carer background (the board shall regulate the nomination process to ensure geographical balance on the carer panel);
- Six shall be nominated by a committee of the outgoing board to ensure a mix of management and governance experience on the new board; and
- Up to two additional directors co-opted by the board.

The organisation seeks to ensure that a majority of board members have personal experience of being a family carer on a full-time or part-time basis.

Directors are elected at the Annual General Meeting (AGM) of the organisation. Additional directors may be appointed by ordinary resolution and hold office until the next AGM.

GOVERNANCE

The board of Family Carers Ireland is committed to achieving high standards of governance and during 2019 undertook a

key project of adopting the Charity Regulatory Authority (CRA) Charities Governance Code with regard to strengthening its overall governance infrastructure. This process involved reviewing our current governance framework, documenting how the organisation demonstrates conformance with the code and completing the Compliance Record Form along with collating all of the relevant supporting data to facilitate a review annually. The board formally adopted the CRA Charities Governance Code initially in May 2019 and reviews each year its updated Compliance Record Form to ensure continued compliance.

The organisation has achieved the 'Charities Institute Ireland' triple lock of best practice by signing up to the new Governance Code, adopting best practice reporting by adopting the Charity SORP (FRS 102) – Statement of Recommended Practice and adhering to the CRA Guidelines on Fundraising along with adhering to the CRA Internal Financial Control Guidelines for Charities.

The board delegates the day-to-day management of the organisation to the CEO who is supported by an Executive Management Team comprising four department leads in Carer Support; Home Support, Communications and Policy; and Corporate Services.

The board and sub-committees meet on a regular basis and the following outlines the board and sub-committee meetings during 2022. The first figure outlines the number of meetings the member was eligible to attend, whilst the second figure outlines the number of actual meetings attended. Each board member is also a member of at least one board sub-committee and attendance is also outlined below.

Board Member	Board	ARC	FAQ	QSC	CSE	MFC	RPC
Triona Fortune (Chair)	7/7	-	1/1	1/2	-	-	-
Antoinette Greene (Retired in September)	6/6	-	-	-	2/2	2/3	-
Barbara Kovach (Retired in September)	5/6	-	-	-	2/2	2/3	-
Johanne Powell (Chair CSE) (Vice Chair)	6/7	-	-	-	2/2	-	4/4
Eilish Smith (Retired in September)	4/6	-	-	-	2/2	2/3	-
Peter O'Connell (Chair MFC)	5/7	-	1/4	-	-	2/3	-
Rosemary Kratschmar (Retired in September)	6/6	-	-	2/3	2/2	2/3	-
Veronica Baylon	4/7	-	-	-	2/2	-	1/4
Cora Long	5/7	-	-	4/4	2/2	-	-
Tom Jordan	3/7	-	3/4	-	-	-	-
Rob Anderson (Chair RPC)	7/7	-	-	-	-	-	4/4
Richard Hammond (Joined in October)	1/1	-	-	-	-	-	-
Angela Briggs (Joined in October)	1/1	-	-	-	-	-	-
Kara Madden (Joined in October)	1/1	-	-	-	-	-	-
Other External Committee Members							
Wendy Hamillton	-	-	-	-	-	2/3	-
John Lonergan	-	3/4	-	-	-	-	-
Luke Mooney (Chair ARC)	-	4/4	-	-	-	-	-
Frank Goodwin	-	-	-	-	-	-	3/4
John Healy (Chair FAO)	-	-	4/4	-	-	-	-
Eugene Conlon	-	-	4/4	-	-	-	-
Deirdre O'Donnell	-	-	-	-	-	-	2/4
Pamela Fagan (Chair QSC)	-	-	-	4/4	-	0/1	-
Richard Hammond	-	-	4/4	-	-	-	-
Mark Risely	-	-	1/1	-	-	-	-
Ann Vaughan	-	-	-	-	-	-	1/1
Anne Marie McGauran	-	-	-	-	-	-	1/1

Note the following acronyms are used in the above table: FAO – Finance and Organisation, ARC – Audit and Risk, QSC – Quality and Safety, CSE – Carer Support and Engagement, MFC – Marketing and Fundraising, RPC – Research and Policy

Directors do not receive remuneration or other benefits from their work with the charity. All expenses wholly, exclusively and necessarily incurred on behalf of a director in the performance of their role are reimbursed in line with Family Carers Ireland policy on board expenses and amounted to €1,077 for 2022 (2021: €1,567).

TRAINING AND POLICIES ADOPTED BY THE BOARD

The board reviews its performance on an annual basis which is reviewed by the entire board with initiatives arising from this brought forward by the chairperson.

ORGANISATIONAL STRUCTURE AND DECISION MAKING

Operational decisions in the running of the charity are the responsibility of the CEO and four senior managers: Head of Carer Support, Head of Communications and Policy, Head of Home Support and Head of Corporate Services. The Head of Corporate Services also acts as the Company Secretary. The CEO and Company Secretary attend meetings of the board and the CEO reports to the Family Carers Ireland board through the chairperson.

To support the board in the breadth and effectiveness of its function, Family Carers Ireland has established six sub-committees with clear terms of reference to support the board work programme as follows: Finance and Organisation; Audit and Risk; Quality and Safety; Carer Support and Engagement; Research and Policy; and Marketing and Fundraising.

The board also has a Nominations and Succession Planning committee which meets as required. The chairperson or a nominated director of each committee reports back to the board at each board meeting.

FINANCE AND ORGANISATION COMMITTEE

The Finance and Organisation Committee has a focus on strategic planning, budgeting and financial control, human resourcing, information technology and overall facilities management within the organisation. The committee oversees the efficient financial management of the organisation including the collection, investment, borrowing and outlay of all monies required (including fundraising) and members span the areas of expertise required to perform the functions as outlined.

AUDIT AND RISK COMMITTEE

The Audit and Risk Committee consists of experts in the areas of audit, corporate governance and financial management. This committee assists the board in fulfilling its responsibilities by independently reviewing financial statements and the effectiveness of the internal controls. The committee also monitors the effectiveness of the external audit function and is currently chaired by a senior professional, Luke Mooney, who is not a member of the board.

QUALITY AND SAFETY COMMITTEE

The Quality and Safety Committee oversees the supports and services provided by Family Carers Ireland and seeks to ensure that the organisation is following best practice in all aspects of its clinical and social care. All committee members have the relevant expertise and experience to allow them advise on the development of quality and safety standards within the organisation.



CARER SUPPORT AND ENGAGEMENT COMMITTEE

Given the establishment of a Marketing and Fundraising Committee which now oversees Member Services, the name of the Committee changed to Carer Support and Engagement and will now focus on the organisation's suite of supports to carers and how we engage with these carers effectively.

RESEARCH AND POLICY COMMITTEE

The Research and Policy Committee oversees the organisation's research activity and policy positions; helps support the evaluation of policy campaigns; and advises on approaches in specific areas. The committee's key responsibilities include advising the board on the development of policies designed to promote and protect the health and wellbeing of family carers and reflect their interests and concerns as well as advising on the development of a research strategy that incorporates an ethics policy and greater Public and Patient Involvement (PPI) so that family carers can become meaningfully involved in the development of a research agenda relating to care.

MARKETING AND FUNDRAISING COMMITTEE

The Marketing and Fundraising Committee oversees the implementation of the organisation's marketing strategy which has been developed in line with the five-year strategic plan. Activity will be monitored, measured and reported upon to the board along with the streamlining of fundraising.

RELATED PARTIES

A related party register is maintained by the organisation and reviewed by the Finance and Organisation Committee at each meeting with disclosure to the full board at the next board meeting. During the course of 2022, there were no payments made to directors outside of the normal travel and subsistence policy.

PAY POLICY FOR SENIOR STAFF

The organisation values its staff and strives to attract a high calibre of staff given its wide remit to deliver supports and services to carers. Pay rates are benchmarked against the sector using published survey data – our policy is to align broadly with the middle pay band for our size and sector. We introduced a three year pay framework in 2019 and were delighted to be able to honour increases in 2021, notwithstanding the disruption Covid-19 caused to our normal budgetary model. The key management personnel comprise the CEO & Executive Management Team (EMT). The Chief Executive's total remuneration is disclosed in note 13 to the accounts. It is reviewed by the board annually following advice from the FAO committee. The pay bands of other senior staff are also set out in note 13. These are approved by the FAO on the advice of the Chief Executive.



FINANCIAL REVIEW

The financial results for the year are outlined in the Statement of Financial Activities (page 63), the Balance Sheet (page 64) and the Statement of Cash Flows (page 65) and further explained in the notes to the accounts on pages 66 to 80.

Income for the financial year was €12,928,711 which is derived from a wide range of funding streams but is predominately broken down into HSE, grant and fundraising. This funding is used to provide services and supports across the country to family carers and contracted services on behalf of the HSE with regard to supporting the cared for person in the home.

We continued to deliver our targeted programmes under the Dormant Accounts Fund and were successful in our additional bid to the Dormant Accounts Fund of €199,944 to extend and enhance the support under the 'Measure to Support Family Carers including Young Carers' programme.

We received €6,352,876 from our HSE funding partners to deliver a range of supports and services across our network along with national funding for key posts and shared services across the organisation.

The shortage of qualified home care workers in the sector impacts on our ability to respond to the need for such support and thereby help more family carers.

We received donations amounting to €134,929 to support family carers and this allowed us to continue, at a reduced level, our crisis fund to support family carers.

Expenditure for the year was €12,481,523 and is in line with our income and the associated fulfilment requirements of contracts and grants awarded. The net surplus on resources for the year was €447,188 which predominately reflects strategic investment in carer supports and a self-identification campaign.

PRINCIPAL FUNDING SOURCES

Principal funding for the year arose from income from:

- Health Service Executive
- Department of Health (National Lottery Fund)
- Department of Environment, Heritage and Local Government (Scheme to Support National Organisations)
- Dementia 5 Steps programme
- Community Foundation for Ireland
- Dormant Accounts Fund
- Fidelity Europe Foundation
- and various private and corporate donations and grants.

INCOME

Total income for 2022 was €12.92m which is an increase of 20% on the 2021 levels. This increase predominately relates to charitable activities, the detail of which is outlined below.

Income from Donations and Legacies

Income from donations and legacies amounted to just over €134k which is a drop of just under 53% on 2021 levels. This decrease relates to restricted corporate donations received in 2021 for the Crisis Funds.

Income from Charitable Activities

Income under Charitable Activities comprises Service Level Agreements under Section 39 funding from the HSE, the delivery of home support under tendered contract prices with the HSE and specific purpose grants, with key grants being from the Dormant Accounts Fund, Scheme to Support National Organisations (SSNO), National Lottery Funding, Community Foundation for Ireland and Community & Voluntary Pillar.

In 2022, income from charitable activities was €12.25m which is an increase of 21% on 2021 levels and predominately relates to an increase in Section 39 funding of €2.385m and also decreases in home support of just over €253k and in grants of €16k.

The provision of in-home support has become an important part of the organisation's activities, generating a modest surplus to subsidise our 'charitable' activities and also allowing us to gain a much fuller understanding of and engagement with HSE social care services.

Income from Trading Activities

Income from Trading Activities can be categorised into Fundraising & Membership and Other Trading Activities. Income from Trading Activities for 2022 was €516,410 which is an increase of 35% on 2021 levels and represents an increase in Fundraising and Membership income to €347,762 and an increase in Other Trading Activity to €168,468.

Fundraising and Membership income are important revenue streams for FCI but form a small part of our overall total income. Our strategic plan has a focus on growing both income streams over the five-year period and 2022 saw membership continue to grow consistently throughout the year.

Income from Investments

Income from Investment for 2022 was €26,809 which represents a decrease of 22% on 2021 levels and comprises rental income and bank interest received on short term deposits.

EXPENDITURE

Total expenditure for 2022 was €12.48m which is an increase of 15% on 2021 levels. This increase predominately relates to charitable activities, the detail of which is outlined below.

Expenditure on Raising Funds

Expenditure on raising funds breaks down into Fundraising & Membership and Other Trading. Fundraising & Membership has increased by 93% on 2021 levels and reflects investment in membership, with 'Other Trading Expenditure' decreasing by 47% on 2021 levels.

Expenditure on Charitable Activities

Expenditure on Charitable Activities comprises the fulfilment of Service Level Agreements under HSE Section 39 funding, of home support contracts at tendered rates with the HSE and programme delivery of specific purpose grants, with key grants during the year from Dormant Accounts Fund, Scheme to Support National Organisations (SSNO), National Lottery Funding, Community Foundation for Ireland and Community & Voluntary Pillar.

In 2022, expenditure from charitable activities was €12.35m which is an increase of 15% on 2021 levels and predominately in line with the increase in income levels.

RESERVES

The board has responsibility for developing an appropriate reserves policy for the organisation.

The reserves policy was developed taking into consideration the requirement to retain sufficient unrestricted reserves to safeguard the continuity of its core activities whilst making sure that the maximum resources are going towards these activities.

The reserves policy in Family Carers Ireland is to maintain unrestricted reserves at a level which ensures the organisation's core activity could continue during a period of unforeseen difficulty and it is considered prudent to hold at least six months' cover.

The Finance and Organisation Committee review the level and adequacy of the reserves on an annual basis which is brought to the board as part of the Annual Financial Statements review.

The organisation receives income under two specific categories; unrestricted income which has no specific restrictions attached to how this money is spent except within its charitable objects and restricted income which can only be used for a specified purpose.

The restricted reserves are zero and the unrestricted reserves are €3.093m at year-end with these levels having been reviewed by the board through the Finance and Organisation Sub-Committee. This is reviewed against our policy to hold six months' reserves which equates to €3.787m and during the transitional growth period, the board considers the current reserves of €3.093m to be an acceptable level of reserves.

The calculation of the required level of reserves is an integral part of the organisation's planning, budget and forecasting cycle, taking into consideration the risks associated with each income stream and the organisation's commitments.

INVESTMENTS

The charity has no long-term financial investments. All reserves are on short term deposit to ensure the effective management of cash-flow and access to liquidity.

Events since the balance sheet date

There have been no events since the balance sheet date, which necessitate the revision of the figures included in the financial statements, or inclusion of a note thereto.



FUTURE PLANS

Having expended a lot of effort throughout 2022 preparing to roll out the first phase of a national Carer Guarantee – including recruiting an additional 30 Carer Support staff and establishing new geographical and functional teams – the focus in 2023 will be on action research to refine how the new model of carer support is operating in practice. Key challenges in this regard will include ensuring that service design aligns with typical carer journey pathways; optimising resource allocation between types of carer support (intensive; community; universal); monitoring correlation of subjective distress and assessed complexity/acuity using measures of carer burden; and establishing performance benchmarks based on empirical evidence rather than statistical modelling.

The first phase of the Carer Guarantee represented a significant incremental increase in HSE funding for the work of this organisation. This presents a consequent challenge to continuing to maintain a prudent level of financial reserves as well as proportionate increases in unrestricted income. Scaling up in significant steps over a relatively short period of time will also require carefully balancing growth in internal capacity with use of external support to optimise operational resilience.

Funding for a national Carer Guarantee has implications for current ad hoc funding for local carer support activities. We will work to agree a more coherent and consistent approach to this across the country and, in this regard, the planned transition from Community Healthcare Organisations to Regional Health Authorities, commencing at the end of 2023, will be an important consideration and potential enabler.

The successor to the 2018 Home Support Service tender that was legally required before the end of 2022 was not completed within that timetable and consequently, this has been carried forward as a significant element of our imminent work plan. Speculation about a radically different commissioning model raises the possibility of significant adverse implications for families already struggling with their caring situations. We will be monitoring developments in this regard carefully and will be considering how best to support family carers in response to any problematic developments in regard to commissioning. We will also be continuing to monitor promised developments in regard to statutory regulations and national standards being prepared by the Department of Health and HIQA respectively.

We will continue efforts to promote earlier self-identification of family carers and to build awareness of the supports offered by the organisation across all media.

In policy terms, we are beginning to prepare for the next General Election which will have to be held within the next two years. We continue significant engagement with the Department of Social Protection and Department of Health on a number of policy initiatives whilst also building our capacity to engage more substantively with the education, housing and transport policy systems.

After a number of false starts, the Assisted Decision-Making (Capacity) Act 2015 is due to commence in April 2023 and we are working to be ready to support the thousands of family carers of adults with profound intellectual disabilities who will

face considerably increased uncertainty and stress as a result of the commencement. Our efforts in this regard are not helped by the ongoing delay in publication of information and guidance materials in relation to operational aspects of its implementation.

Our internal governance review has been completed and we plan to bring proposals for changes to our constitution to an EGM in the latter part of 2023, although this timeline is subject to the requirement of prior approval of the Charities Regulator.



RISK MANAGEMENT

The directors maintain and regularly review a comprehensive risk register which assesses the major risks to which the organisation is exposed, identifies controls to mitigate these risks and contains an action plan to further reduce the level of risks. These risks are categorised under the headings of Governance along with the six board Committees. The risk register process involves staff teams initially identifying risks facing the organisation under the seven areas and this being reviewed quarterly by the EMT, annually by each board committee and subsequently by the full board. 'Current top risks' is an item on the agenda of every board meeting.

Principal Risks and Uncertainties

In common with all organisations offering personalised responses to individual circumstances, our main operational risks centre on consistency and fidelity in the delivery of services and supports. This is exacerbated by the increasing and not always consistent regulatory regimes we operate in as a charitable company providing health and social care services. These compliance risks are managed through the use of formal policies and procedures, ongoing training, effective management and supervision, client feedback and regular audit and review.

Failure to attract and retain the right staff and volunteers is a fundamental risk for every human services organisation. We strive to make Family Carers Ireland a place where staff and volunteers feel supported, empowered and valued. Government policy of refusing to acknowledge pay cost pressures in its funding for voluntary organisations means that our capacity to compete with public sector salaries represents an escalating external risk that is largely outside our control. This is particularly acute in the context of the current tight labour market.

Loss of funding or cash flow represents another ever-present risk to our capacity to fulfil our mission. A key element in the management of this financial risk involves regularly reviewing available funds, managing the funding mix of the organisation and margins on each element of our activity. The organisation also operates conservative accounting policies and a prudent reserves policy.

As an organisation that seeks to be the authentic voice of family carers, we acknowledge the risk that our policy and advocacy positions do not reflect the current reality of life for all family carers in every part of the country. We manage this risk by organising a variety of regular 'listening' activities and forums and by welcoming and engaging with feedback on our published policy positions.

We have a significant, active online community which we value greatly but it brings with it a risk of reputational risk in terms of inaccurate or defamatory information being published on our forums. We manage this risk by rules, monitoring and restricted permissions.

An event such as the Covid-19 pandemic illustrates the risk of failing to achieve an appropriate balance between responding to changing circumstances with the duty to adhere to our

charitable objects. We manage the risk of mission creep by robust governance systems, distributed leadership and collegial teamwork at all levels of the organisation.

At the end of 2022, the Covid-19 addendum to the risk register was dispensed with and other sections of the main risk register was amended accordingly.

New risks facing the organisation during this time are being actively managed as well as being captured and added to our risk register for ongoing review and monitoring. Finally, in line with good practice, we recognise the ever-present risk of events which, however unlikely, have the potential to constitute an existential threat to the organisation. We seek to manage these risks by designing robust recovery/redundancy capabilities in all essential systems and regularly reviewing our disaster response protocol.

Funds held as Custodian

There are no funds held in this category.

Taxation Exemption

The charity has been granted charitable status under Sections 207 and 208 of the Taxes Consolidation Act 1997.

Political Donations

There were no political contributions which require disclosure under the Electoral Act 1997.

Accounting Records

The measures taken by the directors to ensure compliance with the requirements of Sections 281 to 285 of the Companies Act 2014, with regard to the keeping of accounting records, are the employment of appropriately qualified accounting personnel and the maintenance of computerised accounting systems. The company's accounting records are maintained at the company's registered office.

STATEMENT ON RELEVANT AUDIT INFORMATION

In the case of each of the persons who are directors at the time this report is approved in accordance with Section 330 of the Companies Act 2014, so far as each director is aware, there is no relevant audit information of which the company's statutory auditors are unaware, and each director has taken all the steps that he or she ought to have taken as a director in order to make himself or herself aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

Auditors

In accordance with Section 382(2) of the Companies Act 2014, the auditors, Mazars will continue in office having been re-appointed during 2022 following a competitive tender process.



Signed on behalf of the Board of Directors

Robert Anderson

Director: Robert Anderson

Date:

16/5/23

Richard Hammond

Director: Richard Hammond

Date:

xvi/vlmmxxiii

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

DIRECTORS' RESPONSIBILITIES STATEMENT

for the year ended 31 December 2022

The directors are responsible for preparing the Annual Report and the financial statements in accordance with Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law, the directors have elected to prepare the financial statements in accordance with the Companies Act 2014, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council and The Statement of Recommended Practice (Charities SORP (FRS 102)), issued by the Charity Commission for England and Wales, the Charity Commission for Northern Ireland and the Office of the Scottish Charity Regulator.

Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the net income or expenditure of the company for the financial period and otherwise comply with the Companies Act 2014.

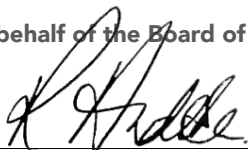
In preparing these financial statements, the directors are required to:

- elect suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and net income or expenditure of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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


Signed on behalf of the Board of Directors



Director: Robert Anderson

Date:

16/5/23



Director: Richard Hammond

Date:

xvi/5/mmxxiii

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF FAMILY CARERS IRELAND (A company limited by guarantee, not having a share capital)

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Family Carers Ireland for the year ended 31 December 2022, which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including the summary of significant accounting policies set out in note 2. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland issued in the United Kingdom by the Financial Reporting Council (FRS 102).

In our opinion, the accompanying financial statements:

- give a true and fair view of the assets, liabilities and financial position of the Company as at 31 December 2022, and of its result for the year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

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

We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), applied as required for the types of entity determined to be appropriate in the circumstances. We have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

In our opinion, based on the work undertaken in the course of the audit, we report that:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements;
- the directors' report has been prepared in accordance with the Companies Act 2014;
- the accounting records of the Company were sufficient to permit the financial statements to be readily and properly audited; and
- the financial statements are in agreement with the accounting records.

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

Matters on which we are required to report by exception

Based on the 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.

The Companies Act 2014 requires us to report to you if, in our opinion, the requirements of any of Sections 305 to 312 of the Act, which relate to disclosures of directors' remuneration and transactions are not complied with by the Company. We have nothing to report in this regard.

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement on page 60, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as management determines 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 management either intends to liquidate the Company or to cease operations, or has no realistic

alternative but to do so.

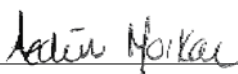
Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Irish Auditing and Accounting Supervisory Authority's website at: http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf. This description forms part of our auditor's report.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the Company's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Aedín Morkan
for and on behalf of Mazars
Chartered Accountants & Statutory Audit Firm
Harcourt Centre
Block 3
Harcourt Road
Dublin 2

22 May 2023

Date:

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an Income and Expenditure Account)

FOR THE YEAR ENDED 31 DECEMBER 2022

		Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021
	Notes	€	€	€	€	€	€
Income from:							
Donations and legacies	4	91,799	43,130	134,929	52,633	237,510	290,143
Charitable activities	7	4,941,095	7,309,468	12,250,563	5,194,353	4,898,231	10,092,584
Trading activities	8	516,200	210	516,410	372,720	8,527	381,247
Investment income	9	26,809	-	26,809	34,361	-	34,361
Total income		5,575,903	7,352,808	12,928,711	5,654,067	5,144,268	10,798,335
Expenditure on:							
Raising funds	10	49,700	81,247	130,947	79,715	39,363	119,078
Charitable activities	11	4,850,738	7,499,838	12,350,576	5,312,453	5,436,761	10,749,214
Total expenditure		4,900,438	7,581,085	12,481,523	5,392,168	5,476,124	10,868,292
Net income/ (expenditure) before transfers		675,465	(228,277)	447,188	261,899	(331,856)	(69,957)
Transfers between funds		(228,277)	228,277	-	(331,856)	331,856	-
Net movement in funds for the year		447,188	-	447,188	(69,957)	-	(69,957)
Reconciliation of funds							
Total funds brought forward	22	2,646,319	-	2,646,319	2,716,276	-	2,716,276
Total funds carried forward	22	3,093,507	-	3,093,507	2,646,319	-	2,646,319

There were no other recognised gains or losses in the current or prior year other than those included in the Statement of Financial Activities. All income and expenditure derive from continuing activities. The notes on pages 66 to 80 form part of these financial statements.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

BALANCE SHEET

as at 31 December 2022

		2022	2021
	Notes	€	€
Fixed Assets:			
Tangible assets	17	257,059	270,216
Current Assets:			
Debtors	18	2,033,636	1,472,780
Cash and cash equivalents	25	2,485,557	3,271,317
		4,519,193	4,744,097
Creditors: Amounts falling due within one year	19	(1,682,745)	(2,367,994)
Net Current Assets		2,836,448	2,376,103
Total Assets less Current Liabilities		3,093,507	2,646,319
Funds of the Charity			
Unrestricted		3,093,507	2,646,319
Restricted		-	-
Total Funds		3,093,507	2,646,319

The notes on pages 66 to 80 form part of the financial statements

Approved by the Board of Directors on 16 May 2023 and signed on its behalf by:



Director: Robert Anderson

Date:

16/5/23



Director: Richard Hammond

Date:

xvi/v/mmxxiii

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

STATEMENT OF CASH FLOWS

for the year ended 31 December 2022

		2022	2021
	Notes	€	€
Cash flows from operating activities			
Net cash used in/provided by operating activities	24	(781,762)	792,060
Cash flows from investing activities			
Payments to acquire tangible assets	17	(3,998)	(5,779)
Cash used in investment activities		(3,998)	(5,779)
Net increase/decrease in cash and cash equivalents		(785,760)	786,281
Cash and cash equivalents at 1 January		3,271,317	2,485,036
Cash and cash equivalents at 31 December	25	2,485,557	3,271,317

The notes on pages 66 to 80 form part of these financial statements.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

1) GENERAL INFORMATION

These financial statements comprising the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes 1 to 30 constitute the individual financial statements of Family Carers Ireland for the financial year ended 31 December 2022.

Family Carers Ireland (the "company") is a Company Limited by Guarantee (registered under Part 18 of the Companies Act 2014) incorporated in the Republic of Ireland. It is a charity registered with the Charities Regulatory Authority and a public benefit entity. The registered office and principal place of business for the company is Market Square, Tullamore, Co. Offaly. The principal activities of the company are disclosed on page 6.

Statement of Compliance

The financial statements have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (FRS 102). The financial statements have also been prepared in accordance with the Statement of Recommended Practice (SORP) (FRS 102) "Accounting and Reporting by Charities".

Currency

The financial statements have been presented in Euro (€) which is also the functional currency of the company.

2) ACCOUNTING POLICIES

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the company's financial statements.

Basis of Preparation

The financial statements have been prepared on the going concern basis and in accordance with the historical cost convention modified to include certain items at fair value. The financial reporting framework that has been applied in their preparation is the Companies Act 2014, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" issued by the Financial Reporting Council and the Statement of Recommended Practice (Charities SORP (FRS102)) as published by the Charity Commission for England and Wales, the Charity Commission for Northern Ireland and the Office of the Scottish Charity Regulator which is recognised by the UK Financial Reporting Council (FRC) as the appropriate body to issue SORPs for the charity sector in

the UK. Financial reporting in line with SORP is considered best practice for charities in Ireland. The Directors consider that the adoption of the SORP requirements is the most appropriate accounting to properly reflect and disclose the activities of the organisation.

Income

Income is recognised when the company has entitlement to the funds, performance conditions attached to the income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Where income has not yet been received but all criteria for recognition have been satisfied, the income is accrued as a debtor on the Balance Sheet. Where income pertaining to grants with specific performance related conditions has been received in advance, it is deferred as a creditor on the Balance Sheet until the relevant conditions have been met.

Income arising from tax rebates is only recognised on confirmation from Revenue of the amount and when there is certainty of receipt.

Donation and fundraising income are recognised when the donations are received. Income from legacies is recognised when it becomes probable that the funds will be received. This is where there is a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached are within the control of the company.

In accordance with SORP, general volunteer time is not recognised.

Grants from Government agencies and other sources are recognised as income when the company is legally entitled to the income and has fulfilled the conditions of the grant agreement. Such funds are classed as restricted funds. The individual grant agreements establish the purpose for which the company can lawfully use the restricted funds.

Unrestricted funds are funds spent at the discretion of the Directors to further any of the company's purposes. Unrestricted funds can also be used to supplement expenditure made from restricted funds.

Income from other trading activities comprises mainly fundraising and membership income and is recognised once the funds have been received.

Bank deposit income is recognised when the interest has been applied to the account.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

Expenditure

Expenditure is recognised when a legal or constructive obligation exists as a result of a past event, a transfer of economic benefit is required in settlement and the amount of obligation can be measured reliably. Expenditure includes any Value Added Tax which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Cost of raising funds comprise of the costs incurred in Fundraising and Membership and the direct costs of providing private respite care.

Charitable expenditure consists of those costs incurred in undertaking the work to meet its charitable objectives. It includes costs that can be attributed directly to these activities and also costs that are of an indirect nature but necessary to support them.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared activity costs. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity are apportioned between those activities on a basis consistent with the use of the resources. Support costs relate to salary and governance expenditure which are allocated based on the mechanism by which they are funded.

Governance costs are the costs associated with the governance arrangements and statutory requirements of the company. These include costs related to the strategic planning, board training, AGM costs, audit costs and costs incurred due to legal and statutory requirements.

Tangible Fixed Assets and Depreciation

Tangible Fixed Assets are recorded when a resource is controlled by the company, it is probable that the expected future economic benefits associated with the asset will flow to the company and the cost can be reliably measured. Tangible Fixed Assets are stated at cost less accumulated depreciation. Depreciation is calculated on a straight-line basis on assets with a value exceeding €1,000 over its expected useful life as follows:

Buildings	2%
Computer Equipment	33%
Office Equipment	33%

Impairments of assets

If an asset is impaired the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in the Statement of Financial Activities.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been had the impairment not previously been recognised. The impairment reversal is recognised in the Statement of Financial Activities.

Financial Instruments

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 in respect of all of its financial instruments.

Financial instruments are recognised in the company's Balance Sheet when the company becomes party to the contractual provisions of the instrument. Financial assets comprise trade debtors, accrued income, other debtors and cash at bank. Financial liabilities comprise trade creditors and accruals.

Financial assets including trade and other debtors are measured initially at transaction price. Subsequently, they are measured at amortised cost less any provision for impairment. The aim is to ensure that there is adequate provision for bad and doubtful debts and as such the policy is to allow for a bad debt provision for all debt over six months old. All movements in the level of provision required are recognised in the Statement of Financial Activities.

Trade creditors are measured at transaction price, unless payment is deferred beyond normal business terms or is financed at a rate of interest that is not a market rate. In this case the arrangement constitutes a financing transaction, and the financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

2) ACCOUNTING POLICIES (CONTD)

Cash and Cash Equivalents

Cash consists of cash on hand and demand deposits. Cash equivalents consist of short term highly liquid investments that are readily convertible to known amounts of cash that are subject to an insignificant risk of change in value.

Provisions and Liabilities for Charges

Provisions are recognised when the company has a present legal or constructive obligation as a result of past events, it is probable that an outflow of resources will be required to settle the obligation, and the amount of the obligation can be estimated reliably.

Employee Benefits

The company provides a range of benefits to employees, including paid holiday arrangements and defined contribution pension plans.

Defined Contribution Pension Plan

The company operates a defined contribution pension plan. A defined contribution pension plan is a pension plan under which the company pays fixed contributions into a separate fund. Under defined contribution plans, the company has no legal or constructive obligations to pay further contributions if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. For defined contribution plans, the company pays contributions to privately administered pension plans on a contractual or voluntary basis for eligible employees at management level. The company has no further payment obligations once the contributions have been paid. The contributions are recognised as employee benefit expense when they are due. Prepaid contributions are recognised as an asset to the extent that a cash refund or a reduction in the future payments is available.

Short term Employee Benefits

Short term benefits, including holiday pay and other similar non-monetary benefits are recognised as an expense in the period in which the service is received.

Termination Costs

Once-off termination payments that are not required by contract, legislation or other obligations or commitments, are recognised in the financial year in which they become payable.

Taxation

No charge to Corporation Tax arises as the company has been granted an exemption under Sections 207 and 208 of the Taxes Consolidation Act 1997. The company is registered for VAT with regard to the relevant commercial activity. All other income and expenditure are recorded inclusive of VAT incurred.

Funds

Unrestricted funds are funds spent or applied at the discretion of the Directors to further any of the company's purposes. Unrestricted funds can be used to supplement expenditure made from restricted funds. They comprise income received and expenditure incurred for the company's purposes.

Designated funds are unrestricted funds which are set aside for a particular purpose by the Directors.

Funds held on specific trusts under the charity law are classed as restricted funds. The specific trusts may be declared by the donor when making the gift or may result from the terms of an appeal for funds. The specific trusts establish the purpose for which a company can lawfully use the restricted funds.

Operating Leases

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

3) SIGNIFICANT ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

The preparation of these financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses.

Judgments and estimates are continually evaluated and are based on historical experiences and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The accounting judgements, 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 discussed below.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

Going Concern

The Directors have prepared budgets and cash flows for a period of at least twelve months from the date of approval of the financial statements which demonstrate that there is no material uncertainty regarding the company's ability to meet its liabilities as they fall due, and to continue as a going concern. In making this assessment, the directors have made a key assumption that funding through the HSE Service Level Agreements for both section 39 and homecare services will not materially change going forward. On this basis the directors consider it appropriate to prepare the financial statements on a going concern basis. Accordingly, these financial statements do not include any adjustments to the carrying amounts and classification of assets and liabilities that may arise if the company was unable to continue as a going concern.

Estimating Useful Lives of Tangible Fixed Assets

The company reviews annually the estimated useful lives of tangible fixed assets based on the asset's expected utilisation, market demands and future technological development. It is possible that the factors mentioned may change in the future, which could cause a change in estimated useful lives. In 2021, the company revised the estimated useful life of the computer equipment from 5 years to 3 years. The reduction in estimated useful life resulted in an increase in depreciation of tangible fixed assets. There was no change in the useful lives of other tangible fixed assets. The carrying amount of tangible fixed asset is €257,059 as at year end (2021: €270,216).

4) DONATIONS AND LEGACIES

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Donations	91,799	43,130	134,929	290,143

5) VOLUNTARY INCOME

The company receives Section 39 funding through a Service Level Agreement on an annual basis from the Health Service Executive (HSE) in the geographical areas outlined in note 6. In accordance with the disclosure requirements set out in the Department of Public Expenditure and Reform Circular 13/2014 Management of the Accountability for Grants from Exchequer Funds, the company receives Section 39 funding from the HSE through local Community Health Organisations (CHO's) to provide through our national bases respite/support services to family carers.

These HSE SLAs have specific service arrangements and funds are expended in accordance with the terms of each specific grant and invoiced to the HSE on a monthly basis. Due to the demand for services the company in many areas raises additional funds to provide further support and services to family carers.

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

6) SECTION 39 INCOME & EXPENDITURE

	2022 Income	2022 Expenditure	2021 Income	2021 Expenditure
	€	€	€	€
Core Grant	3,643,992	3,643,992	1,530,176	1,530,176
East Coast - Wicklow	81,972	81,972	80,789	80,789
Northern – North Dublin	115,078	115,078	122,962	122,962
South Western – Kildare	16,739	16,739	16,739	16,739
South Western – Dublin West	55,080	55,080	31,470	31,470
Midlands – Laois/Offaly	123,542	123,542	98,326	98,326
Midlands – Longford/Westmeath	233,046	233,046	142,853	142,853
Mid-Western – Limerick/Clare/North Tipperary	766,102	766,102	742,504	742,504
North Western – Sligo	526,289	526,289	451,628	451,628
Western – Roscommon	134,006	134,006	159,568	159,568
Western – Mayo	25,000	25,000	25,000	25,000
Western – Galway	28,846	28,846	25,000	25,000
Southern – Cork/Kerry	119,072	119,072	100,048	100,048
South Eastern - Kilkenny	128,149	128,149	132,259	132,259
South Eastern – Clonmel	100,805	100,805	100,139	100,139
South Eastern – Wexford	75,204	75,204	76,999	76,999
South Eastern -Waterford	93,538	93,538	97,533	97,533
North Eastern – Cavan/Monaghan	86,416	86,416	33,562	33,562
Total	6,352,876	6,352,876	3,967,555	3,967,555

7) CHARITABLE ACTIVITY INCOME

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Charitable Activity Income (See Note A)	4,941,095	7,309,468	12,250,563	10,092,584

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

CHARITABLE ACTIVITIES BREAKDOWN

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Note A - Restricted				
Section 39 Grant Income (note 6)	-	6,352,876	6,352,876	3,967,555
Group		15,516	15,516	7,096
Dementia Project	-	308,022	308,022	309,503
Other Grant Income	-	169,725	169,725	166,104
Dormant Account Income	-	189,096	189,096	118,847
SSNO Income	-	45,000	45,000	90,000
Community Foundation for Ireland	-	82,037	82,037	14,823
Home Support Services	4,941,095	-	4,941,095	5,194,353
National Lottery	-	60,929	60,929	109,106
Rethink Ireland	-	56,122	56,122	85,053
Community and Voluntary Pillar	-	30,145	30,145	30,144
Total	4,941,095	7,309,468	12,250,563	10,092,584

Other grant income consists of grants given to the organisation for specified projects.

8) TRADING ACTIVITIES

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Charity Trading Income	516,200	210	516,410	381,347

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

8) TRADING ACTIVITIES (CONTD)

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Trading Activities Breakdown				
Fundraising & Membership Income	347,552	210	347,762	228,997
Other Trading Income	168,648	-	168,648	152,250
Total	516,200	210	516,410	381,247

9) INVESTMENT INCOME

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Rental Income	26,809	-	26,809	34,361
Total	26,809	-	26,809	34,361

10) COST OF RAISING FUNDS

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Fundraising & Membership Costs	12,583	81,247	93,830	48,506
Other Costs of Raising Funds	37,117	-	37,117	70,572
Total	49,700	81,247	130,947	119,078

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

11) CHARITABLE ACTIVITIES

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Summary of Charitable Activities				
Donation Expenditure	4,825	1,919	6,744	258,413
Other Grant Expenditure (Note A)	-	1,078,482	1,078,482	782,501
Wages and Salaries (Note B)	4,579,130	4,654,431	9,233,561	8,163,683
Overhead Expenditure (Note C)	266,783	1,765,006	2,031,789	1,544,617
Total	4,850,738	7,499,838	12,350,576	10,749,214

Donation expenditure consists of costs related to crisis fund and donations.

Note A - Other Grant Expenditure	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Dementia Programme	-	299,206	299,206	281,227
Dormant Accounts Programme	-	161,264	161,264	118,847
Other Grant Expenditure	-	618,012	618,012	382,427
Total	-	1,078,482	1,078,482	782,501

Other grant expenditure composed of costs incurred by the Company for specified projects, which are mainly attributable to National Lottery grant, Emergency Respite and Community Foundation for Ireland.

Note B - Wages and Salaries	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Direct Wages	3,444,467	1,379,643	4,824,110	4,813,016
Indirect Wages	1,134,663	3,274,788	4,409,451	3,350,667
Total Wages	4,579,130	4,654,431	9,233,561	8,163,683

The above wage costs exclude the cost of wages funded by way of grant income which is included in the cost of charitable activities. This cost also excludes the cost of respite wages which is included in the cost of raising funds.

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NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

11) CHARITABLE ACTIVITIES (CONTD)

Note C - Overhead Expenditure	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	€	€	€	€
Establishment	31,729	381,694	413,423	476,287
IT and Administration	95,955	484,614	580,569	422,159
Training, PPE and Local Centre	85,597	141,563	227,160	333,168
Other Overheads	53,502	275,777	329,279	156,223
Group Expenditure	-	15,516	15,516	7,096
Programme Costs	-	465,842	465,842	149,684
Total	266,783	1,765,006	2,031,789	1,544,617

12) EMPLOYEES AND REMUNERATION

The average number of persons employed during the year was as follows:

	2022 Number	2021 Number
Corporate Services	15	11
Communications and Policy	14	13
Carer Support	90	32
Home Support Services	30	30
Home Care Workers	469	561
	618	647

The staff costs comprise:

	2022	2021
	€	€
Wages and salaries	8,844,787	7,801,415
Social security costs	2,362,087	2,053,277
Pension costs	89,220	38,620
	11,296,094	9,893,312

The above staff costs represent the total cost of wages and salaries returned to the Revenue and has been allocated across the cost of charitable activities, cost of raising funds and direct and indirect wages in line with SORP.

FAMILY CARERS IRELAND

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NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

13) REMUNERATION AND BENEFITS RECEIVED BY KEY MANAGEMENT PERSONNEL

The total amount of employee benefits (including employer pension costs) received by the company's key management personnel was €513,814 (2021: €470,685). The total number of employees whose benefits (excluding employer pension cost and employer PRSI) for the reporting period fell within the bands below were as follows (these include the senior management team and the CEO):

	2022 Number	2021 Number
€70,000 to €80,000	-	2
€80,000 to €90,000	3	1
€90,000 to €100,000	-	-
€100,000 to €120,000	-	1
€120,000 to €140,000	1	-
	4	4

The salary (excluding employer PRSI) of the Chief Executive Officer in 2022 was €124,523 (2021: €109,004) and that was the total of his employee benefit.

14) DIRECTORS' EXPENSES

Expenses are paid to the Directors in line with the company's expenses policy. During 2022, €1,077 (2021: €1,567) was paid to six directors for travel and subsistence incurred in the performance of their duties as directors.

15) NET INCOME / EXPENDITURE

This is stated after charging:

	2022	2021
	€	€
Depreciation of tangible fixed assets	17,155	23,081
Auditor's Remuneration	23,893	23,385

During the year, no Directors received any remuneration (2021 - €NIL).

During the year, no Directors received any benefits in kind (2021 - €NIL).

16) AUDITOR'S REMUNERATION

The Auditor's remuneration amounts to an audit fee inclusive of VAT of €23,893 (2021: €23,385) in respect of statutory audit services.

FAMILY CARERS IRELAND

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NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

17) TANGIBLE FIXED ASSETS

	Computer Equipment	Property, Plant & Equipment	Total
	€	€	€
At 1 January 2022	53,869	267,500	321,369
Additions	3,998	-	3,998
At 31 December 2022	57,867	267,500	325,367
At 1 January 2022	38,812	12,341	51,153
Charge for the year	11,663	5,492	17,155
At 31 December 2022	50,475	17,833	68,308
At 31 December 2022	7,392	249,667	257,059
At 31 December 2021	15,057	255,159	270,216

18) DEBTORS

	2022	2021
	€	€
Trade Debtors	1,792,944	1,250,688
Other Debtors	78,770	96,398
Prepayments and accrued income	161,922	125,694
	2,033,636	1,472,780

All debtors are due within one year. All trade debtors are due within the company's normal terms, which is thirty days. Trade debtors are shown net of bad debts provisions.

FAMILY CARERS IRELAND

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NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

19) CREDITORS

Amounts falling due within one year:

	2022	2021
	€	€
Trade Creditors	332,035	306,616
Other taxation and social security costs	198,690	172,670
Accruals	467,811	590,668
Deferred Income (Note 21)	684,209	1,298,040
	1,682,745	2,367,994

Trade creditors and accruals are payable at various dates in the next 12 months in accordance with the suppliers' standard terms.

20) TAXATION AND SOCIAL SECURITY

	2022	2021
	€	€
PAYE/PRSI	198,690	172,670
VAT	-	-
	198,690	172,670

21) DEFERRED INCOME

	2022	2021
	€	€
At beginning of year	1,298,040	668,830
Resources deferred during the year	1,609,775	1,098,041
Credited to Statement of Financial Activities	(2,223,606)	(468,831)
At end of year	684,209	1,298,040

FAMILY CARERS IRELAND

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NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

22) ANALYSIS OF MOVEMENT OF FUNDS

Prior Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Opening Balance at 1 January 2021	2,716,276	-	-	2,716,276
Income	5,654,067	-	5,144,268	10,798,335
Expenditure	(5,392,169)	-	(5,476,123)	(10,868,292)
Transfer Between Funds	(331,855)	-	331,855	-
Closing Balance at 31 December 2021	2,646,319	-	-	2,646,319

Current Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Opening Balance at 1 January 2022	2,646,319	-	-	2,646,319
Income	5,575,903	-	7,352,808	12,928,711
Expenditure	(4,900,438)	-	(7,581,085)	(12,481,523)
Transfer Between Funds	(228,277)	-	228,277	-
Closing Balance at 31 December 2022	3,093,507	-	-	3,093,507

The transfer of funds from unrestricted funds is to finance a deficit on a restricted fund.

23) ANALYSIS OF NET ASSETS BY FUND

Prior Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Represented by:				
Fixed Assets	270,216	-	-	270,216
Current Assets	4,744,097	-	-	4,744,097
Current Liabilities	(2,367,994)	-	-	(2,367,994)
	2,646,319	-	-	2,646,319

FAMILY CARERS IRELAND

(A company limited by guarantee, not having a share capital)

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

23) ANALYSIS OF NET ASSETS BY FUND (CONTD)

Current Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Represented by:				
Fixed Assets	257,059	-	-	257,059
Current Assets	4,519,193	-	-	4,519,193
Current Liabilities	(1,682,745)	-	-	(1,682,745)
	3,093,507	-	-	3,093,507

24) RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022	2021
	€	€
Net income/(expenditure) for the year (as per Statement of Financial Activities)	447,188	(69,957)
Adjustment for:		
Depreciation charges	17,155	23,081
(Increase)/decrease in debtors	(560,856)	(115,468)
(Decrease)/increase in creditors	(685,249)	954,404
Net cash provided by operating activities	(781,762)	792,060

25) CASH AND CASH EQUIVALENTS

	2022	2021
	€	€
Cash and bank balances	2,485,557	3,271,317

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NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2022

26) PENSION COMMITMENTS

The company operates a defined contribution pension scheme for eligible employees at executive management level. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to €89,220 (2021: €38,620). No contributions were payable at year end.

27) OPERATING LEASE COMMITMENTS

	2022	2021
	€	€
Amounts payable:		
Within 1 year	97,612	49,555
Between 1 and 5 years	239,362	53,134
Greater than 5 years	142,500	-
Total	479,474	102,689

28) RELATED PARTY TRANSACTIONS

No related party transactions took place during the year ended 31 December 2022 (2021: NIL).

29) POST BALANCE SHEET EVENTS

There have been no events since the balance sheet date, which necessitate revision of the figures included in the financial statements, or inclusion of a note thereto.

30) APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved and authorised for issue by the Board of Directors on 16th May 2023.

APPENDIX

DETAILS OF STATUTORY FUNDING RECEIVED IN 2022

Name of Grantor	Name of Grant	Purpose of Grant	Original Amount and Term of Grant	Amount of Grant taken into Income in Current Year	Deferred Income
			€	€	€
Pobal and Department of Environment, Community and Local Government	Scheme to Support National Organisations 2019-2022	To enhance specialists supports, strategic partnerships as well as improving organisational development	€269,172 - 3 years	€45,000	€70,049
Department of Housing, Planning, Community and Local Government	Community and Voluntary Pillar	Assist the Organisation in its role as a contributor to Public Policy	€30,144 - 1 year	€30,144	Nil
Pobal , Department of Rural and Community Development (Lead) and Department of Employment Affairs and Social Protection (Sponsor)	Dormant Accounts Funds Measure 2	Support and improve employment opportunities for Carers and persons with a disability - M1 and M2: Family Carers and Young Carers	€399,815 - 2 years	€189,096	Nil
Department of Health and National Lottery	Palliative Care Grant	Palliative Care Programme	€50,000	Nil	€6,644
National Lottery	National Lottery	Provide respite for Family Carers	€121,227	€60,929	€60,298
Community Foundation for Ireland	The RTE Toy Show Appeal	A wellbeing project for Young Carers	€70,000 - 1 year	€0	€70,000
Rethink Ireland	The Family Carer Support Project	Addressing the increasing need to assess and respond to the support needs of families caring for their elderly members throughout this crisis period. The programme provides access to a unique service partnership between voluntary (FCI) and statutory (HSE) systems to improve the targeting of resources, and offering family carers evidence-based assessments and supports to enable them to carry out their caring activities.	€141,175 - 1 year	€56,122	€0

APPENDIX (CONTD)

AFS DISCLOSURES UNDER THE DEPARTMENT OF PUBLIC EXPENDITURE & REFORM 13/2014 (PREVIOUSLY 17/2010)

AGENCY:	Pobal
SPONSORING GOVERNMENT DEPT:	Department of Rural and Community Development
PROGRAMME FOR FUNDING:	Dormant Accounts
TOTAL GRANT:	€399,815
TOTAL PROJECT EXPENDITURE:	€286,715
FUNDING RECEIVED IN THE ACCOUNTING PERIOD:	€152,817
TERM OF THE CONTRACT FOR FUNDING:	From 01/01/2021 to 31/12/2022
CAPITAL ELEMENT:	€0
RESTRICTIONS:	As per Agreement.

REFERENCE & ADMINISTRATIVE DETAILS

CHARITY NAME:	Family Carers Ireland
COMPANY REGISTERED NUMBER:	572819
CHARITY REGISTERED NUMBER:	CHY 10962
CHARITIES REGULATOR NUMBER:	20029029
DIRECTORS AT 16 MAY 2023:	Robert Anderson Veronica Baylon Angela Briggs Triona Fortune (Retired January 2023) Antoinette Greene (Retired September 2022) Richard Hammond Tom Jordan Barbara Kovach (Retired September 2022) Rosemary Kratschmar (Retired September 2022) Cora Long Kara Madden Peter O'Connell (Retired March 2023) Johanne Powell Eilish Smith (Retired September 2022)
INDEPENDENT AUDITOR:	Mazars, Block 3, Harcourt Centre, Harcourt Road, Dublin 2
PRINCIPAL BANKERS:	Bank of Ireland, 2 College Green, Dublin 2
SOLICITORS:	William Fry, 2 Grand Canal Square, Dublin 2 Moran and Ryan, Baggot Hall, 41 Baggot Street Lower, Dublin 2
CEO & EXECUTIVE MANAGEMENT TEAM:	John Dunne Sean Dillon Catherine Cox Catherine Morley Mary Conway
SECRETARY & REGISTERED OFFICE:	Mary Conway, Market Square, Tullamore, Co. Offaly, R35 PW50
BOARD COMMITTEES AT 31 DECEMBER 2022:	

Audit & Risk Management:

John Lonergan
Peter O'Connell
Luke Mooney (Chair)

Quality & Safety:

Pamela Fagan (Chair)
Cora Long

Marketing & Fundraising

Peter O'Connell (Chair)
Wendy Hamilton
Barbara Kovach

Finance & Organisation:

John Healy (Chairperson)
Richard Hammond
Tom Jordan
Eugene Conlon
Triona Fortune

Carer Support & Engagement

Johanne Powell (Chairperson)
Kara Madden
Cora Long
Angela Briggs
Veronica Baylon

Research & Policy:

Rob Anderson (Chairperson)
Johanne Powell
Veronica Baylon
Anne Vaughan
Frank Goodwin
Deirdre O'Donnell
Ann Marie McGauran





Family Carers Ireland, National Office, Market Square, Tullamore, Co Offaly

www.familycarers.ie | National Freephone Careline 1800 24 07 24



Charity Number 10692.