



Family
Carers
Ireland

No one should have to care alone



Annual Report & Financial Statements **2019**



Family Carers Ireland
Fairness for

Family Carers Ireland
Fairness for Carers

Family Carers Ireland

FAMILY CARER OF THE YEAR AWARDS

HELP US FIND IRELAND'S
Family Carer of the Year
and
Young Carers of the Year 2019

NOMINATE SOMEONE YOU KNOW TODAY

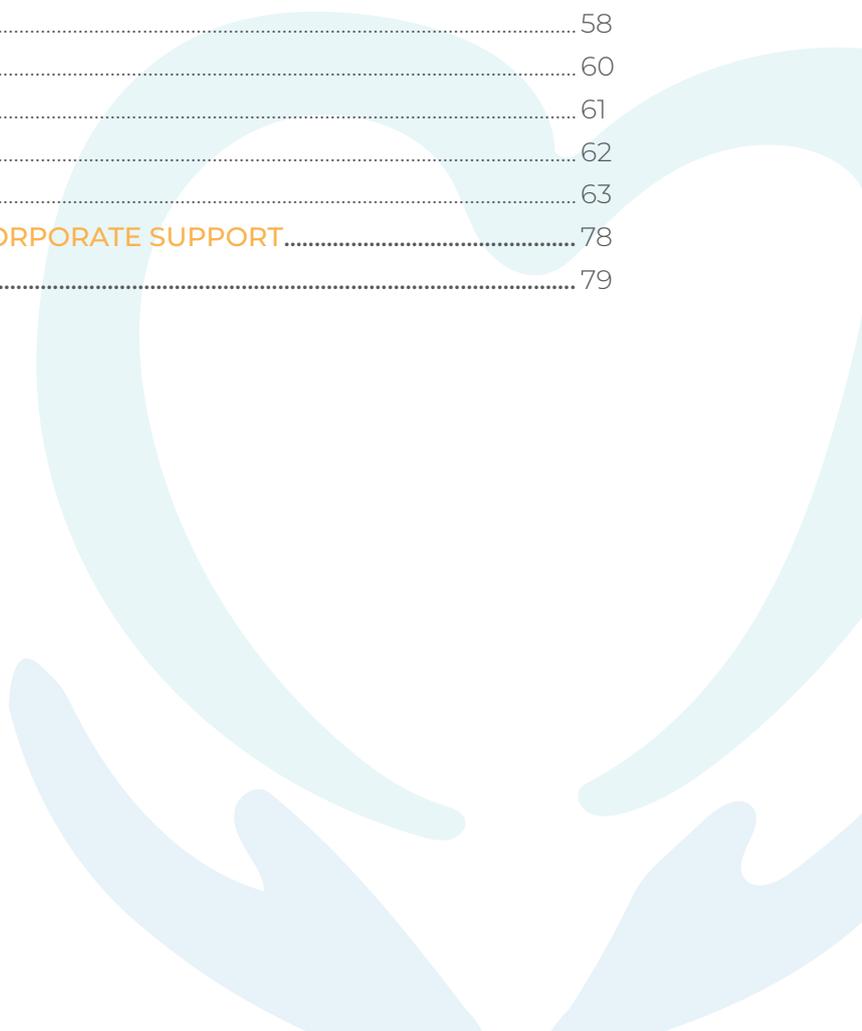
Please visit
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2019 AT A GLANCE



6,179
drop ins to
22 centres



33,599
contacts with
family carers



100+
group
affiliations



4,011
Careline calls



321,000
hours of respite and
in-home support



6,131
members



898,872
website page views



21,000+
followers on social media

Our Vision:

An Ireland in which family carers are **properly recognised, supported and empowered.**

Our Mission:

To highlight the **contribution** of family carers to Irish society and to **improve the lives** of family carers throughout the country.

CHAIRPERSON'S REPORT

At time of writing we are currently at the start of the 'phased re-opening' of our country in the wake of the suppression phase of Covid-19. Looking back to 2019 feels like a different time and place. And indeed our organisation has worked hard to adapt and innovate so that we have continued to offer relevant and practical supports to family carers throughout the country over the past few months. But its success in doing this has been built on the solid foundations of our work throughout 2019. So I am very pleased to introduce the third Annual Report on the activities and performance of Family Carers Ireland, which describes a year of greatly increased activity and many exciting innovations in the context of our strategic plan.

"The organisation holds the Charity Institute of Ireland's Triple Lock Standard in respect of transparent reporting, ethical fundraising and strong governance structures."

Covid-19 presented many new challenges in regard to governance and risk and we have engaged fully with them as part of our board's commitment to achieve the highest possible standard of governance on behalf of our members, funders and the general public. The organisation holds the Charity Institute of Ireland's Triple Lock Standard in respect

of transparent reporting, ethical fundraising and strong governance structures. We were proud to be able to file our first declaration of compliance with the Charities Regulatory Authority's code of governance in 2019 – two years in advance of the regulatory deadline.

The organisation adopted a comprehensive new quality framework during 2019. This proved very useful in guiding the development of new delivery systems and brand new supports and services for family carers in response to the pandemic.

A majority of family carers in Ireland combine their caring responsibilities with full-time or part-time employment. Family Carers Ireland launched a new Caring Employers programme in February 2019. For the first time ever, we now offer workplace support groups, information and advice by phone and online and individual support in establishing and maintaining a sustainable caring routine to people through their place of work. This initiative was developing solidly throughout 2019 but its roll-out was disrupted by the workplace restrictions announced by the government in March 2020. We hope it will be able to resume as part of the nationwide 'reopening'.

As chairperson of the board, it falls to me to thank a number of parties who enable and support our work. I would like to begin by acknowledging the critical support provided to Family Carers Ireland by a variety of state agencies including, in particular, the HSE. There is no question that without access to core funding, we would be unable to deliver the range of services we currently offer. I should also acknowledge the increasing levels of engagement across the public service with issues relating to family carers and the sustainability of Long Term Care in Ireland over coming decades. The fact is that Ireland's health system relies on family carers being sustainable – both in emergencies such as Covid-19 and in 'ordinary' times when the main challenges are demographics and

growing volumes of complex chronic care needs in the community.

Everyone involved with FCI owes a very particular debt to our unpaid, volunteer directors who bear increasingly onerous responsibilities as a result of changes in company law and charity regulation. I want to thank them for their time and diligence throughout the year – I believe our board is a very effective one and this contributes in turn to the effectiveness of the organisation as a whole. I would like to acknowledge the particular contributions of Jim Waters, my predecessor as chairperson of the board and Luke Mooney, chairperson of our Finance and Organisation committee, who retired from those roles during 2019.

I would also like to thank all our staff, and particularly our Executive Management Team, for their hard work and unfailing commitment to the organisation's mission.

And finally, 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. As you look through the report, you will come across a number of profiles of individual family carers. Whilst these illustrate the range and variety of circumstances in which family caring can arise, they also show clearly the common bond of practical loving relationships that characterises every family caring arrangement.

Shane McCarthy
Chairperson

CEO'S WELCOME

I am starting my introduction this year where I usually finish – with a sincere thank you to our staff. In recent months they have responded to an abrupt and massive disruption of their normal working conditions by implementing a variety of creative and effective responses to Covid-19 related social isolation restrictions. We are a small organisation in the context of the scale of the overall national struggle but family carers are as important to the health of our country as hospitals and nursing homes, even if they are more acknowledged in rhetorical rather than practical terms.

During 2019, the number of family carers we engaged with increased by 40% with no increase in the overall level of resources available to the organisation. This was a direct result of an internal reorganisation that led to the creation of a new network of dedicated Carer Support staff. By the end of 2019, we were beginning to roll out a very exciting comprehensive nationwide calendar of activities and events for family carers. Regrettably, this had to be suspended immediately after the government announced its Covid-19 related restrictions. Nonetheless, our socially-distanced engagement with family carers – both collective and 1-2-1 – has continued to increase and at time of writing is approaching 100,000 contacts per month across a wide variety of platforms.

Initially, Covid-19 seemed to present a significant challenge to the implementation of our Strategic Plan 2018-2023 but in the end we were able to use the strategy to shape our response to the crisis. By focussing on a small number of initiatives that we could deliver at sufficient scale to be of strategic value to family carers and the health system, we are emerging into the 'phased re-opening' of the country with four key initiatives closely aligned with our strategic plan:

- a new intensive telephone/online counselling support service for family carers who are in crisis (there is clear evidence for how the need for this had increased dramatically over the

decade before Covid-19 ever came to these shores);

- our emergency response service (supporting the Emergency Care Plan booklet) offers the reassurance to every family carer who registers that we will endeavour to ensure that their loved one is looked after if they are unable to continue caring for any reason;
- a new intensive carer support process, framed by the seven aspects of carer well-being set out in the Carer Star, which is proving revolutionary in highlighting gaps between existing services as well as gaps in the services themselves; and
- a comprehensive new online forum providing a shared, secure online space for support and advice both general and linked to specific conditions; information and training programmes; respite and leisure activities; and news of developments and carer-related campaigns.

We remain committed to the provision of high quality Home Support – in a system which is not necessarily geared to facilitating this – and our client feedback would seem to suggest that we are being successful. Our home support services were disrupted by HSE budget reductions across much of the country during 2019 and efforts to correct this in 2020 were only beginning to be felt when Covid-19 led to further massive disruption across the system to take account of social distancing and cocooning. We drove a major training programme in Adult Safeguarding for over 700 Home Care Workers during 2019 and have now completed a similar initiative in regard to Infection Control and correct use of Personal Protective Equipment in the first quarter of 2020 to enable safe continuation of Home Support services in the context of safely managing the continuing pandemic.

2019 saw the first fruits of our new focus on high-quality research into the circumstances of family caring in Ireland to better inform evidence-based policy development. The 'Paying the Price' research, which replicated a major study undertaken

in 2009 a decade later, highlights dramatic increases in the hidden impacts of caring over the past decade. A follow-on study into the specific impact of Covid-19 on the health and well-being of family carers is due to be completed by mid-2020.

“During 2019, the number of family carers we engaged with increased by 40% with no increase in the overall level of resources available to the organisation.”

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 2019 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.

And finally, I'm happy to end this introduction as I began it by thanking the staff of Family Carers Ireland who continue to perform above and beyond the call of duty.

John Dunne
Chief Executive

SUPPORTS & SERVICES

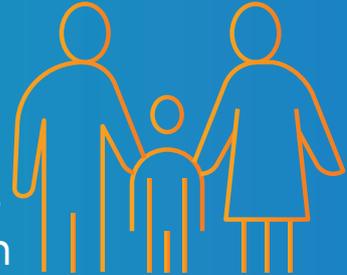


6,179

Support Centre
Drop ins by Carers

3,356

New Carers
Liaised with



20,851

Phone Calls
made
to Carers



608

Support Group
Meetings Held



6,053

Carer Attendees at
Support Groups



227,874

Home Care Hours Provided

2,827
Training Hours
Provided



Over
255,000
Home Visits Made



356
Outcome Star
Completions



93,019
Respite Hours
Delivered

CARERS OUTCOME STAR

Family Carers Ireland introduced the Carers Outcome Star tool in Q1 2019 in line with our Strategic Plan 2018-2023.

The tool (a star reading) enables Carer Support Managers to have a complete conversation around seven aspects (star areas) of a carer's role:

- Health
- Caring role
- Managing at home
- Time for yourself
- How you feel
- Finances
- Work

After establishing how the carer is coping under each of the seven areas, it becomes clear which of these the carer would like to improve and with the support of the CSM, they agree a joint action plan with SMART objectives that will enable improvement.

The carer and CSM achieve the actions within an agreed timeframe and meet again within a six week period to re-assess how things have improved. A snapshot of the carer's position is documented at each meeting with improvements mapped on to a chart that can then be printed and tracked over a given period. The whole process is private and confidential.

A total of 18 CSMS were trained in the Carers Outcome Star in 2019 and are actively using the tool which experienced staff are finding very useful. A total of 356 Star Readings were completed with family carers in 2019.

Family Carers Ireland is currently reviewing how the Carers Outcome Star is being used across the organisation. This review should be complete at the end of Q2 2020.

ACTIVITIES

Throughout 2019, Family Carers Ireland's team of Carer Support Managers delivered a wide range of activities and events for carers which are essential to increasing their knowledge and supporting emotional and physical well-being alongside social connectivity.

Examples of the types of events delivered are listed below:

Increasing Carer Knowledge

- Workshops and information sessions on a range of topics including dementia, challenging behaviour, stress management, CPR, moving & handling, trusts and rights & entitlements
- A Certificate in Family Caring (QQI Level 6) programme delivered in partnership with IT Carlow



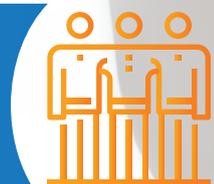
Supporting Carer Well-Being

- Classes and courses on non-caring focused activities including cooking, art classes, yoga, tai-chi, aromatherapy, mindfulness and self-care
- Pamper days, massage and respite weekends



Supporting Social Connectivity

- Social outings and day trips
- Coffee mornings, afternoon tea, concerts, dinners





A CALENDAR OF EVENTS WAS DESIGNED IN 2019 AND WILL GO LIVE ON THE FAMILY CARERS IRELAND WEBSITE WHEN COVID-19 SOCIAL DISTANCING RESTRICTIONS ARE LIFTED. IT WILL HIGHLIGHT THE RANGE OF EVENTS AVAILABLE NATIONALLY AND ENSURE FAMILY CARERS CAN TAKE PART IN ACTIVITIES NEAR THEM.

IN FOCUS

Family Carers Ireland has a network of 22 support centres across the country led by a dedicated team of Carer Support Managers working to improve the lives of family carers.

Key services delivered through our support network include:

- Information and advocacy regarding rights and entitlements;
- Skills development training and workshops;
- Networking groups and social events to facilitate peer support and combat isolation;
- Advice on care planning including crisis support where needed;
- Support in accessing regular and appropriate respite breaks.

Our centres and our staff are at the heart of the community, offering a vital lifeline to family carers in need of supports, services, advice and information and ensuring that the organisation is engaged with and cognisant of the issues affecting carers in all corners of the country.

NORTH DUBLIN

Our office in Mulhuddart, Dublin 15 provides services to North Dublin's family carers from the Liffey to Malahide and across to Blanchardstown. We made formal contact with 519 new family carers and members of FCI in 2019 but reached out to many more informally, in conversation at fundraising collections, through our Shine a Light campaign and at our training and workshops.

Through our in-home respite service, we delivered close to 5,000 hours of HSE funded in-home respite to family carers including 92 year old Brian struggling to cope with his 90 year old wife's illness and frequent hospital stays; and Catherine who looks after her 100 year old mother who has advanced dementia, is a falls risk and can't be left alone. We have two support groups – a monthly group meeting in Malahide where we regularly have new carers joining and a weekly peer support group and yoga class in Blanchardstown. The latter becomes a peer support walking group in the summer with members meeting up for a stroll in the Phoenix Park. Both groups are friendly and welcome new carers.

The two groups and other family carers come together during the year for occasional outings. In 2019, we had a tour of the National Botanic Gardens, viewed the Sorolla Exhibition in the National Gallery of Ireland and had a well-attended Christmas lunch in Malahide. Family carers from North Dublin also joined their peers from across the country at the National Respite Weekend in the Galway Bay Hotel in March and for an overnight stay at the Bloomfield House Hotel in Mullingar in June as part of National Carers Week. There was a strong turnout at our spring public meeting and autumn regional forum in the Ashling Hotel, Dublin where family carers shared their priorities with us, heard about our campaigns and met up with old friends over lunch.

We linked in with the dementia team in Connolly Hospital, Blanchardstown and were delighted to hold the first of a series of dementia workshops in the hospital free to family carers in November. The series will continue in 2020.



Family carers from North Dublin enjoying a tour of the National Botanic Gardens on National Carers Week



Members of the North Dublin Walking Support Group meeting in the Phoenix Park.

GALWAY

Francis Kane is our Carer Supports Manager in Galway and joined the Family Carers Ireland team in April 2019, having previously worked for almost two decades in the area of disability supports with the National Council for the Blind of Ireland, Brothers of Charity and the Irish Wheelchair Association throughout Galway, Mayo, and Roscommon.

Given his experience in the sector, Francis believes collaborating with other support organisations and community and voluntary groups helps to strengthen and enhance the profile and awareness of the work of FCI.

Throughout 2019, he worked to build the local profile of FCI through awareness events, workshops and key collaborations with organisations such as Alone, Community Work Ireland, Galway Rural Development, Galway-Roscommon Education and Training Board, Youth Work Ireland, COPE Galway, Western Traveller and Intercultural Development Centre and Galway Recovery College amongst others.

Francis was successful in securing funding from the Department of Employment Affairs and Social Protection to run an event for family carers as part of the UN International Day for the Eradication of Poverty in October and also represented FCI at the department's Social Inclusion Forum in May.

He was also successful in his application to the HSE for funding under the Community and Voluntary Supports Grant, a joint initiative by the Minister for Older People and the HSE, whereby funding was made available to community and voluntary groups to continue to support older people, family carers and significant others to stay well and remain connected with their local community.

The funding secured will allow FCI to deliver targeted training for family carers in Galway in 2020 and beyond.



Francis pictured presenting Minister Sean Canney with FCI's pre-budget submission



Francis (centre) pictured with Nicola Coss, Service Development Manager ADHD Ireland (left) and Deirdre Keaveney, Volunteer Manager ADHD Ireland (right).

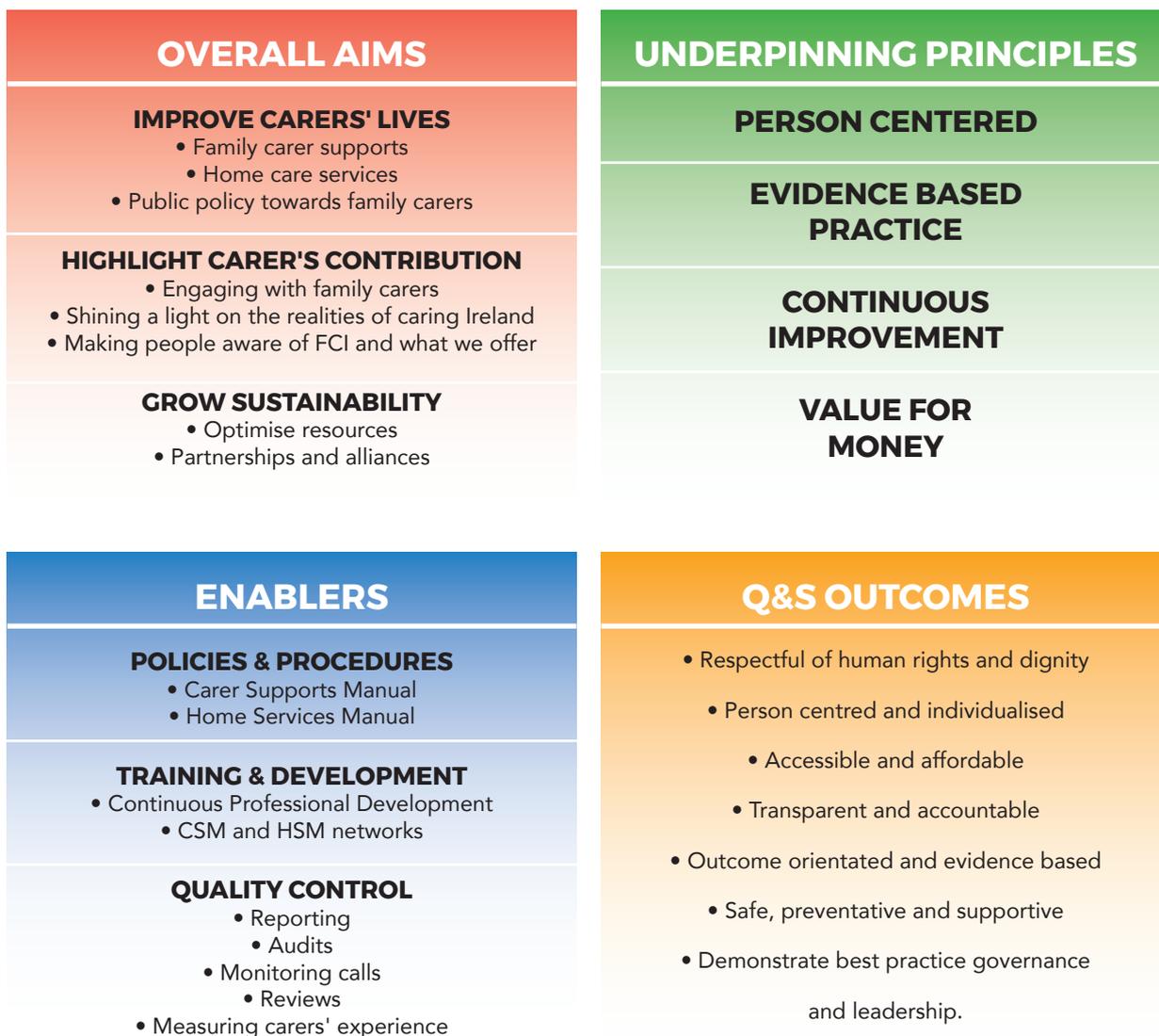
QUALITY FRAMEWORK

In the first quarter of 2019, the Quality and Safety Sub Committee of the board set about developing a quality framework for the organisation. This document is in place to strengthen the organisation's ongoing commitment to a culture of continuous quality improvement.

The overall aims are aligned with those of Family Carers Ireland's strategic plan and HIQA's National Standards for Safer Better Healthcare.

The framework seeks to empower the organisation and its staff to achieve and exceed the expectations as set out by the board and will focus on building a quality improvement culture through the provision of formal and informal training and mentoring.

Through the use of this framework, FCI is able to integrate processes, providing a systematic approach for maintaining and enhancing the quality of service provision which reflects the values and vision of the organisation.



MEET *Brenda*

Brenda O’Connell-Barry lives in Charleville, Co. Cork with her husband Trevor and their young son Fionn (5) who has NACC1, a rare genetic mutational condition. Fionn is the only known person in Europe with this diagnosis. Having become extremely ill at three months old, he spent the first two years of his life in and out of hospital. He stopped feeding and would cry for up to 20 hours a day in excruciating pain, leading to a nasal gastro tube and PEG feeding.

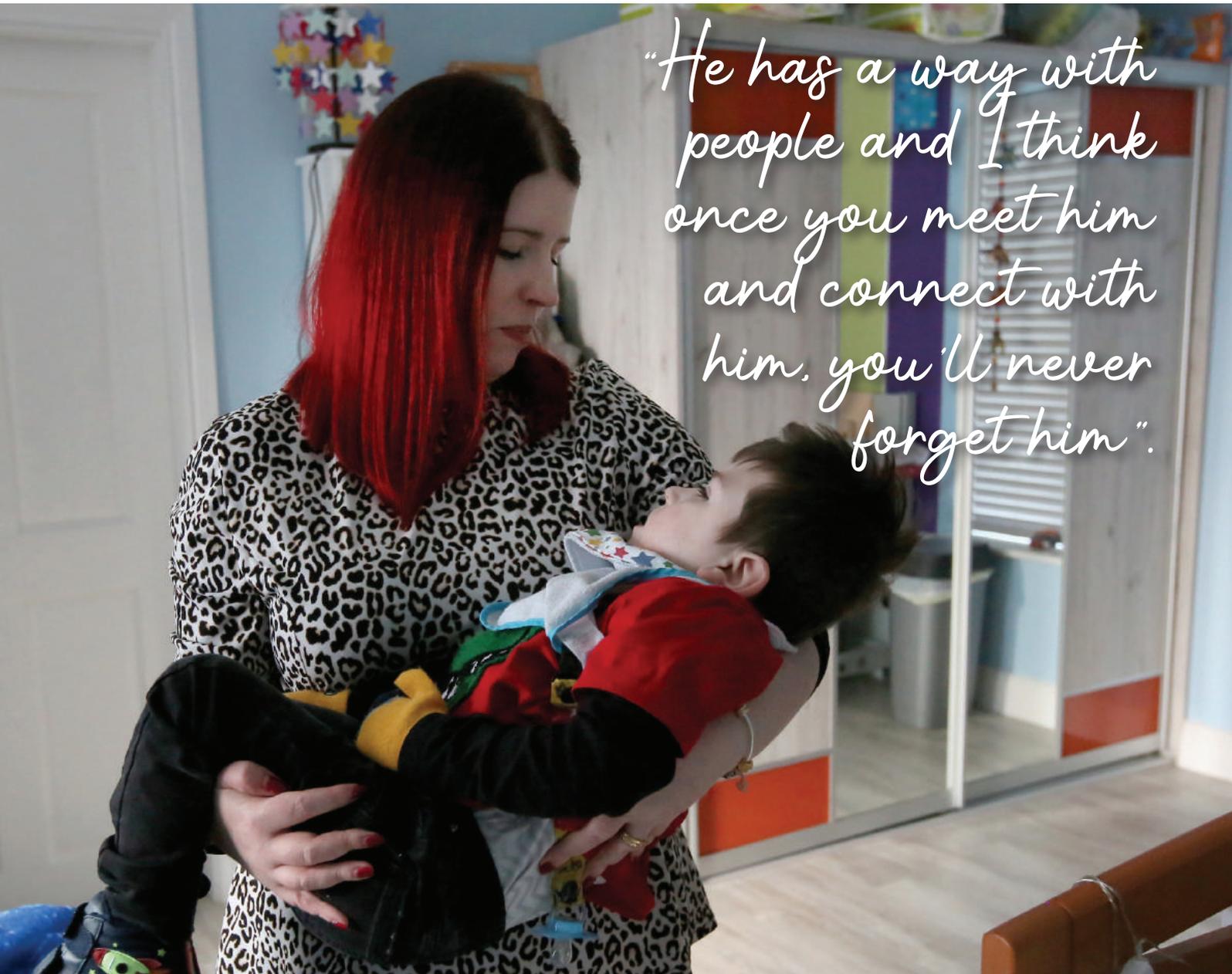
Brenda and Trevor refuse to give up hope for a day when Fionn doesn’t suffer. Brenda has a highly debilitating illness called Systemic Lupus and has undergone chemotherapy treatment to alleviate the pain. Despite all of the challenges the family faces, they have managed to fundraise locally to adapt their home in order to make it suitable for providing 24/7 care for Fionn.

Brenda says the lack of support from the State has been very hard to stomach:

“The financial burden on us is huge. My husband has a job, he works very hard. He’s an electrician so that means that we don’t qualify for any grants. We have a huge network of people that help us to fundraise.”

Brenda, who was our Carer of the Year in 2018 and continues to be powerful advocate for all family carers, describes Fionn as a very special little boy.

“He has a way with people and I think once you meet him and connect with him, you’ll never forget him”.



“He has a way with people and I think once you meet him and connect with him, you’ll never forget him”.

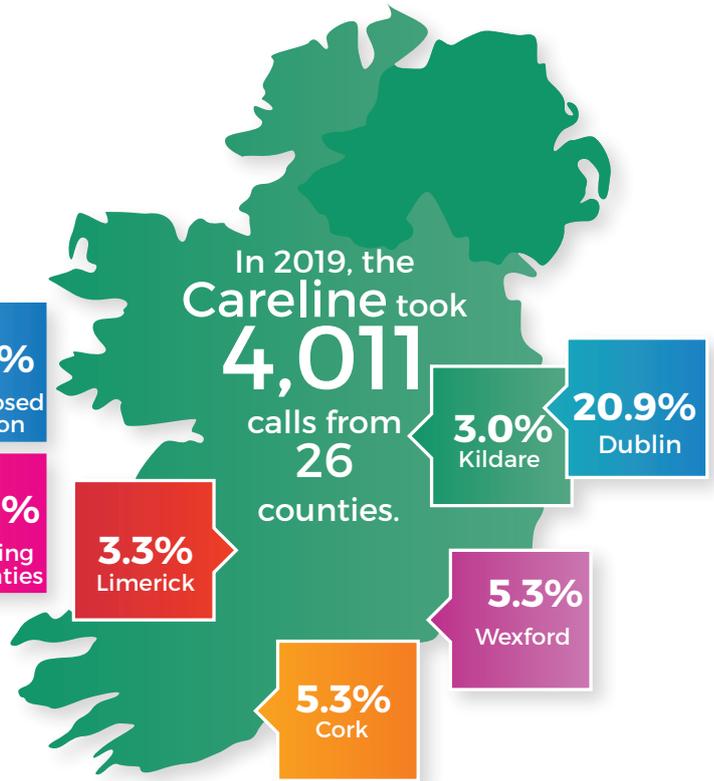
THE NATIONAL CARELINE

OVERVIEW

Family Carers Ireland offers a confidential, friendly and supportive National Freephone Careline on 1800 24 07 24.

Our experienced and trained staff and volunteers listen to the concerns of callers and offer practical information and referrals on a range of topics including supports and services available from the State, the HSE, local authorities and FCI centres in their area.

Careline hours are 9am to 8pm Monday to Friday and 10am to 12pm on Saturday. Since 2016, the Samaritans have taken calls from family carers who wish to speak to someone outside of these hours.



Top Five Family Carer Queries

- 1 Membership 
- 2 Carers' Payments 
- 3 Carer Information 
- 4 Pobal Senior Alert Scheme 
- 5 FCI Services 

We had 259 advocacy cases that were dealt with on an individual, case by case basis. They involved issues related to caring such as:

- Payments and allowances
- Family issues
- Lack of supports
- Lack of information on rights and entitlements
- Counselling requests
- Carers under stress

VOLUNTEER FOCUS

The Careline moved from Kilkenny to Wexford in May 2012 and of the original nine volunteers trained at that time, four still actively offer their services. Our volunteers have a variety of backgrounds and personal experiences that enable them to connect with callers in a meaningful way.

The volunteer team consists of current and former carers, retired professionals and caring community members all willing to give their time to offer a listening ear and provide information or referrals to carers.

In 2019, we had nine valued volunteers provide a minimum of two morning, afternoon or evening shifts per month. This valuable service would not operate without the essential support of our dedicated team of specially trained volunteers to whom we are extremely grateful.

GROUPS & BEFRIENDING

GROUPS & ACTIVITIES

Support for family carers is at the heart of why we exist and one way that we deliver on this is through community-based carer groups around the country. Family Carers Ireland facilitated in excess of 100 carer groups in 2019. In addition to providing opportunities for peer support and carer engagement, the groups offer a forum for FCI to listen to the voice of carers, allowing us to respond to them in real time. They also play a vital role in promoting the contributions of family carers within society and bringing their issues to both policymakers and the general community.

In 2018, we reviewed how these groups were structured and in late 2019, we implemented a series of changes to ensure that carers accessing any of our support groups were receiving the right level of support for their needs. Three distinct types of groups are now offered:

1. Support Groups

2. Activity Groups

3. Special Interest Groups

Each bespoke group is based on the unique needs and interests identified locally by our Carer Support Managers and the family carers they liaise with which allows them the opportunity to engage with others in a way that is most suited to them.

Support groups provide the opportunity for carers to come together, share their experiences and knowledge and learn from one another in a safe, non-judgemental, peer-led setting. Through support groups, carers experience a sense of community, empowerment, improved mental and emotional well-being, reduced feelings of social isolation and increased confidence in their own strengths and abilities.

Activity groups are less structured and aim to bring carers together to participate in an activity of interest. Walking, meditation, choir, knitting and painting are only a few examples of the variety of activities being offered around the country. The informal nature of activity groups allows for members to join and leave easily, while providing support in a less direct manner which can be more appealing to some carers.

Special interest groups are formed when a group of carers identify a local issue they wish to come together to address, such as lobbying to increase the availability of secondary school placements for children with additional needs or to fundraise for a specific service needed in the area. These groups empower carers to self-advocate and support them to influence public policy for family carers locally and nationally.

As we continue to develop the new group structure, our goal is to connect with even more carers across the country, regardless of their specific caring role.

BEFRIENDING PROGRAMME

The befriending and support service in Kildare/West Wicklow is an excellent initiative where members of the community visit older people in their own homes on a voluntary basis. This service matches those who would like extra social contact with volunteers who provide companionship through a weekly visit. Visits may involve a simple cup of tea and a chat, a walk or playing a board game while volunteers can also provide practical supports such as helping with shopping, accessing information, filling out forms, phone calls and appointments.

The service is designed to reduce the negative impacts that loneliness has on emotional and physical health.

Referrals come from various sources such as public health nurses, GPs, day care centres, hospitals, family or self-referral and other services that support older people. Whenever possible, we match volunteers who live in close proximity to the person and attempt to make the match based on the interests and personalities of both. Volunteers visit in the evening or during the day depending on what suits the volunteer and the older person. All Family Carers Ireland befriending volunteers are trained, Garda vetted and supported by our professional staff.

Ann's STORY

Ann is an 85-year-old widow who lives alone. She has no children and her relatives live far away making it difficult for them to have regular contact with her. Her mobility is very poor, she suffers with her mental health and survives only on her State pension. She loves company and goes to the local day care centre three times a week from 10am until 2pm.

Our volunteer started visiting Ann in 2019. At the time, Ann was doing her shop in a local corner shop because she couldn't get around to other stores without assistance. This was making her weekly shopping very expensive on her tight budget. Our befriending volunteer now meets Ann twice a month and supports her to get her big shop at Dunnes Stores. Ann loves getting out, meeting people and having a coffee and a chat with her volunteer before going home. Our volunteer also visits Ann in her home for an hour twice a month.

Ann has shared that she is isolated and prone to depression but knowing that she can get out of the home and share a bit of time with someone she has formed a strong bond with and can trust has made a massive difference to her life. She describes her volunteer as an "angel from heaven" who "makes me happy."

MEET OUR PATRONS

MARY KENNEDY



Mary Kennedy pictured with seven-year-old Isabella White from Tyrrelstown, Dublin at the launch of National Carers Week 2019.

Mary Kennedy is hugely popular Irish TV personality and best known as presenter of RTÉ's Nationwide and more recently as a contestant on 'Dancing with the Stars'.

Mary has always given her time generously as a patron of Family Carers Ireland. Having had personal experience of a parent requiring additional attention as they grew older, she cherished this relationship.

Mary looks forward to the Netwatch Carer of the Year Awards each year and honouring the work of family carers in Ireland.

"I felt at the beginning that carers were a section of society that were being put to one side and that Family Carers Ireland (as it is now) were a very effective lobby group. I have been delighted to see it grow and grow. They have made a huge difference to the lives of carers, giving them the dignity and respect they deserve, but were not receiving."

MARTY WHELAN



Marty Whelan and Mary Kennedy pictured at the 2019 Netwatch Carer of the Year Awards

Marty Whelan is one of Ireland's best-loved radio and television personalities with a career that spans across five decades.

He is proud to be a patron of over 10 years of Family Carers Ireland having witnessed the work of the organisation to transform the lives of family carers and the people that they care for.

The Netwatch Carer of the Year Awards is a firm fixture in Marty's calendar and an important opportunity to meet extraordinary family carers and young carers from across the country.

"I have always known that most people would much prefer to be at home being cared for by a loved one if at all possible. I am happy to give family carers any help I can by offering support and drawing attention to the work that is being done every day up and down the country."

ENGAGING WITH FAMILY CARERS

CARERS IN CRISIS PUBLIC MEETINGS

Family Carers Ireland held a hugely successful series of public meetings supported by the Dormant Accounts Fund in 2019 which gave rise to discussions with Government ministers and political support for our proposal to end the postcode lottery of supports and services.

Almost 500 carers and 50 politicians attended the Carers in Crisis: Ending the Postcode Lottery public meetings in Limerick, Tuam, Kilkenny, Monaghan, Dublin and Mullingar between April and June.

Each event provided family carers with an opportunity to identify and agree on five key local issues that must be addressed by elected representatives and allowed us to highlight our call for a Carers Guarantee to provide core supports and services nationwide.

Access to respite was identified as a priority issue by attendees at each meeting while the means test for Carer's Allowance was highlighted at five of the events. Other concerns raised repeatedly included transport, early intervention, future care/transitioning, mental health services, home care resources, the 'in loco parentis' rule and a lack of supports in the community. These issues heavily influenced our pre-budget 2020 submission A Decade Lost.

A commitment given at the Tuam event by local Independent TD and Minister of State Sean Canney led to a meeting between FCI and Health Minister Simon Harris, Social Protection Minister Regina Doherty, Minister of State of Disability Issues Finian McGrath and Minister Canney himself in Leinster House.

Following his attendance at the Limerick public meeting, Fianna Fáil TD Willie O'Dea published a new party policy document which incorporates the Carers Guarantee proposal while Labour TD Willie Penrose, who attended the Mullingar event, secured the unanimous support of his party for the Carers Guarantee and tabled a motion in the Dáil which sought reform of the Carer's Allowance means test, a new National Carers' Strategy and an extension of the GP Visit Card.



REGIONAL FORUMS

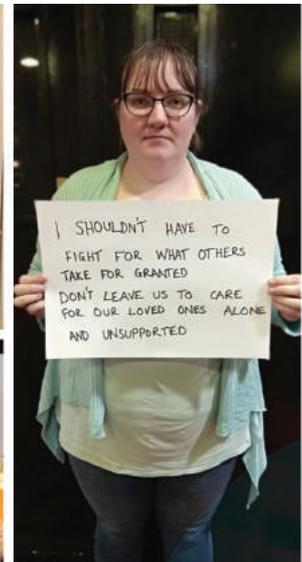
Identifying the asks of family carers ahead of the 2020 General Election was the major focus of a series of regional forums in October and November.

Each of the events in Cavan, Kilkenny, Tullamore, Dublin, Limerick and Tuam included an open floor discussion on local priorities, with many attendees speaking openly about the challenges they face in caring for their loved ones and what they would like to see changed in future.

While there were many issues raised, the following were identified as key priorities:

1. End the postcode lottery in homecare, respite and carer supports
2. Reform the means test for Carer's Allowance
3. Reform carer tax reliefs and end discrimination against single carers
4. Introduce the Transport Support Scheme
5. Publish a refreshed National Carers' Strategy.

Attendees at each forum wrote their messages for Government on a card and had their pictures taken as part of a pre-election online photo campaign.



NATIONAL CARERS' CONFERENCE

The Impact of Caring & Influencing Change was the theme of our National Carers' Conference which took place in the Hilton, Kilmainham on Thursday, October 17th.

First on the agenda was a presentation on the latest Paying the Price report by FCI's Research Officer Dr Nikki Dunne followed by a personal account of family caring by David Maher who has faced many challenges in securing appropriate education, supports and services for his son Michael who has Asperger Syndrome.

Dr John Hillery, President of the College of Psychiatrists of Ireland, spoke about the impact of caring, the fact that the situation has worsened in the past decade and the importance of ensuring young doctors being trained by the college are fully aware of the needs of family carers.

The afternoon session included presentations by Nutricia's Fiona Rafferty on the role of the family carers in wound care and Carr Communications' Jillian Garvey on how family carers can advocate and communicate effectively through the media.

FCI CEO John Dunne brought the conference to a close with reflections on the major topics discussed during the day, the crisis in homecare and respite and the need to fix a broken system for family carers.



Pictured at our National Carers' Conference are l-r: Andrea Ryder, CPsychl; Clare Duffy, FCI; Catherine Cox, FCI; Dr Nikki Dunne, FCI; Dr John Hillery, CPsychl; Miriam Silke, CPsychl and John Dunne, FCI.

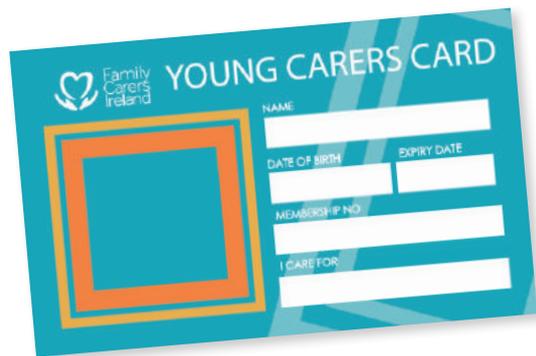
MEMBERSHIP

Growing our membership base allows us to provide a stronger voice for family carers across the country. Family Carers Ireland prides itself in having a membership offering that not only helps to build a community of carers, but also delivers discounts, deals and offers on top venue entry points and brands.

For €20 per year, family carers receive a membership card which grants them discounted/free access to many venue entry points all over Ireland and incorporates the contact details of a nominated person to be contacted in case of emergency. This gives family carers added peace of mind that if something did happen to them, someone would be contacted to ensure that their loved one is looked after.

Former family carers, care workers and friends of carers can also apply for a membership card while a young carers card is available free of charge to those aged up to 24.

Our membership team works hard to partner with brands and venue points that are of interest to a younger market and we relaunched our young carers card in June at the Young Carers National Respite Weekend in Carlingford.



Some new partners that came on board in 2019:



FCI is focused on continuing to grow membership to ensure we deliver savings for family carers and connect with them at a community level, introducing them to peer support groups, training and education, information sessions, moral support through current and former carers and lots more.

At the end of 2019, we had partnered with over 110 brands – from hotels and leisure centres to mobile phone companies and medical equipment suppliers.

WEB & SOCIAL MEDIA

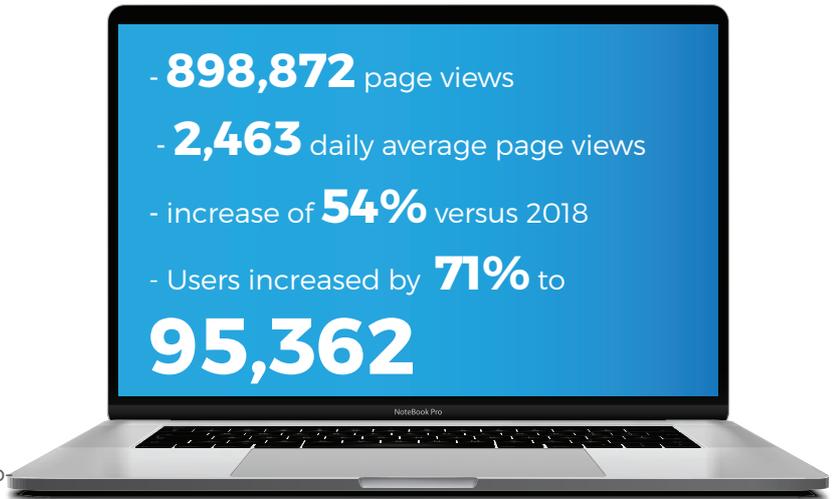
The Family Carers Ireland website serves as a first port of call for thousands of family carers every year seeking advice on their rights and entitlements; information on our supports, services, activities, campaigns and membership, contact details for their local centre and much more.

Traffic to www.familycarers.ie continued its trend of strong year-on-year growth in 2019. According to data from Google Analytics, the site recorded:

With Dormant Accounts Fund support, a plan has been drawn up to update the website in 2020 to ensure a more carer-friendly interactive experience that acts as a one-stop shop for those needing speedy access to content relevant to their caring role. It will connect with carers who are isolated or constrained due to their caring demands and offer much greater opportunity for engagement.

Social media continues to be a hugely effective mechanism for engaging with thousands of family carers right across the country. Alongside the FCI website, it allows us to keep family carers informed about the organisation's activities, campaigns and causes; supports and services offered by FCI, the State and other agencies; coverage of family carer related topics in news and politics and membership benefits.

The national FCI Facebook page had 15,700 followers at the end of 2019 – a 20 per cent increase across the 12 months – while the number of followers of @CarersIreland on Twitter rose by 14 per cent to 5,460.



FCI APP

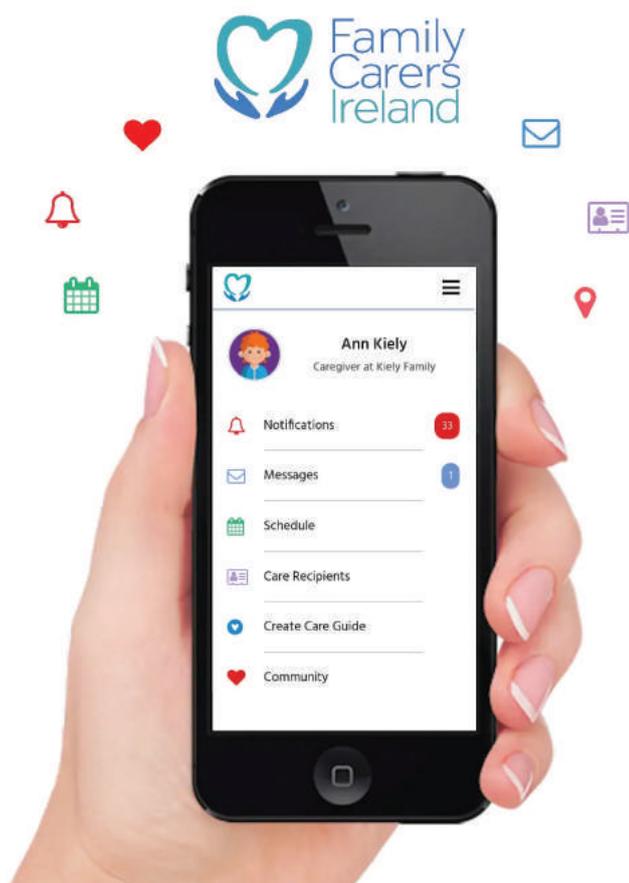
Family Carers Ireland has teamed up with Cork-based technology company Carefolk to create a Family Carers Ireland App for mobile and desktop.

The platform, available to download on the App Store and Google Play Store and accessible through our website, encompasses both a suite of tools designed to help with care planning/coordination and an online community where family carers can connect with each other. Users can:

- **Coordinate care with family members & care helpers**
- **Manage medications**
- **Manage appointments**
- **Chat privately with family & friends**
- **Stay informed of supports, services & events offered by Family Carers Ireland**
- **Get personalised information & advice through the CareGuide**
- **Join a community of family carers.**

In late 2019, 300 randomly selected FCI members were offered "early access" to the app to help us to gauge interest in the platform and inform a wider roll out.

Going forward, it is envisaged that we will roll out the app to the remaining membership in 2020, examine the level of take-up and ask members to give us their feedback before giving consideration to a full launch and further development of the platform.



MEET Jeremiah

Jeremiah O'Donovan lives in Turner's Cross, Cork City with his 86 year old mother Lucy and his brother James.

Known to his friends as Miah, he took early retirement to care for Lucy who is blind, has limited mobility and type 1 diabetes which requires multiple injections every day and James who has mental health issues and is also a diabetic.

Miah, who was named the Netwatch Cork Carer of the Year in 2019, devotes his life to making sure that his mother and brother are happy and healthy:

"She looked after me and now it's time for me to look after Mam. Thank God I'm able to do that and the same for James. You do it for the love of them. I love them both."



"She looked after me and now it's time for me to look after Mam."

CAMPAIGNS & EVENTS

C.A.G.E.D

In response to the widespread frustration, disappointment and anger expressed to us by family carers in the immediate aftermath of the Budget 2020 announcement on October 8th, Family Carers Ireland organised a protest at the gates of Dáil Éireann to send a clear message to Government that their repeated failure to address the homecare crisis and improve supports and services amounts to exploitation.

The acronym and hashtag #CAGED (Carers Against Government Exploitation & Denial) was used to highlight the fact that people felt trapped by the budget.

Around 100 people from all across the country attended the protest including Jacinta Fortune from Dublin who volunteered to sit in a cage during the demonstration. She has spent over 20 years as a full-time carer for her sons and says it has taken a huge toll on her own health.

There was strong political support with a number of TDs and senators who attended subsequently raising the plight of family carers in Leinster House.

Social Protection Minister Regina Doherty, who came out to meet with those gathered, admitted that supports are “nowhere close to what’s needed” and suggested that a

Citizens’ Assembly discuss family carers’ needs and issue recommendations. She was handed a petition with 1,500 signatures collected online in just 24 hours calling on Government to urgently address the homecare crisis and improve supports and services for Ireland’s family carers.

The #CAGED protest received extensive coverage across national broadcast, print and online media.



Family carers gathered at the gates of Leinster House



Family carer Tracy Carroll and her daughter Willow



Family carer Jacinta Fortune who volunteered to sit in the cage during the demonstration



FCl's Catherine Cox presenting Minister Regina Doherty with a petition signed by 1,500 people



FCI's Catherine Cox, family carer Moira Skelly and Newstalk presenter Ivan Yates

The campaign was also boosted on social media by video messages of support from celebrities including Mrs. Brown's Boys stars Brendan O'Carroll, Danny O'Carroll and Paddy Houlihan along with former Irish footballer Ronnie Whelan and former Irish rugby international Shane Byrne.

SHINE A LIGHT

Our 2nd annual Shine a Light day took place on Friday, June 21st with staff and volunteers out in force across the country selling heart-shaped pins for €2 in public spaces and shopping centres.

Appropriately held on the longest day of the year (the summer solstice), the national awareness day aims to shine a light on the contribution of Ireland's 355,000 family carers to our society.

Shine a Light radio adverts featuring young carer Adam Hyland, former Carer of the Year Brenda O'Connell Barry and FCI patron Mary Kennedy were on rotation across local and national radio stations in the week prior to the event while the campaign also attracted coverage from Newstalk with FCI's Catherine Cox and family carer Moira Skelly appearing on The Hard Shoulder with Ivan Yates. Local media including the likes of Midlands 103, MidWest Radio and KCLR also reported on the event.

To mark Shine a Light, the Choir of Carers, under the direction of renowned conductor David Brophy, took to the stage at a packed National Opera House in Wexford for their first ever public performance. They were joined by special guests including John Spillane who worked with the choir to compose a song which seeks to shine a light on the realities of carers' lives and the fact that "real heroes go unsung". Footage from the performance will feature in an RTÉ One documentary expected to air in mid-2020.





NETWATCH CARER OF THE YEAR AWARDS



Netwatch Carer of the Year Marcin Filak and his wife Ola

In 2019, FCI were delighted to announce a new sponsor for the Annual Carer of the Year Awards. Headquartered in Carlow, Netwatch are global leaders in proactive visual monitoring and provide protection and peace of mind for businesses in Ireland, UK and US.

The 2019 Netwatch National Carer of the Year and four regional Young Carers of the Year were announced at a gala awards ceremony held in the Westin Hotel, Dublin on Friday, November 22nd. The awards, which entered their 13th year in 2019, seek to recognise, celebrate and shine a light on the remarkable contribution of Ireland's 355,000 family carers.

Broadcasters and patrons of FCI Marty Whelan and Mary Kennedy presented Marcin Filak from Kildalkey, Co. Meath with the overall Netwatch Carer of the Year Award. Marcin cares for his wife Ola, who suffers from locked-in syndrome, and their two children, the eldest of whom Piotr (13) has autism. Ola suffered a catastrophic brain stem stroke three weeks after the birth of the couple's daughter Anastasia (2), resulting in locked-in syndrome. Her condition means she is aware of her surroundings but cannot move or speak and now communicates through eye movements. The couple are originally from Poland but moved to Ireland in 2016.

Throughout Ola's 18 months in hospital, Marcin was by her side every day and always maintained that he would make her dream to come home a reality. He quit his job as a farm equipment engineer and undertook extensive training in order to be able meet his wife's care needs at home.

Ola and the St Pat's team from the National Rehabilitation Hospital nominated Marcin to say thank you for the extraordinary care he provides for his family.

THE 2019 YOUNG CARERS OF THE YEAR ARE

Munster:

Lily Power (19) from Co. Cork who has been caring from a very young age for her mum who has Parkinson's.

Ulster:

Áine Grant (20) from Co. Donegal who cares for her mum Nuala who was diagnosed with early onset dementia two years ago.

Leinster:

Matthew McCartin (17) from Co. Wexford who has been caring for his dad since he was five years old. His Dad now has advanced Parkinson's Disease with dementia and is wheelchair bound.

Connacht:

Hailey Golden (11) from Co. Mayo who has three brothers with special needs. She has learned 'Lámh' and Picture Exchange Communication and helps to feed and dress them and to use their speech devices.



Pictured from left to right are 2019 Netwatch Young Carers of the Year Matthew McCartin, Áine Grant, Hailey Golden and Lily Power



Netwatch Brand Ambassador Mick Galway meeting Jack O'Donovan from North Dublin at the Netwatch Carer of the Year Awards

NATIONAL RESPITE WEEKEND

Friday, March 1st saw 250 family carers descend on Salthill, Co. Galway for the National Respite Weekend in the Galway Bay Hotel. The annual event is not only an opportunity for family carers to kick back, relax and get some well-deserved pampering, but also allows them to catch up with familiar faces, share stories and make new friends.

Guests were treated to tea and scones on arrival and a fantastic goodie bag sponsored by totalhealth Pharmacy along with some Leonida's chocolates and magazines. Activities on day one included a screening of Breakfast at Tiffany's, chair yoga, breathing exercises and aqua aerobics. The weekend was officially opened with an address by Galway Mayor Niall McNelis, who warmly welcomed everyone and spoke of the selfless work of family carers, followed by a four course meal, live music and dancing.

Saturday's activities included a trade exhibition, nail painting, hand massages, Zumba and a walking tour of the city. The highlight of the weekend – the gala night – opened with a drinks reception and a special performance by renowned composer David Brophy and around 40 men and women in the 'Choir of Carers' who made the long journey from the Sunny South East and drew a standing ovation for their take on classics including Imagine, Something Inside So Strong and Let It Be.

Following the Gala dinner, a DJ had the guests dancing late into the night with rumours that many stayed up well into the early hours with their own mini choir and a good old fashioned sing-song!

Sunday was a more-low key affair with family carers rising for a full Irish breakfast and a final catch-up with friends before hitting the road home.



CARERS WEEK

National Carers Week is an important forum used to highlight the unseen work of family carers, support and bring those in a caring role together and publicly celebrate their many achievements.

The 13th National Carers Week took place from June 10th to 16th with hundreds of family carers right across the country taking part in the many events organised by Family Carers Ireland and our 11 partner organisations.

The week was hugely successful and we would like to express our thanks to all who helped to organise activities, to local businesses who got involved in the week and to the family carers who created such a good spirit at all events.

PLOUGHING CHAMPIONSHIPS

The National Ploughing Championships took place from September 17th to 19th in Ballintrane, Fenagh, Co Carlow with a record-breaking crowd of 297,000 people in attendance across three beautiful, sunny days.

With support from the Dormant Accounts Fund, Family Carers Ireland booked a stand in the Dunamaise & Nore: Health & Wellness Marquee where we offered advice to those with queries and distributed Rights & Entitlements booklets, About Us and Membership forms, Carer's Allowance and Carer's Benefit application forms, our Shine a Light pins, pens, magnets and more.

Assisted by local family carers Mary Murphy, Sharon Lowry, Dina Bambrick, Bridie Fleming and Liz O'Neill, our staff met family carers in huge numbers with over 1,000 Rights & Entitlements booklets handed out to people looking for information.



POLICY & PUBLIC AFFAIRS

Family Carers Ireland's vision is to create an Ireland in which carers are respected and recognised for the contribution they make to families, communities and Irish society; where they feel valued, supported and are empowered to have a life of their own alongside their caring role. Our work to influence and advance carer policy and our engagement with Government and key stakeholders is critical to the achievement of this. FCI's policy and public affairs agenda is grounded in the reality of carers' experiences and supported with evidence through our programme of research.

POLICY HIGHLIGHTS

- Dormant Accounts funding of €338,464 towards providing a programme of information and training supports to carers.
- Increase in the hours carers in receipt of Carer's Allowance, Carer's Benefit or the Carer's Support Grant can work or study from 15 to 18.5 hours per week.
- Announcement by the HSE of an additional one million home support hours.
- Collaboration with the Department of Health and the Homecare Coalition on the introduction of a statutory homecare scheme and the delivery of a pilot scheme across four sites in 2020.
- Engagement with the Department of Health regarding the development of an interim National Carers' Strategy Action Plan 2020-2023.
- Study commenced by Indecon on behalf of the Department of Employment Affairs and Social Protection to examine the cost of disability.
- Funding of €280,000 to pilot test the Carer Needs Assessment by the HSE.
- Contributory State Pension calculation changes for persons who reached 66 after 2012 including the introduction of carer credits for long-term family carers.
- Six regional public meetings 'Carers in Crisis – Ending the Postcode Lottery' attended by family carers, elected representatives and local and European election candidates.
- Annual Carers' Forum hosted by the Department of Employment Affairs and Social Protection with representation from over 80 carers, key stakeholders and department officials.
- Dáil debate on family carers on June 26th following a motion put forward by the Labour Party.
- EU Work-life Balance Directive for Parents and Carers which legislates for the introduction of a minimum of five days carers' leave each year for carers in employment and the right to flexible working for the purpose of providing care entered into European law and must now be adopted by member states.

LOCAL & EUROPEAN ELECTIONS

On May 24th, citizens across Ireland went to the polls in the local and European elections. Family Carers Ireland's local election manifesto 'Building Caring Communities' called on candidates to pledge their commitment to building more caring communities by prioritising six areas for action within their local authority:

- recognise the home as a centre of care and extend Local Property Tax exemptions to include 'un-adapted' households where full-time care is provided
- increase funding for the Housing Adaptation Grant Scheme and extend eligibility criteria
- ensure tenants living in local authority properties can access housing adaptations
- establish evidence-based targets for the provision of accessible social housing for people with a disability
- work to abolish the postcode lottery in carer supports
- ensure the participation of carers on local decision-making structures.

Our European election manifesto 'Building a Caring Europe' sought a commitment from candidates to build a Europe that values, respects and supports carers and promotes the rights and the values enshrined in Article 2 of the EU Treaty – respect for human dignity, freedom, democracy, equality and the wellbeing of its people. It set out five priorities for candidates:

- to raise awareness of family carers and support the publication of an EU-level carers' strategy
- promote work-life balance initiatives for working carers including Carer's Leave and flexible working
- minimise the impact of Brexit on carers and promote the positive opportunities it presents
- include young carers in the EU Youth Strategy 2019 – 2027
- provide a voice for carers in Europe by joining the European Parliament Interest Group on Carers.

Each local and European election candidate, as well as sitting TDs, MEPs and Senators, were sent a copy of our election manifesto and invited to attend one of six regional 'Carers in Crisis: Ending the Postcode Lottery' meetings. These meetings were well-attended by carers, politicians and election candidates which contributed to a lively discussion and fulsome debate at all events. As well as discussing the policy priorities presented in the manifestos, these meetings gave carers the opportunity to identify the five key issues affecting carers in their region.



Pictured l-r: Jan O'Sullivan, TD; Zoe Hughes, Care Alliance Ireland; Triona Kenna, family carer; Rosemary Kratschmar, family carer; Clare Duffy, Family Carers Ireland; Willie Penrose, TD; Adam Hyland, Family Carers Ireland Young Carer Ambassador, Elaine Hyland, family carer and Nikki Dunne, Family Carers Ireland.



NATIONAL CARERS' STRATEGY

Published in 2012, Ireland's first National Carers' Strategy signalled Government's commitment to respecting carers as key care partners and to responding to their needs across a number of policy areas. At the time of its publication while the country was in the midst of the economic crisis, Government warned of the need to be pragmatic in terms of the limited financial resources available but made the commitment 'that the strategy would be reviewed on a periodic basis to allow departments to propose additional actions as our economic position improves' (NCS, p.2).

In September 2019 following a meeting with Family Carers Ireland, the Department of Health agreed that the actions contained within the National Carers' Strategy have now been exhausted and no further progress reports will be published. The department also confirmed their intention to develop a single Social Care Strategy that will encompass a number of existing strategies including the National Carers' Strategy. However, they confirmed that this will take a number of years to develop.

While FCI accepts the logic of this approach, we believe it is critical that an interim National Carers' Strategy Action Plan is in place to support family carers pending the introduction of a Social Care Strategy, particularly during this important period of health reform and Sláintecare implementation. FCI continues to work with the Department of Health and key Government departments to identify priority actions to support carers over the next three years and will continue to lobby for an interim National Carers' Strategy Action Plan 2020-2023.

BUDGET 2020: A DECADE LOST

Budget 2020, announced on October 8th, was preceded by a four month pre-budget campaign which included the dissemination of Family Carers Ireland's pre-budget submission to carers, politicians and policy makers across the country alongside a number of local and national events. These included a campaign launch with politicians and media on June 26th, participation at the DEASP's Budget Forum in Dublin Castle on July 5th, an Oireachtas briefing in Leinster House on October 1st and meetings with Government ministers Simon Harris, Finian McGrath, Regina Doherty, Damien English and Seán Canney.



A selection of images from our pre-budget submission launch at Buswells Hotel

The theme of the campaign 'A Decade Lost' emphasised the findings of Family Carers Ireland's 'Paying the Price' research which shows that the situation of family carers has gotten worse in the ten-year period since 2009 with carers' health, both physical and mental, having deteriorated during this time as well as their access to vital supports and services including respite.

Our pre-budget submission set out five policy priorities for Budget 2020:

- i. Reform the means test for Carer's Allowance
- ii. Increase the hours a carer can work/study from 15 hours to 18.5 hours
- iii. End the postcode lottery in homecare and carer supports
- iv. Replace the Mobility Allowance and Motorised Transport Grant withdrawn in 2013 and
- v. Extend the GP Visit Card to include carers in receipt of the Carer's Support Grant.

While Family Carers Ireland welcomed some of the announcements made in Budget 2020 (including one million additional home support hours, 1,000 additional SNAs, an increase in the Home Carer Tax Credit and a reduction in prescription charges for the over 70s) we were deeply disappointed that the increase in the hours a carer can work or study from 15 to 18.5 hours per week did not include a commensurate increase in the income disregard for Carer's Allowance. This led to the CAGED protest with carers taking to the gates of Leinster House in the days after the budget to express their anger and frustration.

POLICY PAPERS, SUBMISSIONS & SOCIAL DIALOGUE

Family Carers Ireland regularly contributes to public consultations in relation to a variety of issues that affect family carers. We also develop position papers on important and emergent issues. Family Carers Ireland contributed to the following consultations during 2019:

- Position paper on Family Carers Ireland's proposals to reform the means test for Carer's Allowance.
- Submission to the Department of Employment Affairs and Social Protection on the Benchmarking of Social Welfare Rates
- Submission on practical issues for consideration in the Cost of Disability study undertaken by Indecon Economic Consultations on behalf of the Department of Employment Affairs and Social Protection.
- Submission to the HSE in advance of the National Conference on the Assisted Decision-Making (Capacity) Act 2015 held in University College Cork on November 29th entitled 'Relevant person - a recalibration for the centrality of rights or just more semantics?'
- Submission to Sage Advocacy on Draft Guidance for the Management of Finances for Vulnerable Adults.
- Participation in the National Policy Dialogue on the Development of a Statutory Homecare Scheme hosted by NUI Galway's Centre for Economic and Social Research and the HSE.
- Participation in a National Dementia Carers Assembly hosted by NUI Galway's Centre for Economic and Social Research.
- Joint position paper with members of the Homecare Coalition entitled 'A Statutory Right to Home Care – What should it look like?'
- Participation in a social dialogue with members of the National Patient Forum regarding the development of the HSE Corporate Plan 2020 – 2022.

REPRESENTATION ON NATIONAL COMMITTEES

Core to our policy and public affairs work is ensuring that the voice of family carers is included in the deliberations of relevant policy and strategic groups. Family Carers Ireland are proud to represent carers on a number of national committees including:

- Community and Voluntary Pillar of Social Partnership. Family Carers Ireland is also represented on the pillar's Department of Health Linkage Group and the Department of Employment Affairs and Social Protection Linkage Group
- HSE National Oversight Group for Improving Patients' Experience in Hospital
- HSE Healthcare Communications Committee
- HSE Working Group to Develop Codes of Practice on Advance Healthcare Directives
- HSE National Patient Forum
- Eurocarers' Policy Research and Young Carers Working Groups
- UCD CAREWELL Project for Working Carers
- Homecare Coalition Working Group
- DEASP's Review Group for Domiciliary Care Allowance
- National Safeguarding Committee for the Protection of Vulnerable Adults.

MEET *Sinead*

Sinead Tighe lives in Tallaght, Co. Dublin with her husband Keith, daughter Shauna (16) and son Daniel (13).

Daniel was born with the rare genetic condition Sotos syndrome which causes severe intellectual disability, epilepsy and a sensory processing disorder. He is non-verbal, incontinent, visually impaired with challenging behaviour, has low mobility and feeding difficulties, may grow to seven feet tall in adulthood and requires 24/7 care.

Sinead was named Tallaght Person of the Year 2017 for being a "tenacious and devoted mam, who is striving to overcome many physical challenges to give her son Daniel a fulfilled life". Through the Daniel's Voyage fundraising

campaign and with the help and generosity of the local community, the family made special adaptations to their home in 2019 to suit Daniel's needs.

Sinead says that the lack of State support and recognition for family carers is a huge concern:

"They don't support us whatsoever. They're not recognising us as a huge support in the country - what we're doing on a daily basis, 24 hours a day".

Shauna, who helps her mother care for Daniel, was recognised with a Dublin Young Carer of the Year award in 2019.



"They're not recognising us as a huge support in the country."

RESEARCH

Throughout 2019, Family Carers Ireland focused on developing new research to raise awareness of carers and to give them a voice through building partnerships with external research institutions, while also prioritising internal research projects.

FAMILY CARERS HEALTH & WELLBEING STUDY

The family carer health and wellbeing survey collected information about carers to provide an evidence base of family carer health and to inform national policy for carers across Ireland.

Collaborating with the College of Psychiatrists and the UCD School of Nursing and Midwifery, the research team worked together to design the survey tool, maintaining some questions from a similar study conducted in 2009, which allowed for some comparisons over time. The survey, launched in November 2018 and closed in January 2019, was promoted both online and in hard copy to Family Carers Ireland's members and those in our network reach. Paper surveys were posted out to all members of Family Carers Ireland, along with the Autumn Newsletter. More than 1,100 responses were received in total.

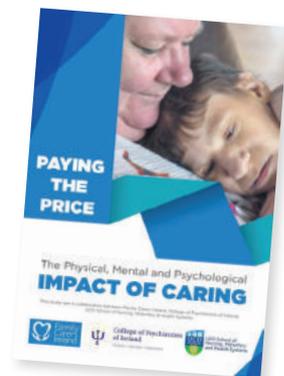
Findings from the survey resulted in two *Paying the Price* reports. *Paying the Price: The Physical, Mental and Psychological Impact of Caring* was launched on 30th May at Buswells Hotel. Among the key findings were that one in three family carers have a diagnosis of depression and almost two in three are providing more than 100 hours of care per week.

Paying the Price: The Hidden Costs of Caring was launched at the National Carers' Conference on 17th October. Amongst other issues, the report highlighted that almost half of family carers regularly deal with abusive behaviour and a similar proportion say that no supports and services are available. An overview of the two reports was published in the Eurocarers winter newsletter, bringing the findings to a European audience.

The findings from the family carer health and wellbeing report were presented at Care Alliance Ireland's conference in October 2019. The conference, "Towards A Refreshed National Carers' Strategy – From Research to Policy", provided an opportunity to network with a range of other national and international stakeholders interested in carer advocacy and support, as well as highlighting FCI's research findings to a broad audience.

PARTNERSHIPS

Family Carers Ireland has continued to develop key research partnerships, most notably with academics from University College Dublin, Royal College of Surgeons in Ireland, University College Cork and Maynooth University. These relationships resulted in several collaborative project ideas including drafting co-authored papers.



Pictured at the launch of Paying the Price: The Physical, Mental and Psychological Impact of Caring are family carers Catherine Maher and Linda Comerford

FCI also sit on the executive committees for UCD Public Patient Involvement (PPI) Ignite and the Promoting Assisted Decision-Making in Acute Settings (PADMACS) project and are research partners with UCD on the CAREWELL project which aims to develop a workplace-based programme to promote health and self-care behaviours among working family carers.

Engagement with Eurocarers continued in 2019, with FCI attending the Scottish Carers Parliament in Edinburgh as part of a European delegation.

We continued to regularly promote external research projects to carers via social media platforms and by contacting individual carers who expressed an interest in research. The research projects FCI have supported include a study on Secondary Progressive Multiple Sclerosis (SPMS) and research on older adults' access to community-based care services.

ADDITIONAL WORK

A number of internal research projects began in 2019. Data collection for the first of Family Carers Ireland's 'Seldom Heard Voices' series began in Autumn with interviews focusing on family carers who are part of the Traveller community. Research on the administration of the Housing Adaptation Grant began in September, with findings due to be published in 2020.

The State of Caring survey, Ireland's most comprehensive survey of family carers, was developed throughout 2019, with data collection beginning in December when the survey was disseminated to FCI members through the winter newsletter. Data collection will continue into 2020 when the survey will be disseminated online.

INITIATIVES

EMPOWERING FAMILY CARERS

Sixteen projects were initiated in 2019 under the Empowering Family Carers programme supported by the Dormant Accounts Fund administered by Pobal.

This programme, which will continue to be delivered into 2020, aims to address carers' education and training needs; increase carer engagement and support; and ensure carers receive access to the information and resources they need.

A brief overview of Empowering Family Carers is given here and further information on related events and activities can be found throughout this report.

Four carer-specific education programmes were developed in 2019, complemented by over 50 short workshops. Providing family carers with an introduction to key caring skills along with self-care tools and techniques was the focus of 'Caring with Confidence' while programmes were also developed to support those caring for someone with a mental health condition and those who care for a loved one with a life-limiting condition.

FCI also partnered with IT Carlow to launch a Certificate in Family Caring course. The QQI Level 6 special purpose

award helps participants develop practical care skills, design a person-centred care plan and enhance their skills in communicating effectively with other professionals to meet the needs of their family member or friend. Three courses were delivered in 2019 with a further six planned for 2020.

In order to ensure that FCI is identifying the full range of a carer's needs when they engage with us, we adopted the Carer Outcome Star as our carer needs assessment tool in 2019. This allows our Carer Support Managers to explore and discuss a carer's needs with them around seven key areas and to collaboratively develop an action plan to meet any identified needs.

Among the other Empowering Family Carers initiatives supported by the Dormant Accounts Fund in 2019 were:

- Caring Employers (see below)
- Six regional forums themed 'Carers in Crisis: Ending the Postcode Lottery'
- 'Paying the Price' research reports
- 'State of Caring' survey
- National radio advertising campaign promoting carer self-identification
- Initial work on new FCI website



Launch of Certificate in Family Caring at IT Carlow

CARING EMPLOYERS

One in nine (210,000) people in Ireland’s workforce are juggling paid employment with a family caring role.

Many of these are working 8+ hours a day before returning home to provide high levels of care to a child, parent, partner, relative or friend with little or no external supports.

In early 2019, Family Carers Ireland launched the Caring Employers programme with a breakfast briefing at Dublin’s Merrion Hotel hosted by FCI patron Mary Kennedy and attended by some of the country’s major employers. The initiative is supported by the Dormant Accounts Fund.



Making the business case for the programme, FCI CEO John Dunne told attendees that family carers are “exactly the sort of employee you want” and that companies who provide greater flexibility and support to workers with a family caring role could significantly reduce costs associated with staff turnover, absenteeism and stress.

Mr. Dunne outlined FCI’s wish to work in collaboration with businesses to add value to their Employee Assistance Programmes by providing a toolkit including practical advice and guides, frontline supervisor guidelines and training and individual supports for family carers.

Also in attendance were Katherine Wilson, Head of Employers for Carers at Carers UK, who outlined the evolution and success of their programme to support working carers; Head of the Social Policies Unit at Eurofound Robert Anderson who highlighted the dynamics behind family caring and employment across Europe and Director of Behaviour & Attitudes Elaine Sloan who presented some key findings of research on family caring in Ireland.

Irish Life was the first company to become a member of Caring Employers and joined the programme as a steering committee member in May. Their commitment to the programme is evidenced by the fact that they have amended their life event policy to support working carers who require additional leave due to events associated with their caring role. This was one of the many suggestions that arose from a focus group facilitated by FCI involving Irish Life and a number of staff.



Pictured at the launch of Caring Employers are l-r: Elaine Sloan, Director of Behaviour & Attitudes; Mary Kennedy, Family Carers Ireland Patron; John Anderson, Head of Social Policy Unit at Eurofound; Catherine Cox, Head of Communications & Carer Engagement at Family Carers Ireland; and Katherine Wilson, Head of Employers for Carers at Carers UK

We were also delighted to welcome Bank of Ireland who joined the programme at the end of 2019. With 1000s of employees, the bank were very focused on implementing a suite of events and activities that would cater for all staff – be it those in a customer service centre, office or community branch. They made the strategic decision to ensure that working carers were supported not only in Ireland, but also in the UK, New York, Germany and France.

FCI and Bank of Ireland have worked closely in terms of developing an initiative that will be cohesive and inclusive for all those working and caring.

During the course of 2019, FCI delivered initial employee talks to Matheson, the Royal College of Surgeons, IADT and Netwatch with many more planned for 2020.



FCI CEO John Dunne speaking at the Caring Employers launch

56,118 young people
aged 10-17 years
provide regular unpaid care

YOUNG CARERS

Family Carers Ireland continued to provide support throughout 2019 to children and young adults with caring responsibilities through our Young Carers Project. The project aims to build young carers' resilience and confidence in order to help them manage their caring responsibilities more effectively; to minimise the impact of caring on their life; and to improve their health and wellbeing - both physical and emotional.

Young Carer Groups

In line with changes to how the Department of Children and Youth Affairs funds services, Family Carers Ireland has undertaken a partnership approach to establishing a network of young carer groups across the country. To this end, a Memorandum of Understanding (MoU) between FCI and Youth Work Ireland has been agreed and signed by the CEOs of both organisations. The MoU formalises the relationship between the two organisations and sets out the framework for FCI to develop young carer groups in partnership with Youth Work Ireland's member youth services. By the end of 2019, the foundations were laid for four new young carer groups in counties Meath, Kilkenny, Roscommon and Offaly and a total of €48,000 was secured from various sources to get the groups up and running in 2020.

Young Carers in School

In 2019, the Young Carers in School Programme was run at six schools in Kilkenny, Meath, Dublin and Donegal. The programme consisted of workshops which included a presentation on young caring and group work while at the end of each session, students completed a questionnaire which helped to identify young carers. A separate presentation was delivered to teachers, management and the pastoral care team in each school. A total of 42 young carers were identified through the Young Carers in School Programme and two schools have begun setting up in-school young carer groups for their students. school young carer groups for their students.



Young carers pictured at the 2019 Young Carer Respite Weekend

Young Carers Respite Weekend

The 2019 Young Carers Respite Weekend, which took place in Carlingford Adventure Centre from June 22nd to 24th, was a huge success with 40 young carers from around the country coming together to have fun, relax and have their voices heard about issues that affect them.

The theme for the event was 'Active, Healthy & Caring' with those in attendance taking part in outdoor activities including kayaking, aerial assault courses and orienteering. Workshops were also held where participants discussed how their caring roles affect their physical and mental health; what they need to stay healthy and active; and what actions FCI and the Government should take to support their health and well-being.

Launch of Family Carers Ireland's Young Carers Card

A new Young Carers Card was launched at the Young Carers Respite Weekend. The card, which can be used as a disclosure tool for schools, colleges and health services, gives young carers aged 10-24 access to a variety of deals and discounts and has proven to be very popular. At the end of 2019, there were over 20 deals and discounts available to young carers including offers from Carlingford Adventure Centre, Zipit Forest Adventure, Grafton Barbers, Omniplex Cinemas, Gym Plus, The Body Shop and many more.

A total of 52 young carers signed up for membership in 2019.

EuroCarers' Young Carers Working Group Meetings

Family Carers Ireland's Padraig McGrath along with young carers Sean Collins and Alannah Donnelly attended a EuroCarers Young Carers Working Group Meeting in April which focused on developing a European wide campaign to raise awareness of young carers. Attendees also had input into EuroCarers' policy plan and various research projects including the ME-WE programme.



FCI Young Carer Development Manager Padraig McGrath

Going Further, Going Higher – Supports for Young Carers in Further and Higher Education

Caring can have a significant impact on the educational attainment of young carers as their access, participation and retention at third level is adversely affected by their caring responsibilities. The difficulties they experience as a result of their caring role can also have long-term negative impacts on their engagement with employment and their overall physical and emotional well-being.

The Young Carer Project prioritised the support of young carers in third level education in its 2019 work-plan. This resulted in three new third level institutions committing to supporting young carers through their access programmes in 2019, namely Athlone IT, Letterkenny IT and Technological University of Dublin (formerly DIT). The benefits to young carers include small bursaries, peer support, extra tuition and extended deadlines on coursework. This brings the total number of third level institutions that recognise and support young carers in their access programmes to five including IT Carlow and GMIT.

Hotel Respite Breaks

Family Carers Ireland secured €22,124 in National Lottery Funding under the Respite Care Grant Scheme to provide young carers and their families with a hotel respite break. This project was a tremendous success and the feedback from the families has been very positive. With thanks to an additional donation from the Dalata Hotel Group, 46 families received vouchers for €500, four families received €350 and one family received €250, bringing the total number of families to benefit from a hotel respite break to 51.



Alannah Donnelly and Sean Collins at Palais des Académies, Brussels for the Young Carers Working Group Meeting

€22,124
National Lottery Funding
secured under the
RESPITE CARE
GRANT SCHEME

MEET Eoin

Fourteen year old Eoin* cares for his mum Kate* who has Multiple Sclerosis and depends heavily on her son for support such as helping her out of bed every morning, cooking, cleaning, grocery shopping and collecting prescriptions.

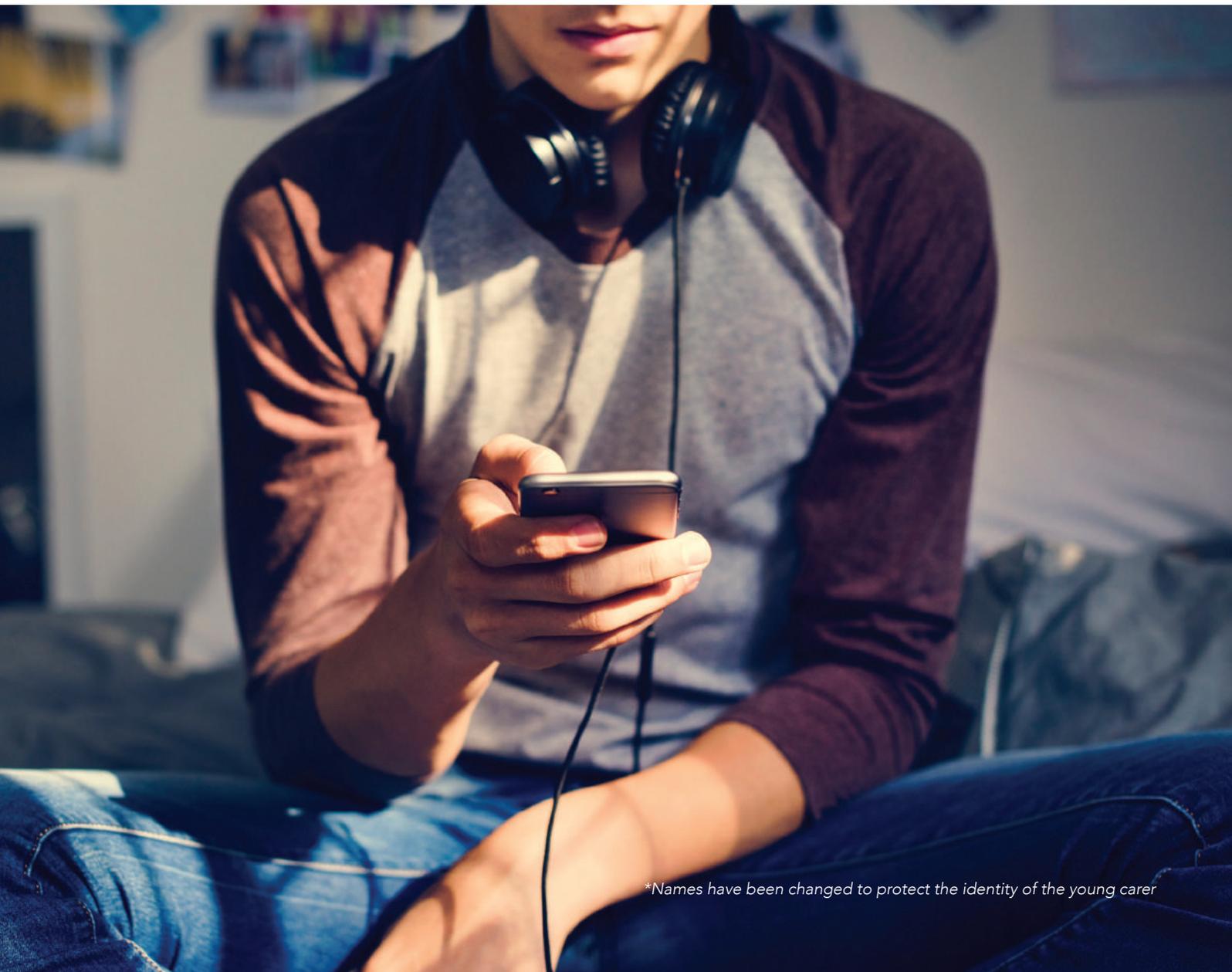
When Kate's condition worsened, Eoin reached out to Family Carers Ireland for support and was put in direct contact with FCI's Young Carer Development Manager Padraig McGrath. He wasn't coping well with his mum's declining health, he was struggling with school and wasn't able to spend time with friends because the family received only two hours of home support per week.

Recognising that Eoin was at a low point and carrying a huge burden of care for his age, FCI carried out a full assessment and developed a cohesive care plan in collaboration with the

family to help ease the pressure on Eoin while ensuring his mum's needs were met. After a meeting with the extended family, Kate's sister Jane agreed to become her full-time carer and with the help of FCI, made a successful application for Carer's Allowance.

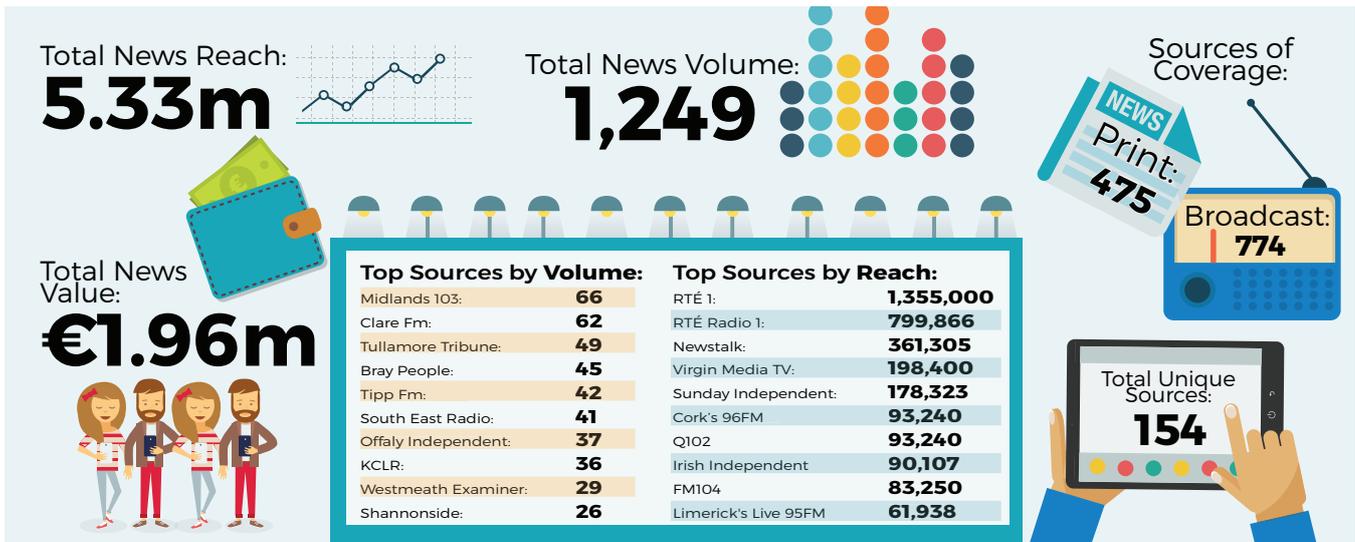
Once the new care arrangements were in place, FCI made contact with Eoin's school to make them aware of his caring role. They agreed to give Eoin extra time to do homework, allowed him to use class time in non-exam subjects to study and connected him with a counsellor to help him better cope with his mum's health issues. He was also referred to a local youth club to give him a weekly break from home life and the opportunity to socialise with his peers outside of school.

Eoin found the extra help and support to be very beneficial and says he now feels much happier and a lot less stressed.



**Names have been changed to protect the identity of the young carer*

FAMILY CARERS IN THE MEDIA



Throughout 2019 family carers and Family Carers Ireland featured heavily in national, regional and local media. Below are just two national highlights from each month to give a flavour of the topics discussed and family carers featured throughout the year.

January

- Family carers Sinead and Shauna Tighe along with FCI's Catherine Cox featured in **Newstalk** interview and **Irish Times** article on young carers in Ireland.
- Feature in **Sunday Independent** covering the good news story of Roscommon farmer Micheal Moran who donated his adapted van to family carer Cabrini Fallon following a feature on the family's struggles the previous weekend.

February

- Launch of Caring Employers and upcoming breakfast briefing highlighted in **Sunday Business Post**.
- **Health News** – Article promoting a 'Think Carer' approach in health and social care services by PHD student Mary Cronin from NUI Maynooth supported by FCI.

March

- 2018 Kildare Carer of the Year Catherine O' Connor interviewed in the **Irish Times** on caring for her son Mark.
- **Education Magazine** – Feature raising awareness about young carers and calling on students with caring responsibilities to contact FCI for support.

April

- Launch of the Carer of the Year Awards – **Ray D'arcy Show (RTÉ Radio 1)** presented by Kathryn Thomas featured family carers Brenda O'Connell-Barry, Shauna Tighe and FCI's Catherine Cox. Launch also featured in the **Irish Times, Irish Independent, Herald** and **Irish Daily Mirror**.
- FCI's Sean Donal O'Shea featured in the **Irish Independent** with a very powerful and moving account of caring for his late mother.



Micheal Moran (top) who donated his van to family carer Cabrini Fallon who is pictured with her daughter Robyn (bottom).



Caring Employers feature in the Sunday Business Post



FCI's Catherine Cox, RTÉ Presenter Sean O'Rourke and family carer Linda Comerford



Rosemary Kratschmar and her son Sammy



Brenda O'Connell Barry and Catherine Cox on Ireland AM

May

- **Today with Sean O' Rourke (RTÉ Radio 1)** interview with family carer Linda Comerford and FCI's Catherine Cox feature on impact of caring on carers' physical and mental health and wellbeing.
- A series of features in the **Irish Independent** titled "Ireland's arer Crisis" covering young carers, cost of caring and carers' rights and entitlements.

June

- Letter to the editor in the **Irish Times** by FCI's Catherine Cox questioning why home care is seen as an easy target when it comes to health budget cuts
- Family carer Linda Comerford and FCI's Marian Mahon featured on **Ireland AM (Virgin Media One)** to discuss carer burnout and National Carers Week. Also covered by **Lunchtime Live (Newstalk)**.

July

- Family carer Rosemary Kratschmar (pictured with her son Sammy) and FCI's Catherine Cox on **Today with Sean O' Rourke (RTÉ Radio 1)** highlighting cancellation of summer camps for children with disabilities.
- Family carer Brenda O'Connell-Barry and FCI featured in the **Sunday Independent** with a call for action in Budget 2020

August

- **Ireland AM (Virgin Media One)** – family carer Brenda O'Connell-Barry and FCI's Catherine Cox launch Carer of the Year Awards.
- **Sunday with Miriam (RTÉ Radio 1)** feature with two family carers talking about the loss of home care hours.

September

- **Sunday Independent** article encouraging people to submit nominations for Carer of the Year Awards.
- Article in **Aging Matters** written by FCI's Clare Duffy calling for more support for family carers.

October

- Budget 2020 – **Today with Sean O' Rourke (RTÉ Radio 1)** and **Virgin Media News**
- **CAGED campaign** – featured on Virgin Media News, Irish Examiner, Journal.ie, News at 1 (RTÉ Radio 1)

November

- Family carer Johanne Powell interviewed on **Sunday with Miriam (RTÉ Radio 1)**
- Carer of the Year Awards covered by **RTÉ News, Virgin Media News, Irish Times, Irish Independent, Irish Sun, Journal.ie**. Interview on **Ireland AM** with family carers Sinead and Shauna Tighe and FCI's Catherine Cox. **Today with Maura and Dáithí (RTÉ One)** interview with Netwatch Ambassador Mick Galwey.

December

- Interview in the **Irish Independent** with young carer Matthew McCartin (pictured) on caring for his dad at Christmas.
- Feature in the **Irish Examiner** with Aine Grant and Shauna Tighe calling for more supports for young carers over the Christmas period.



Young carer Matthew McCartin with FCI Patron Marty Whelan

MEET OUR DIRECTORS

Board Member

Biography



Veronica Baylon

Veronica is a carer to her 31 year old 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 the past 12 years and volunteers in the charity shop and drop-in centre.



Triona Fortune

Triona is Managing Director of Fortune Quality Accreditation Services (FOAS) 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.



Antoinette Greene

Antoinette is a retired paediatric nurse. Having practiced abroad for many years, she returned to Ireland to become the full-time family carer for her mother. She has been involved with Caring for Carers at local and national level since 2003 and is the chairperson of Family Carers Ireland's Milltown Malbay/Spanish Point carer group.



Barbara Kovach

Barbara is the mother and full-time carer for her beautiful son Liam who is 19. Liam was born with Down Syndrome and a heart condition. Barbara has been a family carer since the young age of 12, helping together with her sisters to care for her Grandmother who was housebound due to a fall and also had Alzheimer's. Barbara also helped take care of their father who had terminal cancer and died in 1986. After moving back from the USA in 2009, she helped care for her mother until she passed away in 2011. Barbara is a very active member of Family Carers Ireland and helped to start a support group in Cashel.



Rosemary Kratschmar

Rosemary, mum of four, together with her husband Siegi cares for her son Sammy who has Down Syndrome. Rosemary has been a strong advocate for family carers for many years and has worked closely with Family Carers Ireland in raising awareness and lobbying on behalf of carers across the country. She is also a member of FCI's Parents of Adults with Intellectual Disability (PAID) group.

Board Member

Biography



Shane McCarthy

Shane is a qualified Solicitor since 1999. Having managed his own practice for many years he has significant experience in regulation, governance, audit and risk management-all areas of particular interest to Family Carers Ireland. He is a member of the General Council of the Law Society of Ireland and a Council Member of the Pharmaceutical Society of Ireland. Shane helped care for his father, who suffered from dementia, until he died and continues to be one of the carers for his mother who suffers from Parkinson's disease.



Pádraig Neenan

Pádraig is involved with our Tuam carers group. From a farming background, he was a full-time carer for his mother until her death in May 2020. He is actively involved in the GAA County Board, the Mary's Meals charity, his local drama group and is a befriender with Western Alzheimers.



Peter O'Connell

Peter has had a successful corporate career in sales and marketing internationally, having worked in Europe and Latin America, in addition to being accountable for leading consumer brands globally. He has been based in the U.K., Belgium, The Netherlands, Mexico and Ireland in key head of function and board positions. He currently runs his own business, Career Development Associates. Peter cared for his mother for the last three years of her life with the support of home care workers.



Michael O'Neill

Michael is a Chartered Accountant and spent much of his career in public practice. He now holds a number of roles on a pro-bono basis and in commercial operations.



Johanne Powell

Johanne is 66 years of age and has been caring for her daughter Siobhán since she was born on the 9th February, 1984. Siobhán has a rare chromosome disorder and is intellectually and physically disabled, requiring 24/7 care. Johanne and her husband Alan are devoted to Siobhán who is their only child and have spent years lobbying on behalf of Siobhán for the provision of services to cater for her needs.

Board Member

Biography



Eilish Smith

Eilish is one of the founding members of Caring for Carers Ireland and has for many years been involved with people with intellectual disabilities. Eilish has been organising respite weekends for carers for over 33 years. As a teacher, she ran a programme with transition year students in conjunction with the Mental Health Board which included a monthly social for parents and their children.



Jim Waters

Jim retired in 2014 after 14 years as Managing Director of Transition Ireland, part of ARBORA Global Career Partners. He has served on the National Executive of the Chartered Institute of Personnel and Development (CIPD) and on the National Executive of the Irish Business and Employers Confederation (IBEC). Jim is a former young carer, having helped to care for one of his parents after a serious stroke. He is a Fellow of the Chartered Institute of Personnel and Development (CIPD).



DIRECTORS' REPORT 2019

The directors present their annual report together with the audited financial statements of Family Carers Ireland (FCI) for the year ended 31st December 2019.

Objectives & Activities

Creation of Family Carers Ireland

Family Carers Ireland is a national charity dedicated to supporting an estimated 355,000 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.**

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.



Family Carer Supports



Information and advocacy on Rights and Entitlements



Assistance with applications and appeals



Training and technical support in Care Skills and assistive technologies



Networking and social activities to share experiences and combat isolation



Advice and support on developing a sustainable Care Plan



Intensive personal support for carers who are feeling overwhelmed



Respite breaks



Home Supports (delivered on behalf of the HSE)

We advocate on behalf of family carers at local, regional and national level along with lobbying and policy development in support of a comprehensive National Carers' Strategy.

We offer specific programmes of support for groups of carers including young carers, isolated carers, carers for children with special needs, carers of adults with intellectual disability and carers of persons with mental health difficulties.

Family Carers Ireland is also an approved provider of home support services under the HSE scheme supporting the carer and cared for person.

The organisation ensures it co-operates with organisations, institutions and individuals in the achievement and promotion of its objectives.

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

KEY RESULT AREA 1

Family carer supports

KEY RESULT AREA 2

Home care services

KEY RESULT AREA 3

Public policy towards family carers

HIGHLIGHT CARERS' CONTRIBUTION

KEY RESULT AREA 4

Engaging with family carers

KEY RESULT AREA 5

Shining a light on the realities of caring in Ireland

KEY RESULT AREA 6

Making people aware of FCI and what we offer

GROW SUSTAINABLY

KEY RESULT AREA 7

Optimise resources

KEY RESULT AREA 8

Partnerships & alliances

In 2019, a **Master Action Plan (MAP)** was developed by Family Carers Ireland under each of the KRAs identified above. This MAP was further disseminated through the introduction of our Performance Management System into SMART (Smart, Measurable, Achievable, Realistic and Timely) objectives for staff across the organisation, thereby ensuring the bedding down of the strategic plan throughout Family Carers Ireland. The CEO reports against the MAP objectives to the board of directors on a biannual basis.

ACHIEVEMENTS & PERFORMANCE

Family Carers Ireland had a very successful year in 2019. It was the first full calendar year of our new strategic plan and progress on our key objectives was ahead of expectations. We completed the operational separation of Carer Support and Home Support activities at local level, established a new team of 18 Carer Support Managers across the country and managed to grow our engagement with family carers by almost 40% through the year with the same staffing levels as we had in 2018. This reorganisation and increase in activity happened alongside a year-long review of our ongoing carer support activities and a focus on enhancing programmes to support care planning and carer well-being.

We were delighted to secure significant funding for training activities for family carers during 2019 and 2020 from the Dormant Accounts Fund. This programme saw the roll-out of a range of new and established training programmes across the entire country and was proving extremely successful when it had to be suspended with the introduction of social distancing restrictions in March 2020 due to Covid-19. Training continues to be provided on-line but this represents a significantly constrained offering for the duration of the pandemic.

We launched a new Caring Employers programme in early 2019 aimed at supporting family carers striving to

balance full- or part-time employment with their caring responsibilities through their workplace. This programme also seeks to promote an employer led response to the challenge that by 2030 the proportion of family carers in Ireland will have to double (from 1 in 10 to 1 in 5) to accommodate demographic changes.

The board approved the organisation's first ever Quality Framework and considerable work was undertaken to ensure all staff were trained in new Child & Vulnerable Adult safeguarding policies and procedures.

Whilst the organisation continued to actively engage in public policy on issues of significance to family carers there was little progress in evidence by the end of the year in respect of a refreshed National Carers' Strategy or a phased/transitional commencement of the Assisted Decision-Making (Capacity) Act, 2015. Plans to pilot elements of the proposed statutory Home Support Scheme were announced in budget 2020 but were understandably delayed by the onset of the Covid-19 emergency.

The following sets out our achievements in somewhat greater detail in the context of our strategic plan. KRA below refers to our Key Result Areas.

KEY RESULT AREA 1 - FAMILY CARER SUPPORTS

Objective	Progress in 2019
Support for family carers is at the heart of why we exist. This plan envisages a fundamental review of what we do and how we do it and a sustained effort to ensure that these supports are equally accessible in every part of the country.	<ul style="list-style-type: none"> • New Carer Support Manual • New Carer Support Staff Network • Carer information packs updated • Nationwide Carer Training Calendar • CareGuide tool published online • Carer Star diagnostic rolled out • First new-look resource centres opened

KEY RESULT AREA 2 - HOME CARE SERVICES

Objective	Progress in 2019
Home Care and Home Help are key HSE services for patients in the home – we need to have practical expertise to lobby on policy and practice. Services make a significant contribution to our funding.	<ul style="list-style-type: none"> • New structures and systems bedded in • Home Care Manual streamlined • CHO by CHO strategy developed • Cost of legacy respite hours addressed

KEY RESULT AREA 3 - PUBLIC POLICY TOWARDS FAMILY CARERS

Objective	Progress in 2019
Family carers need state supports that are effective and relevant to the reality of their circumstance.	<ul style="list-style-type: none"> Carers Against Government Exploitation & Denial (CAGED) campaign Ongoing engagement with D/Health on refreshed National Carers' Strategy and statutory entitlement to home care

KEY RESULT AREA 4 - ENGAGING WITH FAMILY CARERS

Objective	Progress in 2019
We need to be firmly rooted in the experiences of all family carers in order to inform our work on their behalf.	<ul style="list-style-type: none"> Growth in carer engagement including regional forums and social media Young carer respite weekend inaugurated Caring Employers programme launched

KEY RESULT AREA 5 - SHINING A LIGHT ON THE REALITIES OF CARING IN IRELAND

Objective	Progress in 2019
Our capacity to influence evidence-based policy-making depends on being acknowledged as experts on the realities of caring in Ireland. Our ability to win public sympathy for our cause increases the chances of success.	<ul style="list-style-type: none"> Two 'Paying the Price' papers detailing impact of the past decade on carer health and well-being. Study of caring in the Traveller community the first of a new series on seldom heard voices Major new 'State of Irish Caring' study commissioned

KEY RESULT AREA 6 - MAKING PEOPLE AWARE OF WHAT WE OFFER

Objective	Progress in 2019
We need to increase awareness of and empathy for the organisation's brand if we are to reach our potential in terms of engaging with family carers throughout the country.	<ul style="list-style-type: none"> Baseline national survey of self-identification and FCI brand amongst family carers New marketing plan agreed New 'Shine a Light' national fundraising event

KEY RESULT AREA 7 - OPTIMISE RESOURCES

Objective	Progress in 2019
<p>We have a duty to our funders and our clients to maximise our efficiency and effectiveness; we need to grow to enable us to meet increasing numbers of family carers and we need to do it all sustainably to ensure that we will be there to meet future needs.</p>	<ul style="list-style-type: none"> Continued progress diversifying revenue base Sustainable three-year pay framework New staff training programme and performance management system Significant hardware and software upgrades of main IT systems GDPR compliant minimum data collection protocols

KEY RESULT AREA 8 - PARTNERSHIPS & ALLIANCES

Objective	Progress in 2019
<p>Greater synergies with the health system and other voluntary organisations will maximise support for family carers.</p>	<ul style="list-style-type: none"> Secured funding for new Head of Strategic Partnerships and Innovation post Recruitment process completed



FINANCIAL REVIEW

During 2019, **Family Carers Ireland** engaged with **33,599 carers** through our **22 centres, 100+** group affiliations, training and respite activities. In addition, we provided almost **321,000 hours** of in-home and respite support in the community.

Financial Overview

The financial results for the year are outlined in the Statement of Financial Activities (page 60), the Balance Sheet (page 61) and the Statement of Cash Flows (page 62) and further explained in the notes to the accounts on pages 63 to 77.

Income for the financial year was €10,498,826 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 were successful in our bid for Dormant Accounts Fund support of almost €645,000 for an 'Empowering Family Carers' programme of training, engagement, support and information. Targeted programmes have been delivered throughout the year to better equip the family carer, no matter which stage they are at in their caring journey.

We received €3,428,000 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 effective suspension of home support services for most of 2019 resulted in a reduced number of home care hours being provided by the organisation which impacted both on our available funds for charitable purposes and caused an increase in the number of carers needing our support.

Expenditure for the year was €10,197,622 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 €301,204 which predominately reflects internal restructure and a reduction in our homecare services around the country.

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 of Ireland
- Dormant Accounts Fund
- and various private and corporate donations

Income

Total income for 2019 was €10.5m which is a drop of 7% on the 2018 levels. This drop predominately relates to charitable activities, the detail of which is outlined below.

Income from Donations and Legacies

Income from donations and legacies amounted to almost €57,000 which is an increase of 7% on 2018 levels and comprises donations predominately from individual donors through our national network.

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 and Community & Voluntary Pillar.

In 2019, income from charitable activities was €9.95m which is a decrease of 7.5% on 2018 levels and predominately relates to a drop in home support (88%), grants (7%) and Section 39 (5%). Family Carers Ireland was successful in the 2018 bid for the Home Care Package (HCP) tender



competition as a Tier 1 provider in CHO 1 and 3 and a Tier 2 provider in CHO 2, 5 and 8. Prior to this tender, tiers did not exist and FCI would have provided home support services across all nine CHOs.

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 2019 was €481,000 which is a decrease of 1.6% on 2018 levels and represents a growth in Fundraising and Membership income to €241,000 and a drop in Other Trading Activity to €240,000.

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 2019 saw initiatives under the membership programme yield significant growth.

Income from Investments

Income from Investment for 2019 was €12,400 which represents an increase of 216% on 2018 levels and comprises rental income and bank interest received on short term deposits.

Expenditure

Total expenditure for 2019 was €10.2m which is a drop of 6% on 2018 levels. This drop 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 38% on 2018 levels which reflects investment in merchandise for our 'Shine a Light' campaign, with 'Other Trading Expenditure' decreasing by 19% on 2018 levels but in line with activity.

Expenditure from Charitable Activities

Expenditure under 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 and Community & Voluntary Pillar.

In 2019, expenditure from charitable activities was just under €10m which is a decrease of 6% on 2018 levels and predominately in line with the reduction 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 reserve 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. Where reserves fall lower than six months, the board requires the Executive Management Team to prepare a plan to address the issue within a reasonable time frame.

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 €2.7m 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 €2.4m and therefore the board considers the current level of reserves to be adequate.

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

Family Carers Ireland has been affected by the global Covid-19 pandemic, like many other charitable organisations: in terms of our traditional delivery of supports and services across the country; the raising of unrestricted funds through sponsorship and Caring Employers to name a few; and general fundraising activities at local level and national level along with the cancellation of our flag day 'Shine a Light' on 30th April.

As an organisation, we have worked very hard to support family carers through this crisis, coming up with innovative ways in which to support from afar, ranging from online counselling to emergency planning along with a range of intensive practical supports to vulnerable family carers. Our support to family carers will continue as we move through these uncertain times, by adapting and changing our supports to the needs of our carers. How we deploy our staff and volunteers to deliver our carer support and home support services has also been adapted in light of the Covid-19 situation with our office based staff working from home and our home support staff being provided with additional PPE necessary to safeguard against the virus. Management have considered the impact of Covid-19 and whilst not yet fully visible from a financial perspective, it is not likely to have such an impact that would impede the charity's ability to sustain itself in the longer term. This conclusion is drawn following a detailed review of the level of risk and uncertainty facing the organisation, the likely outcome and our measured response.

At the time of writing, it was not possible to quantify the exact effect of Covid-19 on the 2020 and 2021 financial position, however management have considered its position, taking into consideration current funding partners, the organisation's ability to reduce its cost base and risks facing the organisation. Projections for a 15 month period to the end of June 2021 have been reviewed based on the three scenarios of best, worst and most likely outcome. All things considered, it is probable that Family Carers

Ireland will deliver a net deficit position for the 2020 financial year. However, given the current level of reserves at the 2019 Balance Sheet, whilst not sustainable in the long term this is something which is capable of being supported over the course of the next 12 months.

Future Plans

Covid-19 was a significant disruptor of our activities and our strategic plan. Our initial priority in the wake of public health restrictions was to re-organise supports and services to meet the new pattern of needs and concerns presented to us by family carers across the country as creatively as possible. Once that had been achieved, we gave careful consideration to what we could do of sufficient scale and strategic value to make a meaningful contribution to the national emergency response, as well as being of long-term direct benefit to family carers. We are currently working on four such initiatives.

The greatest fear of every family carer is what might happen to their loved one if something happens to prevent them continuing in their caring role. This anxiety has been greatly increased for many in the context of the Covid-19 emergency. We are therefore developing a comprehensive 24/7 Emergency Response service for family carers ("if you are suddenly unable to take care of your loved one you can trust us to make sure that they are looked after and to advocate for them on your behalf"). The first phase of this 24/7 support will focus on communications and advocacy but we have ambitions to eventually link it to a nationwide scheme of emergency home support to allow a guaranteed 48 or 72 hour transition cover in the event of a family caring crisis.

We have begun to pilot an 'Intensive Carer Support' process to assist families who are losing the confidence/capacity they need to sustain their existing care plan or who need assistance to design a new one. This uses an internationally validated multi-dimensional model of carer well-being and an asset-based approach which promotes empowerment rather than dependency to overcome problems. We anticipate that this will become a significant element of our long-term supports offered to family carers.

We will also be launching a free national counselling service for family carers which will complete a spectrum of supports for carer well-being and resilience.

And finally, we are developing a new online forum which will provide access to a range of support and advice 'streams' including specialist forums for carers dealing with specific disabilities and conditions (we anticipate migrating most of our social media to this forum as it will offer greatly enhanced functionality and security).

We believe that each of these initiatives will be of value to family carers long after the Covid-19 emergency has passed as well as contributing directly to the objectives set out in our strategic plan.

STRUCTURE GOVERNANCE & MANAGEMENT

Constitution

The charity is registered as a company limited by guarantee (CLG), not having a share capital (CRO No. 572819). 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. An outline of board biographies can be viewed in the Annual Report.

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 in May 2019 ahead of the CRA requirement for charities to be compliant by 2020.

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 three department leads in Operations; Communications and Carer Engagement; and Corporate Services.

In the course of 2019, the organisation obtained funding through SSNO to expand the EMT by recruiting a new Head of Strategic Partnerships and Innovation. Kathy McLoughlin began in this new role in February 2020.

The board and sub-committee meets on a regular basis and the following outlines the board and sub-committee meetings during 2019. 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:

Meetings	Board	Finance & Organisation	Audit & Risk	Quality & Safety	Member Services & Engagement
Board Members					
Jim Waters (Chairperson to Sept)	5/7	3/5			
Shane McCarthy (Chairperson from Sept)	5/7	1/1			
Triona Fortune (Vice Chairperson)	6/7		1/1	3/3	
Veronica Baylon	0/1				
Antoinette Green	7/7			2/2	1/3
Susan Hogan	3/4				4/6
Tess Hogan	3/4			2/2	
Barbara Kovach (Chairperson Member Services & Engagement Committee)	2/7				4/6
Rosemary Kratschmar	3/3			0/1	2/2
Luke Mooney (Chairperson Finance & Organisation Committee to June)	4/7	2/3			
Padraig Neenan	5/7			0/1	
Peter O'Connell	5/7		1/1		
Michael O'Neill (from September, Chair of FAO)	3/3	4/5			
Johanne Powell	6/7				6/6
Eilish Smith	6/7				6/6
Other External Committee Members					
Jimmy Duggan		2/5			
Grace Dempsey (Chairperson Audit & Risk Committee)			3/3		
John Lonergan			2/3		
Joe Gannon				1/2	
Ann Gardiner				1/2	
Cora Long					4/6
Mary Murphy					4/6

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 €11,618 for 2019 (2018: €11,984).

Training & Policies Adopted by the Board

As part of the board development programme, all directors are invited to participate in an annual training workshop which is usually facilitated by an external provider. During 2019, this was provided by The Wheel and focused on board roles and responsibilities, governance and the (CRA) Governance Code for Charities.

The board also 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 & Decision Making

Operational decisions in the running of the charity are the responsibility of the CEO and three senior managers: Head of Operations, Head of Communications and Carer Engagement 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 four sub-committees with clear terms of reference to support the board work programme as follows: Finance and Organisation; Audit and Risk; Quality and Safety; and Member Services and Engagement. During 2019, the board identified the requirement to set up two new sub-committees to further support the work of the board – Research and Policy and Marketing and Fundraising. The establishment of the new committees was approved at the November board meeting and neither committee met before the end of 2019. 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 & 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 above.

During 2019, the committee focused on committee and board financial reporting, three year pay strategy and associated forecasting over the three year term.

Audit & 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, Grace Dempsey, who is not a member of the board.

The work programme of the Audit and Risk Committee included tendering for new audit and professional advisors and its standing agenda item of co-ordinating risk management on behalf of the board.

Quality & 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.

The key focus of the committee during 2019 was developing a quality framework and overseeing the streamlining of key policies and procedures in line with current best practice.

Member Services & Engagement Committee

The Member Services and Engagement Committee monitors all aspects of member engagement through groups, fora and the national conference; advises on the membership offering including unique benefits package and national events; and evaluates member events.

The Member Services and Engagement Committee work plan for 2019 saw it review the National Respite Weekend, the offerings under our membership package and how we engage with carers through our regional forums along with the pilot of a national carers conference.

Research & Policy Committee

The Research and Policy Committee will oversee the organisation's research activity and policy positions; help support the evaluation of policy campaigns; and advise on



approaches in specific areas.

Marketing & Fundraising Committee

The Marketing and Fundraising Committee will oversee the implementation of the organisation's marketing strategy which has been developed in line with the strategic five-year 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 2019, there were no payments made to directors outside of the normal travel and subsistence policy.

Pay Policy for Senior Staff

The key management personnel comprise the CEO & Executive Management Team (EMT).

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. We have been conscious that over the last ten years we have not been in a position to commit to increasing our levels of pay across the organisation given our funding and the economic circumstances. In order to be able to deliver our strategic plan, it is imperative that we have a strong and motivated team in place. Therefore, during 2019 a review was undertaken of all staff salaries with the board agreeing a three year pay strategy across the entire organisation. This gives us a clear outline of our cost profile over the next three years and facilitates appropriate planning going forward. The CEO and EMT salaries are disclosed in note 10 to the accounts.

As required under our funding agreements, Family Carers Ireland has regard to the public sector pay guidelines. Pay restoration began in earnest in 2017 and the organisation continues its negotiations with the HSE and Department of Health in this regard.

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, Finance and Organisation, Quality and Safety and Member Services and Engagement. The risk register process involves staff teams initially identifying risks facing the organisation as categorised

above, this being reviewed quarterly by the EMT, with the top relevant risks reviewed by each board committee at each of its meetings, in full annually by each board committee and subsequently by the full board.

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.

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 a comprehensive and accurate picture of the 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 an ever-present 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.

Following the year end, and probably continuing into 2021, we see significant additional Covid-19 related risks. These

include the challenge of implementing enhanced public health guidelines (e.g. infection control) in the context of social distancing and its impact on training and supervising capacity. There are also new risks in regard to timely access to appropriate Personal Protective Equipment (PPE) and timely testing. 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 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.



FAMILY CARERS IRELAND

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

DIRECTORS' REPORT

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, who were appointed during the year, will continue in office.

Signed on behalf of the Board of Directors:



Shane McCarthy
Director:

Date: 28th May 2020



Michael O'Neill
Director:

Date: 28th May 2020

FAMILY CARERS IRELAND

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

DIRECTORS' RESPONSIBILITIES STATEMENT

for the year ended 31 December 2019

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:

- select 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:



Shane McCarthy
Director:

Date: 28th May 2020



Michael O'Neill
Director:

Date: 28th May 2020

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 2019, which comprise the Statement of Financial Activities, the Balance Sheet, the 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.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2019 and of its results for the period 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 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 ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and 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

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

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of

accounting for a period of at least twelve months from the date when the financial statements are authorised for issue

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.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify 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

Based solely on the work undertaken in the course of the audit, we report that:

- in our opinion, the information given in the directors' report is consistent with the financial statements; and
- in our opinion, the directors' report has been prepared in accordance with the Companies Act 2014

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

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF FAMILY CARERS IRELAND

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

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 disclosures of directors' remuneration and transactions required by Sections 305 to 312 of the Act are not made.

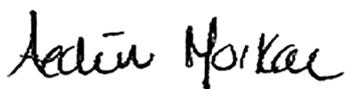
We have nothing to report in this regard.

Respective responsibilities

Responsibilities of Directors for the Financial Statements

As explained more fully in the Directors' Responsibilities Statement set out on page 57, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.



Aedín Morkan
For and on behalf of Mazars
Chartered Accountants And
Statutory Audit Firm
Harcourt Centre, Block 3
Harcourt Road, Dublin 2

Date: 5 June 2020

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 IAASA'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.

FAMILY CARERS IRELAND

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

STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 December 2019

(Incorporating an Income and Expenditure Account)

	Notes	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total Funds 2019 €	Unrestricted Funds 2018 €	Restricted Funds 2018 €	Total Funds 2018 €
Income from:							
Donations and legacies	4	46,465	10,322	56,787	49,446	3,495	52,941
Charitable activities	7	5,627,241	4,321,240	9,948,481	6,612,789	4,142,468	10,755,257
Trading activities	8	450,694	30,464	481,158	489,338	-	489,338
Investment income	9	12,400	-	12,400	3,919	-	3,919
Total income		6,136,800	4,362,026	10,498,826	7,155,492	4,145,963	11,301,455
Expenditure on:							
Raising funds	10	168,080	960	169,040	176,000	-	176,000
Charitable activities	11	5,537,680	4,490,902	10,028,582	6,415,819	4,275,049	10,690,868
Total expenditure		5,705,760	4,491,862	10,197,622	6,591,819	4,275,049	10,866,868
Net income before transfers		431,040	(129,836)	301,204	563,673	(129,086)	434,587
Transfers between funds		(129,836)	129,836	-	(129,086)	129,086	-
Net movement in funds for the year		301,204	-	301,204	434,587	-	434,587
Reconciliation of funds							
Total funds brought forward	22	2,400,467	-	2,400,467	1,965,880	-	1,965,880
Total funds carried forward	22	2,701,671	-	2,701,671	2,400,467	-	2,400,467

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.

FAMILY CARERS IRELAND

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

BALANCE SHEET

as at 31 December 2019

	Notes	2019 €	2018 €
Fixed Assets:			
Tangible assets	17	292,334	20,861
Current Assets:			
Debtors	18	1,504,664	1,816,377
Cash and cash equivalents	25	2,042,904	2,247,581
		3,547,568	4,063,958
Creditors: Amounts falling due within one year	19	(1,138,231)	(1,684,352)
Net Current Assets		2,409,337	2,379,606
Total Assets less Current Liabilities		2,701,671	2,400,467
Funds of the Charity			
Unrestricted		2,701,671	2,400,467
Restricted		-	-
Total Funds		2,701,671	2,400,467

The notes on pages 63 to 77 form part of the financial statements.

Approved by the Board of Directors on 28th May 2020 and signed on its behalf by:



Shane McCarthy
Director:

Date: 28th May 2020



Michael O'Neill
Director:

Date: 28th May 2020

FAMILY CARERS IRELAND

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

STATEMENT OF CASHFLOWS

for the year ended 31 December 2019

	Notes	2019 €	2018 €
Cash flows from operating activities			
Net cash provided by operating activities	24	73,067	196,758
Cash flows from investing activities			
Bank Deposit Interest		500	331
Payments to acquire tangible assets	17	(278,243)	(4,177)
Proceeds from sale of investments		-	3
Net cash used in investment activities		(277,743)	(3,843)
Net (decrease) / increase in cash and cash equivalents		(204,676)	192,915
Cash and cash equivalents at 1 January		2,247,581	2,054,666
Cash and cash equivalents at 31 December	25	2,042,904	2,247,581



FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2019

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 2019.

Family Carers Ireland 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 is Unit 1, Hibernia Building, Heuston South Quarter, Dublin 8. The principle place of business for the charity is Market Square, Tullamore, Co Offaly.

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 charity.

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.

Foreign Currencies

The company's functional and presentation currency is the Euro.

Income

Income is recognised when the charity 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 is 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 is sufficient assets in the estate and any conditions attached are within the control of the charity.

Donated goods for resale are recognised within Fundraising Income when the items are sold. In accordance with SORP, general volunteer time is not recognised.

Grants from Government agencies and other sources are recognised as income when the charity 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 charity can lawfully use the restricted funds.

Unrestricted funds are funds spent at the discretion of

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

the Directors to further any of the charity'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.

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.

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

Charitable expenditure consist 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 charity. 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 charity, it is probable that the expected future economic benefits associated with the asset will flow 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	20%
Office Equipment	20%

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 Activity.

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 Activity.

Other Financial Assets

Other financial assets including trade and other debtors are measured initially at transaction price. Subsequently, they are measured at amortised costs 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.

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.

Other Financial Liabilities

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 (CONTINUED)

for the year ended 31 December 2019

Provisions and Liabilities for Charges

Provisions are recognised when the charity 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.

Financial Instruments

The charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities. Financial assets comprise trade debtors, other debtors and cash at bank. Financial liabilities comprise trade creditors, PAYE/PRSI/VAT and other creditors. Basic financial instruments are accounted for in accordance with Section 11 of FRS 102.

Employee Benefits

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

Defined Contribution Pension Plan

The charity operates a defined contribution plan. A defined contribution is a pension plan under which the charity pays fixed contributions into a separate fund. Under defined contribution plans, the charity 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 charity pays contributions to privately administered pension plans on a contractual or voluntary basis for eligible employees at management level. The charity 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 charity has been granted an exemption under Section 207 and 208 of the Taxes Consolidation Act 1997. The charity 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 charity's purposes. Unrestricted funds can be used to supplement expenditure made from restricted funds. They comprise incoming and outgoing resources and expenditures for the charity'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 charity can lawfully use the restricted funds.

Operating Lease

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.

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

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 charity makes estimates and assumptions concerning the future.

The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

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 our HSE Service Level Agreements will not materially change going forward. The directors have considered the impact of Covid-19 and do not consider that the impact will be so significant as to cast doubt on the ability of the organisation to continue in operational existence. 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.

4) Donations and Legacies

	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
	€	€	€	€
Donations	46,465	10,322	56,787	52,941

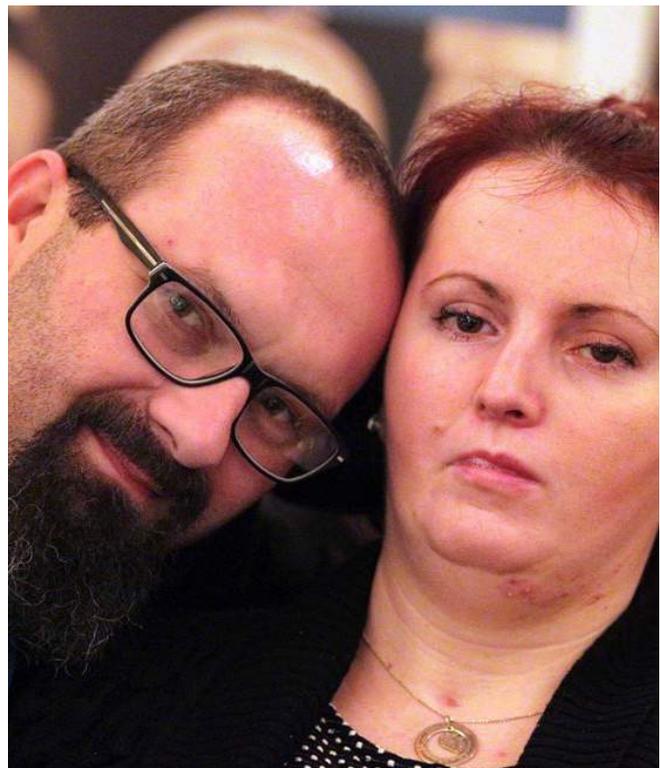
5) Voluntary Income

The charity 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 charity receives S39 funding from the HSE through local Community Health Organisations (CHOs) 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 charity 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 (CONTINUED)

for the year ended 31 December 2019

6) Section 39 Income & Expenditure

	2019 Income	2019 Expenditure	2018 Income	2018 Expenditure
	€	€	€	€
Core Grant	1,420,780	1,420,780	1,420,780	1,420,780
East Coast - Wicklow	92,995	92,995	96,936	96,936
Northern – North Dublin	119,672	119,672	99,108	99,108
South Western – Kildare	16,739	16,739	16,739	16,739
South Western – Dublin West	54,700	54,700	54,700	54,700
Midlands – Laois/Offaly	72,650	72,650	72,650	72,650
Midlands – Longford/Westmeath	79,300	79,300	79,215	79,215
Mid-Western – Limerick/Clare	719,982	719,982	729,559	729,559
North Western – Sligo	115,737	115,737	126,674	126,674
Western – Roscommon	152,289	152,289	175,735	175,735
Western – Mayo	20,000	20,000	20,000	20,000
Western – Galway	25,000	25,000	30,100	30,100
Southern – Cork/Kerry	112,198	112,198	120,000	120,000
South Eastern - Kilkenny	132,669	132,669	132,672	132,672
South Eastern – Clonmel	95,740	95,740	92,310	92,310
South Eastern – Wexford	77,724	77,724	77,724	77,724
South Eastern -Waterford	90,825	90,825	97,533	97,533
North Eastern – Cavan/Monaghan	29,000	29,000	29,000	29,000
Total	3,428,000	3,428,000	3,471,435	3,471,435

7) Charitable Activity Income

	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
	€	€	€	€
Charitable Activity Income (See Note A)	5,627,241	4,321,240	9,948,481	10,755,257

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

7) Charitable Activity Income (CONTD)

	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
	€	€	€	€
Note A - Restricted				
Section 39 Grant Income (note 6)	-	3,428,000	3,428,000	3,471,435
Dementia Project	-	277,333	277,333	258,484
Other Grant Income	-	215,997	215,997	183,622
Dormant Account Income	-	245,772	245,772	267,628
SSNO Income	-	44,036	44,036	90,000
National Lottery Funding	-	68,914	68,914	92,668
Community Foundation of Ireland	-	11,044	11,044	6,971
Comhairle Income	-	30,144	30,144	30,144
Home Support Services	5,564,530	-	5,564,530	6,275,997
Other Grant Income	62,711	-	62,711	78,308
Total	5,627,241	4,321,240	9,948,481	10,755,257

Note – Other grant income consists of small grants given to the organisation for specified projects, none of which are over €40k.

8) Trading Activities

	Unrestricted Funds 2019	Restricted Funds 2019	Total Funds 2019	Total Funds 2018
	€	€	€	€
Charity Trading Income	450,694	30,464	481,158	489,338

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

8) Trading Activities (CONTD)

	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total Funds 2019 €	Total Funds 2018 €
Trading Activities Breakdown				
Other Trading Income	241,418	-	241,418	216,812
Other Costs of Raising Funds	209,276	30,464	239,740	272,526
Total	450,694	30,464	481,158	489,338

9) Investment Income

	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total Funds 2019 €	Total Funds 2018 €
Rental Income	11,900	-	11,900	3,588
Bank Deposit Interest	500	-	500	331
Total	12,400	-	12,400	3,919

10) Cost of Raising Funds

	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total Funds 2019 €	Total Funds 2018 €
Fundraising & Membership Costs	59,879	-	59,879	43,228
		-		
Other costs of raising funds	108,201	960	109,161	132,772
Total	168,080	960	169,040	176,000

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

11) Charitable Activities

	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total Funds 2019 €	Total Funds 2018 €
Summary of Charitable Activities				
Other Grant Expenditure (Note A)	-	689,758	689,758	706,243
Wages and Salaries (Note B)	4,958,213	2,765,770	7,723,983	8,234,675
Overhead Expenditure (Note C)	579,467	1,035,374	1,614,841	1,749,950
Note A - Other Grant Expenditure				
	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total Funds 2019 €	Total Funds 2018 €
Dementia Programme	-	239,469	239,469	232,794
Dormant Accounts	-	245,772	7,723,983	8,234,675
National Lottery	-	56,951	56,951	71,008
Other Grant Expenditure	-	147,566	147,566	134,813
Total	-	689,758	689,758	706,243
Note B – Wages and Salaries				
	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total Funds 2019 €	Total Funds 2018 €
Direct Wages	3,876,480	885,239	4,761,719	5,273,506
Indirect Wages	1,081,733	1,880,531	2,962,264	2,961,170
Total Wages	4,958,213	2,765,770	7,723,983	8,234,676

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.

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

11) Charitable Activities (Contd)

Note C - Project	Unrestricted Funds 2019 €	Restricted Funds 2019 €	Total Funds 2019 €	Total Funds 2018 €
Establishment	35,466	389,706	425,172	406,810
IT and Administration	185,434	186,916	372,350	386,642
Training and Local Centre	138,985	138,371	277,356	280,917
Other Overheads	148,452	136,261	284,713	462,205
Group Expenditure	-	49,385	49,385	32,861
Programme Costs	71,130	134,735	205,865	180,515
Total	579,467	1,035,374	1,614,841	1,749,950

12) Employees and Remuneration

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

	2019 Number	2018 Number
Corporate Services	12	14
Communications	13	14
Operations	86	96
Home Care Workers	656	811
	767	935

The staff costs comprise:

	2019 €	2018 €
Wages and salaries	7,552,721	8,016,759
Social security costs	1,789,281	1,871,695
Pension costs	13,456	12,654
	9,355,458	9,901,108

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

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

13) Remuneration and benefits received by key management personnel

The total amount of employee benefits (including employer pension costs) received by the charity's key management personnel was €370,142 (2018: €349,265). The total number of employees whose benefits for the reporting period fell within the bands below were as follows (these include the senior management team and the CEO):

	2019 Number	2018 Number
€70,000 to €80,000	3	3
€80,000 to €90,000	-	-
€90,000 to €100,000	1	1
	4	4

The salary of the Chief Executive Officer in 2019 was €113,181 (2018: €112,403), including Employers PRSI and pension, that was the total of his employee benefit.

14) Directors' Expenses

Expenses are paid to board directors in line with the charity's expenses policy. During 2019, €11,618 (2018: €11,894) was paid to six directors for travel and subsistence incurred in the performance of their duties as directors.

15) Net Income

This is stated after charging/(crediting):

	2019	2018
	€	€
Depreciation of tangible fixed assets	6,769	2,544
Auditor's Remuneration	22,755	23,110

During the year, no Directors received any remuneration (2018 - €NIL).

During the year, no Directors received any benefits in kind (2018 - €NIL).

16) Auditor's Remuneration

The Auditor's remuneration amounts to an audit fee inclusive of VAT of €22,755 (2018 - €23,110) in respect of statutory audit services.

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

17) Tangible Fixed Assets

	Computer Equipment	Property, Plant & Equipment	Total
	€	€	€
At 1 January 2019	30,218	-	30,218
Additions	10,743	267,500	278,243
Disposals	-	-	-
At 31 December 2019	40,961	267,500	308,461
At 1 January 2019	9,358	-	9,358
Charge for the year	4,986	1,783	6,769
On disposals	-	-	-
At 31 December 2019	14,344	1,783	16,127
At 31 December 2019	26,617	265,717	292,334
At 31 December 2018	20,861	-	20,861

Following protracted negotiations the organisation purchased its office building in Tullamore along with arrears of rent for €575,000 with the net result outlined above in the fixed assets.

18) Debtors

	2019	2018
	€	€
Trade Debtors	1,321,239	1,664,625
Other Debtors	94,135	79,666
Prepayments and accrued income	89,290	72,086
	1,504,664	1,816,377

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

19) Creditors

Amounts falling due within one year:

	2019	2018
	€	€
Trade Creditors	116,131	183,353
Other taxation and social security costs (Note 20)	138,404	205,282
Accruals	375,405	929,727
Deferred Income (Note 21)	508,291	365,990
	1,138,231	1,684,352

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

20) Taxation and Social Security

	2019	2018
	€	€
PAYE/PRSI	137,483	205,139
VAT	921	143
	138,404	205,282

21) Deferred Income

	2019	2018
	€	€
At beginning of year	365,996	678,642
Income deferred during the year	363,397	48,938
Credited to Statement of Financial Activities	(221,102)	(361,590)
At end of year	508,291	365,990

Deferred income relates to income received from Pobal, National Lottery, Group funds and various other grants that had specific performance related conditions and where the funds have been received in advance. These funds are deferred as a creditor on the balance sheet until the relevant conditions have been met.

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

22) Analysis of Movement of Funds

Prior Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Opening Balance at 1 January 2018	1,685,880	300,000	-	1,965,880
Income	7,155,492	-	4,145,963	11,301,455
Expenditure	(6,591,819)	-	(4,275,049)	(10,866,868)
Transfer Between Funds	(129,086)	-	129,086	-
Closing Balance at 31 December 2018	2,100,467	300,000	-	2,400,467

Current Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Opening Balance at 1 January 2019	2,100,467	300,000	-	2,400,467
Income	6,136,800	-	4,362,026	10,498,826
Expenditure	(5,705,760)	-	(4,491,862)	(10,197,622)
Transfer Between Funds	170,164	(300,000)	129,836	-
Closing Balance at 31 December 2019	2,701,671	-	-	2,701,671

23) Analysis of Net Assets By Fund

Prior Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Represented by:				
Fixed Assets	20,861	-	-	20,861
Current Assets	4,063,958	-	-	4,063,958
Current Liabilities	(1,684,352)	-	-	(1,684,352)
	2,400,467	-	-	2,400,467

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

23) Analysis of Net Assets By Fund (Contd)

Current Year	Unrestricted	Designated	Restricted	Total
	€	€	€	€
Represented by:				
Fixed Assets	292,334	-	-	292,334
Current Assets	3,547,568	-	-	3,547,568
Current Liabilities	(1,138,231)	-	-	(1,138,231)
	2,701,671	-	-	2,701,671

24) Reconciliation of Net Movement in Funds to Net Cash Flow From Operating Activities

	2019	2018
	€	€
Net Income for the year (as per Statement of Financial Activities)	301,204	434,587
Adjustment for:		
Depreciation charges	6,769	4,408
Investment Income	(500)	(331)
Decrease / (increase) in debtors	311,713	(261,178)
(Decrease) / increase in creditors	(546,119)	19,272
Net cash provided by operating activities	73,067	196,758

25) Cash and Cash Equivalents

	2019	2018
	€	€
Cash and bank balances	2,042,904	2,247,581

FAMILY CARERS IRELAND

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

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

for the year ended 31 December 2019

26) Pension Commitments

The charity operates a defined contributions pension scheme for eligible employees at executive management level. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to €13,456 (2018: €12,654). No contributions were payable at year end.

27) Operating Lease Commitments

	2019	2018
	€	€
Amounts payable:		
Within 1 year	173,662	203,479
Between 1 and 5 years	570,918	820,571
Greater than 5 years	540,790	868,474
Total	1,285,370	1,892,524

28) Related Party Transactions

No related party transactions took place during the year ended 31 December 2019 (2018: NIL).

29) Post Balance Sheet Events

At the time of approving these financial statements, Ireland is responding to the outbreak of the Coronavirus, Covid-19. Family Carers Ireland is responding to COVID-19 by continuing to deliver services and activities where possible, in line with Government and HSE recommendations. There have been no other 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 28th May 2020.

The following do not form part of the audited accounts

APPENDIX - DISCLOSE OF STATUTORY AND CORPORATE SUPPORT

Details of statutory funding received in 2019

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 2016-2019	To fund the posts of two National Office staff and non salary related costs and also three conventions per year	€270,000 - 3 years	€44,036	Nil
Pobal and Department of Environment, Community and Local Government	Scheme to Support National Organisations 2019-2021	To enhance specialists supports, strategic partnerships as well as improving organisational development	€269,172 - 3 years	Nil	€44,862
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	To fund Family Carers Ireland to deliver the empowering carers project. The aim is to recruit three staff members to deliver a number of actions to support family carers including training programmes, workshops, engagement and support initiatives, information and resources	€645,428 - 18 months	€245,736	€201,242
Department of Communications, Climate Action and Environment	Digital Skills for Citizens Grant Scheme	To deliver basic Digital skills to non liners (Citizens who have not actively engaged with the Internet)	€92,000 - 1 year	€9,751	Nil
Department of Health and National Lottery	Palliative Care Grant	Palliative Care Programme	€50,000	€15,417	€6,644
Health Service Executive	Dementia 5 steps programme	Support for Dementia	€280,000 - 1 year	€277,333	Nil
National Lottery	National Lottery	Provide respite for Family Carers	€138,651	€68,915	€69,736

REFERENCE & ADMINISTRATIVE DETAILS

Charity Name: Family Carers Ireland

Company Registered Number: 572819

Charity Registered Number: CHY 10962

Charities Regulator Number: 20029029

Directors at 31.12.19

Shane McCarthy (Chairperson)
 Triona Fortune (Vice Chairperson)
 Jim Waters
 Veronica Baylon (appointed 25 September 2019)
 Antionette Green
 Barbara Kovach
 Eilish Smith
 Johanne Powell
 Patrick Neenan
 Peter O'Connell
 Michael O'Neill (appointed 29 June 2019)
 Rosemary Kratschmar (appointed 29 June 2019)

CEO & Executive Management Team:

John Dunne
 Padraic Marrinan
 Catherine Cox
 Mary Conway

Secretary & Registered Office:

Mary Conway,
 Unit 1, Hibernia Building, Heuston South Quarter, Dublin 8

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

Board Committees at 31 December 2019:

Audit & Risk Management:

Grace Dempsey (Chairperson)
 John Lonergan
 Triona Fortune
 Peter O'Connell

Quality & Safety:

Triona Fortune (Chairperson)
 Joe Gannon
 Padraic Neenan
 John Hillery

Finance & Organisation:

Michael O'Neill (Chairperson)
 Jim Waters
 Jimmy Duggan
 Shane McCarthy

Member Services & Engagement:

Susan Hogan
 Johanne Powell
 Cora Long
 Eilish Smith
 Mary Murphy
 Antionette Green