



*'Guiding Support for Family Carers'*

**Directors' Annual Report  
and Financial  
Statements  
for the year ended 31st  
December 2023**

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# **Legal and Other Information**

## **The Directors who served during the year were as follows:**

(Denyse) Elen Gebremedhin (Chairperson, appointed 8th May 2023)  
Donal McKenna (Chairperson, resigned 1st January 2023)  
Fergus O'Rourke (Treasurer, Interim Chairperson, resigned 19th September 2023)  
Laura O'Philbin  
Mary Shovlin  
Barbara Barrett (resigned 19th September 2023)  
Elaine Teague  
Pierre-Yves Fioraso  
Adele Spillane (appointed 12th September 2023)

## **Company Secretary:**

Barbara Barrett

## **Finance Quality Audit & Risk Committee:**

(Denyse) Elen Gebremedhin (appointed 8th May 2023)  
Adele Spillane (Chairperson, appointed 12th September 2023)  
Fergus O' Rourke (Chairperson, resigned 19th September 2023)  
Pierre-Yves Fioraso  
Elaine Teague

## **Research Committee:**

Laura O'Philbin (Chairperson)  
Barbara Barrett (Resigned 19th September 2023)

## **Charity Registration No.:**

20048303

## **CHY Number:**

14644

## **Registered Company Number:**

461315

**Chief Executive Officer:**

Liam O'Sullivan

**Registered Office:**

Care Alliance Ireland  
Coleraine House  
Coleraine Street  
Dublin 7  
D07 E8XF

**Independent Auditors:**

Duignan Carthy O'Neill Chartered Accountants  
Registered Auditors  
84 Northumberland Road  
Dublin 4

**Principal Bankers:**

Allied Irish Bank  
Capel Street  
Dublin 1

**Solicitors:**

None appointed

**Legal Name:**

Care Alliance Ireland, a Company Limited by Guarantee and not having  
a Share Capital

**Country of Incorporation:**

Republic of Ireland

**Website:**

[www.carealliance.ie](http://www.carealliance.ie)

**Twitter/X:**

@CareAllianceIrl

**Email:**

[info@carealliance.ie](mailto:info@carealliance.ie)



# Message from our Chair



## *A Look Back at 2023*

It is a pleasure for me to report on Care Alliance Ireland's activities for 2023 to our members, donors, volunteers and stakeholders. Care Alliance Ireland is the national network of voluntary organisations supporting family carers. Our vision is that the role of family carers is recognised and valued by society in Ireland.

Just as Ireland was emerging from the Pandemic, and as we began a "new normal" way of collaborating, communicating, and working, we were faced with yet another challenge in 2022 and throughout 2023 - the war in Ukraine - which put additional pressure on Care Alliance and our member organisations to provide support for family carers. We acted by launching Project Ukraine in 2022, which concluded in October 2023. Our Senior Policy and Research Officer, Zoe Hughes, with support from external partners, created a guidebook for social care and health professionals; this guidebook was developed to give volunteers the guidance they need to best support Ukrainian family carers during these unprecedented and difficult times.

We remained committed to policy and research. In addition to the creation of the Ukrainian Guidebook, we continued to collaborate with member organisations and key stakeholders, such as the National Economic and Social Council, Maynooth University and the University of Limerick. We also began drafting cross industry feedback to the Department of Social Protection with respect to the Green Paper on Disability Reform (Payments). It has been inspiring and encouraging to recollect the tremendous dedication demonstrated by the team at Care Alliance Ireland to advance and progress on these policy and research initiatives.

Another key initiative in which we engaged during 2023 is Project Re-emerge, which aims to provide family carers with tangible guidance and resources they may need to enable a smoother transition back into the workplace. Led by Amy Lavelle, Project Manager and Lisa Dunne, Project Coordinator, Project Re-emerge commenced in March 2023 and is set to conclude in June 2024.

# Message from our Chair



Workshops included, and were not limited to career coaching, interview preparation, employment sourcing, mental health support, including mindfulness and meditation techniques, and nutritional advice. Participants also had access to one-to-one support to augment IT skills.

The Online Support Group that was launched in 2020 continued into its 4th year in 2023. Led by Tara O'Connor, this project aims to improve the well-being of family carers who may experience unintended consequences of being a family carer such as isolation, loneliness and adverse mental health impacts. The Support Group continues to use Facebook as its platform. A wide range of activities are available online for participants and we are proud of the very high retention rate.

This report would not be complete without commenting on our 17th annual Carers' Week that took place in June. Once again, Carers' Week was a huge success where a dozen organisations partnered with us to provide a week of events that underscored much deserved acknowledgment, gratitude and appreciation to family carers in Ireland. Over 100 events took place over the course of the week and our staff and volunteers thoroughly enjoyed the opportunity to connect – in person and online – with the event participants.

From a membership perspective, it is with regret that we did not grow as we hoped; we ended the year with 88 members after starting the year with 95. We do aspire to grow our membership over the course of 2024.

Care Alliance Ireland continues to stay dedicated to advocating for our member organisations, volunteers and the community who are on the front line in supporting family carers. A big thank you to our staff members; Zoe, Amy, Lisa and Tara, for their dedication to carrying out Care Alliance's mission.

# Message from our Chair



## Governance and Risk Management

As non-executive volunteer directors, we are committed to adhering to best practices with respect to governance. While Care Alliance Ireland is in full compliance with the Charities Governance Code, we have taken steps to enhance our Governance and Risk Management Practices. For example, we have recently reviewed and refreshed a number of our internal policies to better reflect a higher degree of Governance standards across our day-to-day operations. We have also taken proactive measures to enhance our Risk Management practices in 2023 and we expect further enhancements to our Governance and Risk Management Practices in 2024. In other news, I am proud to communicate that we were shortlisted in the Good Governance Awards in our category. The awards ceremony was held in November 2023 and Care Alliance Ireland came in 2nd place in our category. This is a testament to the seriousness with which we take Governance matters. We will continue to strive for excellence in 2024 and beyond. Watch this space!

## Financials

Our financial statements can be found from page 81 of this report. Areas to note include; we continued to secure financial support from our key funders, namely the HSE, the Department of Social Protection, and the Department of Rural and Community Development. We are most grateful for their contributions. Care Alliance Ireland was successful in maintaining a balanced budget in 2023 and, once again, we were able to add to our reserves. We also made improvements to safeguarding measures around our reserves and recently capitalised on an opportunity to yield higher interest income on these reserves.

## Leavers and Joiners

From a Board perspective, Barbara Barrett stepped down as a Board member in September 2023 after reaching her 6-year term. In addition, Fergus O'Rourke stepped down as the interim Chairperson and the Interim Treasurer.

# Message from our Chair



I would like to thank Barbara and Fergus for their contributions to the Board over the years with an extended thank you to Fergus who recruited, onboarded, and supported me as Care Alliance Ireland's appointed Chairperson. I would like to wish a warm welcome to Adele Spillane, our newest Board member and our appointed Treasurer. We are aspiring to add members to our Board over the next coming months.

I would like to conclude by extending my gratitude to my fellow Board members. They graciously volunteer their time to adding value to Care Alliance Ireland's Board and I have enjoyed collaborating with them since my own appointment. Last, and certainly not least, I would like to recognise that our CEO, Liam O'Sullivan, has been instrumental to Care Alliance Ireland's success. On behalf of our Board, our staff, our partners, stakeholders and our members, I would like to thank Liam for his leadership and his commitment to Care Alliance Ireland over the past 19 years. I very much look forward to working with Liam to achieve another sensational year ahead.

Respectfully,

Denyse Elen Gebremedhin

*Denyse Elen Gebremedhin*

# CEO Report



*2023 has been a year of progress for Care Alliance Ireland.*

We are privileged to be able to continue to deliver a discrete set of high-quality online supports to thousands of family carers in every county in Ireland.

We also had a positive impact on family carer policy, through policy submissions, representation at fora, journal articles and a contribution to a new book, and by nurturing and developing key relationships.

Despite increases in state resourcing in 2023 for a range of income, health and educational measures, access to services remains a challenge for many family carers. Increases in a range of costs across the board have made delivery of most human services considerably more expensive than a few years ago. There was a 53% increase in those reporting as a family carer in the 2022 Census. Improved access to home care supports in 2023 continued to be inhibited by significant recruitment and retention difficulties. Significant numbers of therapist posts remained unfilled while largescale Department of Social Protection reviews of carers' household incomes resulted in reduced levels of Carer's Allowance for many.

I personally spent a lot of time in 2023 meeting with many of our members' leadership teams. This work was long overdue and has resulted in a number of new and specific collaborations. I was re-invigorated while hearing in some detail about the depth and breadth of supports that our 88 member organisations deliver. I also reached out to many social work managers in the HSE and pushed hard (and ultimately successfully) for the inclusion of 'social care' in the language of a new eHealth strategy.

Being a thorn in the side of others is a key requirement for any true activist. From thorns come reaction, change and hopefully and ultimately, better things. In our case, our work is to improve the situation and life of family carers. We also push for the state and organisations, in particular our member organisations, to do more and to do better in supporting family carers.



# CEO Report



Overall, it was a year when collectively we as a team deepened our engagement with many of our key member organisations.

At a macro level, day-to-day cost increases, together with rapid increases in mortgage rates and rents, really squeezed many family carers in 2023. The welcome but modest cost-of-living measures announced in Budget 2023, together with significant but long-overdue increases in income disregards (for the Carer's Allowance), will hopefully help many. Time will tell.

Our two key online family carer projects continue to deliver real positive change in people's lives. Our Online Family Carer Support Group, led by Tara O'Connor and a team of wonderful and skilled volunteers, continues to push the boundaries and to bring peer support, humour, activities and accurate information to its members. Our employment-ready project, led by Amy Lavelle, is enabling scores of family carers to navigate their own unique journeys back to paid employment. Zoe Hughes, our Senior Policy & Research Officer, is celebrating her tenth year with Care Alliance. Her work in all things research and policy, and in so much more, continues to have a meaningful and lasting impact.

The relationship between a CEO and their board is important. Thankfully, we as an organisation have been very lucky and have successfully navigated the complex and not-risk-free world of not-for-profit governance. I thank the Board for their ongoing support.

In 2024, with our new Directors firmly settled in, we will begin the work to review our current Strategic Plan, with a view to a new 5-year plan to bring us to the end of the decade.

We look forward to continuing in our pursuit of supporting many of Ireland's >500,000 family carers and the organisations seeking to support them.

*Liam O'Sullivan*

# Our Members



22q11



Ability West



Acquired Brain Injury Ireland



Age Action



Age & Opportunity



The Alzheimer Society of Ireland



Arthritis Ireland



Avista



Baile Mhuire



Ballyfermot STAR



Barnardos



Bloomfield Care Centre



BodyWhys



Breffni Family Resource Centre



Brothers of Chaity



Cairdeas



CareBright



Carlow Day Care Centre



Cheshire Foundation in Ireland



Ciunas



Clann Resource Centre



ClareCare



Comhchoiste Ghaeltacht Uibh Rathai



Cope Foundation

# Our Members



Cork Cancer Care Centre



Cork Mental Health Foundation & Housing Association



CRC



Cystinosis Ireland



DEBRA Ireland



Donegal Carers Association



Downstrands Family Resource Centre



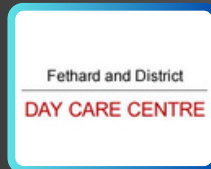
Drogheda Community Services Centre



Enable Ireland



Epilepsy Ireland



Fethard and District Day Care Centre



GROW



Hand in Hand



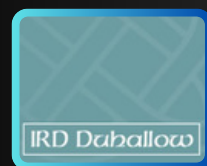
Headway Ireland



Huntington's Disease Association of Ireland



Inclusion Ireland



IRD Duhallo



Irish Cancer Society



Irish Heart Foundation



Irish Hospice Foundation



Irish Kidney Association



Irish Lung Fibrosis Association



Irish Motor Neurone Disease Association



Irish Red Cross Society



# Our Members



Irish Society for  
Mucopolysaccharide  
and Related Diseases



Irish Wheelchair  
Association



Jack and Jill Children's  
Foundation



KARE Social  
Services



Kells People's  
Resource Centre



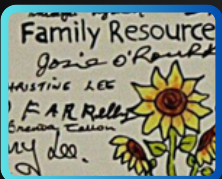
Kerry Respite  
Care



L'Arche Ireland



LauraLynn Irish  
Children's Hospice



Lus na Greine  
FRC



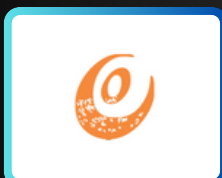
Mental Health  
Ireland



Migraine Ireland



MS Ireland



Muscular  
Dystrophy Ireland



Parkinson's  
Association of Ireland



Polio Survivors  
Ireland



Prader Willi Syndrome  
Association Ireland



RehabGroup



Roscommon  
Disability Support



Rosses CDP



Senior Line - Third  
Age Ireland



Shine



Sisters of Mercy



Special Olympics  
Ireland



Spina Bifida and  
Hydrocephalus Ireland

# Our Members



St Lukes



St. Michaels  
House



St. Aidans Day  
Care centre



St. Andrews  
Resource Centre



St. Catherines  
Association



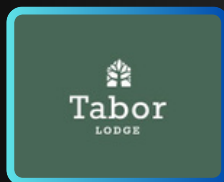
St. Hilda's  
Services



Stewarts Care



Sunbeam House  
Services



Tabor Lodge



The Cystic Fibrosis  
Association of Ireland



The Irish ME/CFS  
Association



Tús Nua Artane  
Family Resource  
Centre



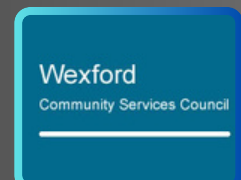
WALK



Western  
Alzheimers



Westgate  
Assocation



Wexford Community  
Services Council

# Directors' Report

The Directors present their annual report together with the Audited Financial Statements of Care Alliance Ireland for the year ended 31st December 2023. The organisation is a registered charity and hence the report and results are presented in a form which complies with the requirements of the Companies Act 2014 and FRS 102. Although not obliged to comply with the Charities Statement of Recommended Practice (SORP), the charity has for a number of years prepared SORP-compliant audited accounts and notes.

The main activities of the charity are charitable.

The content of the Directors' Report is set out under the following headings:

- 1) Our Origins
- 2) Our Stakeholders and Service Users
- 3) The Context for Family Carers in Ireland
- 4) Why We Exist (Our Purpose)
- 5) Year in Review – Goals and Achievements
- 6) Our Objectives
- 7) Our Staff and Volunteers
- 8) Developments and Plans for the Future
- 9) Financial Review
- 10) Risk Management
- 11) Structure, Governance and Management

## 1) Our Origins

Care Alliance Ireland was set up in 1995 by a small number of organisations which felt that the voice of the family carer was insufficiently articulated by existing condition-specific organisations. Over the years we have carved out our niche, increased our membership, and pioneered a number of initiatives in the areas of research, policy, carer awareness, online family carer support interventions, and return-to-employment projects. We are delighted to be a go-to organisation for many government departments, researchers and not-for-profit organisations interested in family carer issues.

## 2) Our Stakeholders and Service Users

Our primary stakeholders are our 88 member organisations. In addition, we seek to inform and influence researchers, policy makers and the general public.



Success for us is:

- when our member organisations excel at supporting family carers
- when statutory health and social care agencies do the same
- when family carer support interventions are accessible, reach large numbers, and are of high quality and impactful
- when family carer support practice and interventions are informed by a critical eye and robust research evidence
- when family carers are adequately supported financially and otherwise as partners in care.

### 3) The Context for Family Carers in Ireland

#### Who is a Family Carer?

*Someone who provides regular, unpaid support for a friend or family member with a long-term illness, health problem or disability.*

Family caring does not exist in a vacuum from society, politics or economics. Family carers continue to be squeezed; as our society ages and life expectancy continues to increase, these phenomena co-exist with a strong neo-liberal public narrative that seems to value ever higher levels of formal employment-participation rates. This places relentless pressures on those who either choose or are forced to provide unpaid family care – out of circumstance, love and/or a sense of duty.

Family carers and organisations that seek to support them need to be strongly represented – by family carer self-advocates, by politicians, by accidental activists, by policy influencers, by non-governmental organisations (NGOs) and by alliances such as Care Alliance Ireland.

During 2023, data from the 2022 Census was published and pointed to a 53% increase in those reporting as providing family care, compared to the previous data from 2016. While we acknowledge that this massive increase in the numbers providing care is multifactorial – likely a function of our ageing society, successful NGO advocacy and self-advocacy, and a change in the wording of the question in the census – nonetheless the increase is very significant. In fact, an additional 103,865 individuals identified as family carers, 45,000 of whom reported providing more than 43 hours of care each week. People aged between 50 and 59 were the group most likely to be providing regular unpaid care. We have large numbers of sandwich carers supporting ageing parents while raising a young family; we also have many juggling paid work with significant family caring responsibilities. Thankfully, employers are increasingly recognising that large numbers of their employees are also family carers.



# Family Carers in Ireland

## Who Is a Carer?

Someone who provides regular, unpaid support for a friend or family member with a long-term illness, health problem or disability (CSO, 2022)



## Who Cares?

**516,770** or **12.5%** of the population aged 15 and over (CSO, 2022a)



## What's the Kinship?

**86%** of family carers are family members. Most are caring for an ageing parent or a child with high support needs. (CSO, 2017)

**€244** per week

– The additional cost of caring for an adolescent with additional needs (MacMahon, Boylan & Thornton, 2022)

(MacMahon, Boylan & Thornton, 2022)

## What are the financial supports for family carers?

**92,906** carers receive the Carers Allowance. **Over 130,830** receive the Annual Carer Support Grant. (Pers. Carers, 2023)



## Is the Role Challenging?

**88%** of carers feel stressed trying to balance caring with other family and work responsibilities (FCI, RCFI & UCD SHIMS, 2019)



## What are some of the the Impacts of Caring?

**68%** of carers experience financial distress (FCI, 2022)

**71%** of carers feel left out of society (FCI, 2022)

**38%** higher probability of experiencing depression than the average population (Gallagher & Wetherell, 2020)

## Ethnic Background

**10%** of family carers in Ireland are from an ethnic background other than 'white Irish'. (CSO, 2017)



## What's the Gender Mix?

Women account for the majority of family carers in Ireland, however the number of male carers is increasing - currently nearly 40% of all carers are male. (CSO, 2017)



**66,956**

Young Carers - aged 10-17 (FCI, 2022a)



## How Many Home Support Service Hours Are Provided Each Year?

**21.24m** in 2022

(HSE, 2023, excludes Personal Assistant and Home Support services delivered through Disability Services)



## What Share of the Social Welfare Pie Do Family Carers Get?

**6.7%** Percentage of overall Dept of Employment Affairs and Social Protection Budget spent on income supports for family carers (DEPR, 2023)



## Are There More Older Carers Now?

The number of older carers has increased by over

**50%**

since 2006 (CSO, 2017)



## What Are Sandwich Carers?

Usually people caring for children and parents at the same time. The highest concentration of caring in our population is in the 40-55 age group (CSO, 2017)



## What Is the Financial Contribution of Family Carers?

**€20bn** per year (FCI, 2021)



## Can Family Carers Combine Working and Caring?

**50%** of family carers combine paid work and family care (CSO, 2017)



### Sources of Information

- CSO (2017) Census 2016. Chapter 9: Health, Disability and Caring.
- CSO (2022) Census 2022. Household Form. Question 23.
- CSO (2022a) Census Preliminary Results.
- Department of Public Expenditure and Reform (2023) Revised Estimates for Public Services 2023, p206.
- Family Carers Ireland, College of Psychiatrists of Ireland & University College Dublin School of Nursing, Midwifery & Health Systems (2019) Paying the Price - The Physical, Mental and Psychological Impact of Caring.
- Family Carers Ireland (2020a) Young Carers in Ireland. Insight into the Prevalence and Experiences of Young Carers in Ireland using data from the HBSC 2018 Study.
- Family Carers Ireland (2021) 2022 Pre-Budget Submission.
- Family Carers Ireland (2022) State of Caring Report. p6
- Gallagher, S., & Wetherell, M. (2020) Risk of depression in family caregivers: Unintended consequence of COVID-19. BJPsych Open, 6(6), E119.
- HSE (2023) HSE 2023 National Service Plan.
- MacMahon, B., Boylan, H. & Thornton, R. (2022) Care at Home: Costs of Care Arising from Disability. The additional costs of a Minimum Essential Standard of Living for a household caring for an adolescent with a profound intellectual disability.
- Personal Communication (2023) (Department of Social Protection Official – March 3rd)

We know from other CSO surveys that upwards of 1 in 8 of the adult population could reasonably be described as providing family care. Based on current population figures, this suggests that there are well over half a million family carers in the Republic of Ireland. One estimate puts the value of family caring conservatively at over €20bn per year.

Recent research from Family Carers Ireland shows that 68% of family carers report being in financial distress, and 23% are cutting back on essentials because of this. Only 43% report good health, compared to 85% of the general population. A worryingly high 71% feel left out of society. Other research reports that family carers have a 38% higher chance of experiencing poor mental health than non-carers.

We have a National Carers' Strategy from 2012 that requires urgent review and updating. There are also several current policy developments that we in Care Alliance Ireland seek to influence – namely the upcoming Commission on Care for Older People, and the introduction of home care regulations and standards.

We are using this newfound acknowledgement of the role of carers to push for better and more accessible services and supports.

## 4) Why We Exist – Our Purpose



### How We Deliver on Our Values

#### **Professionalism**

We will answer in a timely fashion all phone messages, emails and social media messages. We will not overextend ourselves. We will engage in actions that we are sufficiently skilled to engage in. We will continue to support our staff and volunteers through a range of opportunities.

#### **Transparency**

We will clearly communicate who we are, what we do and how we do it. We will prepare a high-quality annual Directors' Report and audited financial statements that are fully SORP compliant. We will implement employee and director policies that sustain the confidence of our stakeholders.

#### **Collaboration**

We will continuously seek out collaborative opportunities, invite organisations to partner with us, and share knowledge widely.

#### **Integrity**

We will be honest and respectful in all our actions. We will implement best practice governance and operational policies that demonstrate this.



## 5) Year in Review – Goals and Achievements

In 2023, we continued to deliver evidence-informed interventions directly to over 7,350 family carers, an increase of 59% compared to 2022. This was done primarily online, through our Online Family Carer Support Project and through our bespoke ‘employment-ready’ intervention, Re-Emerge. We also delivered on our policy and research function through regular submissions, journal articles, a chapter in a newly published book and specific collaborations.

### Our Impact

Our organisation has been proud to contribute to the following impacts for family carers in recent years:

- In 2023, we secured further material increases in eligibility for income supports (through higher income disregards, from June 2024) and higher levels of income support (Carer’s Allowance, Carer Support Grant).
- In 2023, we reached 56% more family carers (>7,200) through the delivery of our Online Family Carer Support Project – thus contributing to a reduction in their level of social isolation.
- In 2023, our employment-focused project demonstrated impressive positive impact across several domains including participants’ employment opportunities, employment skills/employability, and overall wellbeing.
- Since 2021, 53 participants from our employment-ready projects have returned to paid employment. Approximately 112 participants have pursued further education.

- Our primary research (2016, 2018) and ongoing representations (through the Home Care Coalition) on home care have helped to achieve an increase in the provision of publicly funded home care (a 50% increase in hours delivered since 2012). Homecare is a vital lifeline for family carers and those they care for.
- We secured significantly more references to Health and Social Care in the new national eHealth Strategy. This will result in a less narrow, medically-focused and more holistic/social care/community-focused policy/plan. We have also secured representation on the Reference Advisory Group.
- Our work in facilitating our Family Carer Research Group has nurtured and progressed a more cohesive and impactful family carer research community across the country. New membership has brought a greater sense of solidarity and peer support. Membership now stands at 63.
- Our coordination of Carers Week annually raises societal awareness of the contribution made by Ireland's 500,000+ family carers; through this, many family carers feel more included in their communities.

## Devising KPI's

How we agree on KPIs (Key Performance Indicators) in any given year is both an art and a science. Funding schemes often begin or end mid-year, thus complicating the preparation of annual organisational KPIs. When we pitch for new projects or draft content in an annual or multi-year Service Level Agreement, we have to strike a balance – to be ambitious but realistic, innovative but reliable – and ultimately to be able to report on our outputs *and also* on our impact and outcomes (that's much more difficult and long term).

At an operational level, we have **project KPIs**, individual **staff KPIs** and **organisational KPIs**. We see KPIs less as a guiding star and more as one of many ways that we keep focused on delivering on our mission. An overly KPI-focused approach risks missing other important, less quantifiable, impacts. We also value how things are done, how we work with people, how we treat those we serve. These aspects of performance do not easily lend themselves to KPIs. KPIs are a useful measurement tool; however ultimately it is outcomes for family carers that remains a key focus of our organisation.

In 2024, our Board will take a more pro-active role in looking at KPIs – in particular those with a focus on governance and financial matters. Our primary mission is to improve family carers lives and supports for them. We are gladdened to see some funders beginning to place a higher value on outcome measurements as opposed to rather anodyne, output measurements.

Having said that, our 2023 KPIs remain output focused – for example delivering a number of high-quality publications, submissions and newsletters, together with ongoing and new projects (see Table 1).

In 2022 we committed to devising multi-year performance targets. Work on this target has commenced and it will be carried forward to 2024.

We want to see and to play an active part in delivering incremental improvements in the supports available for family carers. This includes increasing the accessibility of supports, the number and range of supports, and the financial supports provided by the state. We will continue to work towards building consensus among our members and other organisations about what success would look like over a 5- to 10-year timeframe.

## 2023 KPIs

Below we report on outputs related to the funding we receive under the Scheme to Support National Organisations (SSNO). We also report below on KPIs associated with HSE funding and Dormant Accounts (DSP) funding.

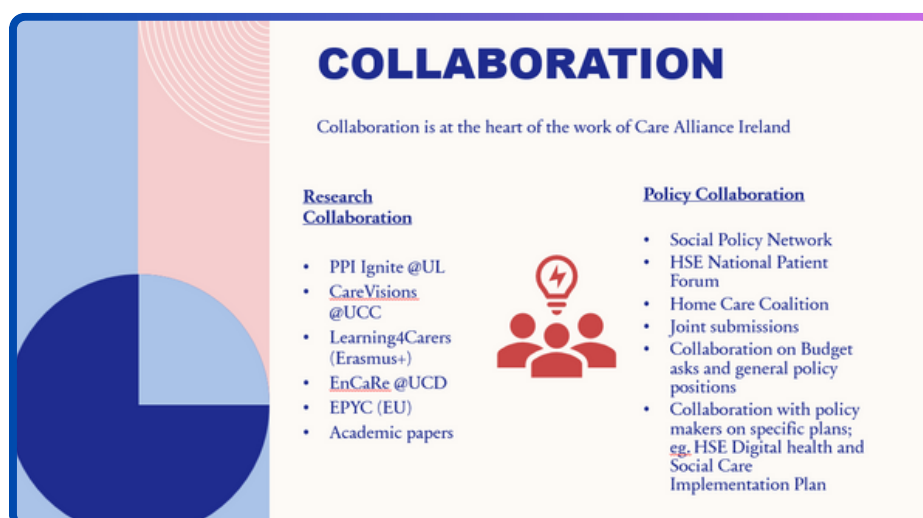
In summary, in 2023 we delivered fully on 16 of our 21 targets (76%, 2022: 74%).

Our Online Family Carer Support Project massively exceeded its planned reach – as people continue to join in large numbers and barriers to entry to the project are low – with no waiting lists.

We set challenging new membership and engagement targets, but did not reach them – a 2024 membership development plan is progressing, subject to funding, and we will continue to seek out more ongoing engagement with members.

Research collaborations did not formally progress to formal projects as efforts there were displaced by other timely collaborations (for example the referenda on caring).

In respect of the Re-Emerge project, we are confident that our back-to-work goals will be met by mid-2024 when the project is due to end.



**Table 1: Selection of key outputs**

Area of Work	Key Action	Outputs	Target	Delivered	Explanation
Advocacy	<u>Coordinate National Carers Week in June 2023</u>	Number of events delivered in collaboration with partners	60	c.60	Excludes those delivered by non-partner organisations, 132 events delivered in total. 60% face to face, 40% virtual
		Partners for the Week	10	11	One new partner.
		Number of family carers receiving merchandise	400	>700	Key partners together with Ukrainian project supported enhanced delivery
	<u>Represent the sector at relevant fora</u>	Fora	4	4	
Compliance	<u>Continue to demonstrate good example in the area of governance</u>	Continue to be fully compliant with Charities Regulator Governance	1	1	

Area of Work	Key Action	Outputs	Target	Delivered	Explanation
		Be on Good Governance Award Shortlist	1	1	2nd overall in category
Research and Policy Development	<u>Produce relevant, evidence-informed and analytically rigorous discussion and briefing papers</u>	Publications	3	3	
	<u>Make considered and comprehensive submissions to various government departments and statutory agencies involving member inputs</u>		10	8	Several other influencing opportunities arose – not just submission opportunities (eg. meetings with TDs, Department Officials, etc.)
	<u>Collaborative research projects</u>		1	0	Considerable time spent on collaborating with other NGOs on proposed referenda

Area of Work	Key Action	Outputs	Target	Delivered	Explanation
Networking	<u>Coordinate Family Carer Research Group</u>	Meetings	3	3	
		Participants	30	32	
		New participants	8	>15	
	<u>Membership</u>	New members	4	1	Not a focus in 2023
		Active two-way engagement with membership	50%	45%	Time consuming but progressing well into 2024
Specialist Supports	<u>Provision of expert advice to member organisations and others, including state bodies</u>	Consultation	6	>20	

Area of Work	Key Action	Outputs	Target	Delivered	Explanation
Information Provision	<u>Produce and disseminate appealing newsletters (Care Alliance Exchange)</u>	Editions	3	3	c. 60% increase in readership per Mailchimp data
Direct Family Carer Supports	<u>Online Family Carer Support Group</u>	Number of family carers actively involved in the project (over 90-day period)	3000	6827	Open-door enrolment policy and word of mouth facilitates increased membership. Funding in 2024 will need to keep pace with this growth
		Detailed engagement levels (over 90-day period – Q4 2023)	Per 2021 baseline data	378 posts, 13,060 comments, 29,532 reactions	Sustained level of engagement – 97% retention year on year
		New projects/initiatives	2	2	



Area of Work	Key Action	Outputs	Target	Delivered	Explanation
	<u>Re-Emerge</u>	No. of participants actively engaged	80	83	
		No. of participants progressing to employment	12	11	Large numbers entering further education

In 2024, we will continue to support large numbers of family carers through our online mediums. Subject to a successful application to the 2024 Dormant Accounts Funds, we will deliver another project to support family carers who are considering returning to the paid workforce. We note with interest the newly published national policy on philanthropy and are actively exploring some significant philanthropic opportunities, mindful of the need to hold onto our core vision and mission.

In 2024 we again look forward to responding to opportunities afforded to us to influence the development of carer-relevant policies and to progress our agenda through submissions, discussion papers and new collaborations.

# Project Focus: Re-Emerge



January 2023 marked the start of a new employment-ready project, Re-Emerge, and throughout the year we intensely supported over 65 family carers seeking to return to the paid work force.

Re-Emerge is the third employment-support project for family carers to be delivered by Care Alliance Ireland. In the previous two projects (2021–2022) we worked with over 200 family carers considering a return to paid employment. Our learnings from both projects were invaluable. We met with family carers from a wide range of circumstances and backgrounds and have developed a third project that adopts a holistic approach to employment supports.

“

*It became evident that a longer intervention was required. A journey back to employment is not always linear and caring responsibilities can be unpredictable. Extending the duration of the programme meant that participants could access support through various stages of their journey. It also became clear that a wider range of supports addressing both psychological and physical health challenges were required. We therefore have extended this range of supports in the project.*

”

Amy Lavelle, Re-emerge Project Manager

Re-Emerge seeks to address the practical training required when returning to employment along with offering supports in the areas of physical and emotional wellbeing. The project is offered completely remotely to family carers across the Republic of Ireland. We run workshops and training sessions on a variety of topics via Zoom from Tuesday to Thursday mornings. The majority of sessions are recorded and accessible via a secure portal for participants to view at a later date.

Having the sessions online and recorded was a conscious decision to ensure the project was as accessible as possible to those living in rural areas, those whose caring responsibilities are unpredictable or those whose caring responsibilities restrict their ability to leave the home.

As everyone's circumstances are unique, we also include one-to-one tailored support for each participant. We meet family carers at all points in the journey back to employment. Some participants are preparing for the end of their caring responsibilities, some are intending to return to employment alongside their caring responsibilities, some are former family carers and some have already returned to paid employment and are utilising the support of Re-Emerge to navigate this transition.

Needs identified from previous iterations of the project have informed much of the content we deliver.

#### **Practical training**

Each participant engaged on the programme can avail of a support grant of up to €200 that can be utilised to engage in further education.

With the Re-Emerge programme we have a variety of workshops on the topics of where to find jobs, CV and interview preparation, IT workshops and one-to-one IT training. These are transferable skills which can be used across the participants' social and emotional lives also.

#### **Wellness**

The support grant can also be utilised to avail of mental health supports such as counselling. On a one-to-one level, participants can engage in private coaching sessions and work through a personal development plan. The content of their coaching sessions is adapted to meet their individual needs. We have also facilitated live workshops which include confidence building, personal values, bereavement and grief, physical health and nutrition, yoga and meditation, and supporting the needs of carers.

We have been incredibly fortunate to have created a robust network of experts to deliver on the project. We have collaborated with fellow Irish non-profits such as Ciunas Centre, Siel Bleu, the Irish Hospice Foundation, Empower.ie and Mental Health Ireland. We have also had supports and information delivered by eCollege, Revenue and LinkedIn.

Thanks to Dormant Accounts funding, employment supports delivered by Care Alliance Ireland have been consistently available to family carers since January 2021. While we endeavour to secure funding to continue these services, we are keen to promote opportunities for peer bonding among participants to ensure a support network that extends past the project. With the support of the National Lottery Funds, we were able to host three in-person get-togethers in 2023, which took place in Sligo, Clare and Kilkenny. This was a wonderful experience which we were very grateful to have been part of.

While the Re-Emerge project ended in June 2024, we are delighted to witness the impact it is already having on our participants' lives.



*Re-Emerge has had a huge impact on my well-being. The exercise classes and healthy eating have been very beneficial. The coaching has given me so much confidence that I didn't have before and it's helping me to take the next step forward. Other sessions have been very useful too and I don't have a negative comment about any of the modules. The meet up was amazing! I did not realise how much I miss face to face contact with people. Keep up the great work*

*I have been really impressed by the content of the sessions we have been offered and the people running Re-Emerge. I feel valued and definitely have more self-esteem. The Zoom meetings and the other people on the course have become a safe place and I look forward to every session; they have opened up my world*



*Re-Emerge has changed my life. It has given me confidence and opened me up to the possibility of going back to work and I am now working part-time in a job that I love. The staff are absolutely amazing.*

*Re-Emerge has brought me from a dark unhappy place to a much nicer position in life and with positive hope for the future'*

*Some quotes from Re-Emerge participants and screenshots of examples sessions online*

Re-Emerge is funded by the Dormant Accounts Funds, which is managed by Pobal. We are so grateful for the continued support from Pobal and for the opportunity to deliver such impactful work.



Curated services for family carers returning to employment, while niche, are quantifiably impactful and needed. In Ireland, we have many fantastic services meeting the employment needs of a variety of cohorts requiring additional support. We are working towards making employment support for family carers a mainstream public resource. We have formally presented our case for the mainstreaming of this service to the DSP and have sought advice and direction from those directly involved with existing DSP employment services infrastructures.

Additionally, we seek to increase awareness of such interventions and have pursued support in signposting, and opportunities for collaboration, from state and statutory bodies including local Intreo Centres and Citizens Information. We have taken all opportunities to speak about the programme on public platforms including a presentation at the Annual Carers Forum and more recently participation in the Carewell Conversations podcast. This work is ongoing.

The initial feedback from participants points to us exceeding our project goals and outcomes. We look forward to a new project being supported through Dormant Accounts Funds 2024.

## 6) Our Objectives

In 2023, we continued to work with our member organisations in a range of ways. This included specific collaborations on issues of joint concern, policy submissions, political representations, National Carers Week, signposting members' services, and general relationship development.

Our membership of 88 represents a wide range of not-for-profit service-provider and advocacy organisations. It includes most of the large 'disability' providers (for example, Avista), many local family resource centres and most condition-specific organisations (for example, The Parkinson's Association). It also includes some local day-centre services, mental health organisations, addiction organisations and homecare providers. In 2023, we welcomed Stewarts Care as a member.

We now report in greater detail on how we achieved our objectives, with reference to the five priorities outlined in our Strategic Plan 2019–2024.

### Priority 1: Work with Member Organisations and Other Stakeholders

#### Member Organisations

In our 2022 annual report we said that in 2023 we would spend more time engaging with potential member organisations and seek to bring our membership over the 100 mark. In 2023, we met with many existing member organisations and their leadership teams, and this was helpful and impactful. We discovered more about their work with family carers and shared with them details of our specific family carer support work in the online space.



We did not however secure an increase in overall membership. In fact, as part of a thorough board review of membership, seven organisations that had not engaged with us in recent years left the Alliance. However, a much greater number of existing members re-engaged with us in 2023.

In 2024 we will undertake an ambitious membership development initiative, seeking to increase our membership to 100. In the past these initiatives, although resource intensive, have been the primary driver of new members. Such an initiative will require specific funding to successfully deliver on. We are not currently of a size to warrant a dedicated membership development staff member.

### Other Stakeholders

In 2023, we continued to collaborate with a range of organisations that operate in the not-for-profit and/or statutory world of health and social care, and family carer support more specifically.

Our purposeful collaboration on the Research Advisory Group of the CareVisions project with UCC came to an end with the publication of the project report in December 2023.

We continue to work with member organisations and other groups across the sector to ensure that our policy work is in keeping with that of the sector more broadly, and to maximise our effectiveness and the effectiveness of our member organisations.

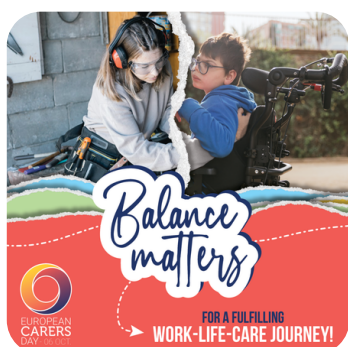
Through our work with University of Limerick (UL) on Patient and Public Involvement (PPI) Ignite Phase II, in 2023 we collaborated with organisations and academic institutions across the country. We co-developed a post-graduate module on PPI in research, specifically working with organisations such as Health Research Charities Ireland, The Alzheimer Society of Ireland (ASI), and others to ensure the voice of carers specifically, and the not-for-profit sector more broadly, is included in such post-graduate training.

In 2023, we continued to collaborate with our European partners in advancing the situation of family carers. The European Care Strategy, published by the European Commission in July 2022, is gaining some traction. The visibility of care across the life course is growing across the EU. Ireland has, for some time, been slightly ahead of many EU countries with regard to Carer's Leave, levels of income support payments and the existence of a National Carers' Strategy. We are part of the EU Parliamentary Group on Family Carers and continue to work towards further implementation of this Strategy in the Irish context.

We also took part in virtual and in-person meetings of Eurocarers (in particular their research and policy subgroups), strengthening our relationships across the EU. Our Senior Policy and Research Officer subsequently recorded an episode of the 'Care Matters' podcast with colleagues from Eurocarers and the University of Sheffield on the topic of the EU Care Strategy in December, which was released in January 2023, and you can listen to it at

<https://sustainablecare.podbean.com/e/exploring-the-eu-care-strategy/>

The fourth European Carers Day took place on 6th October 2023. The initiative is coordinated by Eurocarers, and brought together the leading carer advocacy organisations across Europe. Care Alliance Ireland engaged in a social media campaign. The campaign shed light on the urgent need for a balance between work, personal life and caring responsibilities.





We engaged in ongoing collaborative work with a range of not-for-profit federations and alliances, including the Home Care Coalition and a loose coalition of organisations working in the area of gender equality and care.

Our organisation is also represented on the Social Policy Network – a group of non-governmental organisations (NGOs) that meets quarterly.

Throughout the second half of 2023, we worked closely with officials from both the Department of Health and the HSE in the creation of a new Digital Health Framework and Implementation Plan. This was published in early 2024 and we continue to influence the process through our participation in the Reference Advisory Group.

We successfully lobbied for the inclusion of new funding for family carer employment-ready initiatives through the Dormant Accounts Funds 2024. We look forward to delivering a new project under this scheme.

## Priority 2: Bring Cohesion to the Family Carer Sector

No significant new national policies relating to family care were published in 2023, although we are looking forward to a new National Disability Strategy, for which the consultation process began at the end of 2023.

It is of continued concern that in 2023 little if any progress was made in developing a new National Carers' Strategy, despite it being a clear commitment in the new Programme for Government.



*May 2023: Senior Policy & Research Officer invited to speak to the Joint Committee on Disability Matters*

We continued to deliver on our representative function in a number of ways in 2023, most significantly through our annual pre-budget submissions to government, participation in a number of representative fora (e.g. the National Patient Forum, the Social Policy Network, the

Citizens' Assembly Constitutional Change Working Group and the DFI Policy Officers' Forum), and policy-related submissions (on topics such as the Draft Policy for Patient Voice Partners in the Irish Health and Social Care Sector (DoH), the Joint Oireachtas Committee on Disability Matters re: disability inclusive social protection, and the ESPEN Act review).

Active engagement by our members on our submissions and policy documents continues to improve, however work remains to be done. Funders, with the notable exception of the SSNO scheme, are extremely reluctant to resource policy and research personnel, preferring to fund direct services to clients. This can mean that any dedicated resources our member organisations have to meaningfully engage with us on these issues can be very limited. Very few of our member organisations have dedicated policy or research staff. Our job is to make it easy for them to engage and share their knowledge and for us to collectively make considered and impactful submissions. **36**

# Project Focus: Carers Week



The 17th National Carers Week (NCW) took place in Ireland from Monday 12th June through to Sunday 18th June. This year brought together 12 partner organisations to provide a week of recognition, appreciation and visibility to family carers across the country. We were delighted to welcome our newest partner, Rare Ireland, on board with us this year.



*The Partner Organisations for National Carers week 2023*

Both online and face-to-face events continued to run this year making National Carers Week accessible to and inclusive of everyone. There were in the region of 132 events organised, an increase of 32 compared to last year. 55 of these events were online and 77 face to face, showing an increase in face-to-face events returning after Covid, compared to last year. Good levels of attendance/participation were reported. Approximately €10,000 worth of merchandise was purchased and distributed to family carers across the country. The care packs were made up of items similar to last year as well as a few new additions.

The packs included lip balm, mints, tote bags, toiletry bags, trolley coins, soap leaves, first aid kits, wax melts, balloons and notebooks. There were also a number of giveaways organised through the Online Family Carer Support Group. There were high levels of social media engagement and modest levels of media coverage observed again this year both nationally and locally.





Along with our partners, Care Alliance Ireland ran a number of events during National Carers Week including the launch of the Carers in Bloom Competition, and a live information session about our Online Family Carer Support Group, which was streamed on the NCW Facebook page. Our back-to-employment project Re-Emerge launched its 'Carers In Employment Support Circle', and an online Art Workshop was delivered through the Online Family Carer Support Group, which has proved to be very popular in the group.



The activity was positive, interesting and of high quality, and I felt honored to attend

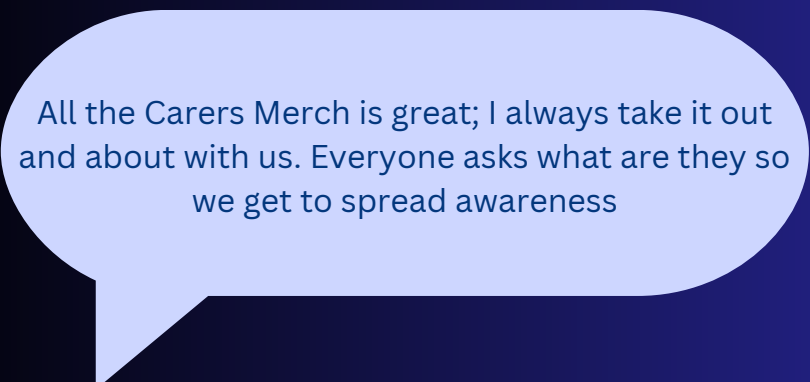
It was so relaxing, we had a mindfulness session and a energy, essential oils/ crystals session - found it so therapeutic

Love the toiletry bag but I'm going to use it to store my paint brushes in for the online art class


A link to a survey compiled by Care Alliance Ireland of family carers' impressions and experiences of National Carers Week 2023 was published on the National Carers Week Facebook page on 21st June and remained open for responses until 26th June. There was a fantastic response to the survey, with 250 family carers responding. The majority of family carers became aware of National Carers Week via social media, 55.8% through the National Carers Week Facebook page and 20.6% through the Online Family Carer Support Group, both of which are managed by Care Alliance Ireland.

When asked if they took part in any events during National Carers Week, 50.6% said they did and 49.4% said they didn't. The main reason for this, at 47% of respondents, was that they were too busy in their caring role, with the timing of events coming in close behind at 33.3%.

The National Carers Week website received very positive feedback this year with 77.5% of respondents reporting that they had visited the website this year and 'strongly agreed' or 'agreed' with most of the statements they were asked to rate. The National Carers Week Facebook page also got great reviews with the majority of respondents either rating the statements as 'strongly agreed' or 'agreed'. 86.1% of respondents follow the page and 9.4% are aware of the page but either do not follow it or are not on Facebook. 4.5% of respondents were not aware of the page.



All the Carers Merch is great; I always take it out and about with us. Everyone asks what are they so we get to spread awareness



Thanks for a lovely afternoon, I really enjoyed it, hopefully you will do one again soon

In 2024, we will continue to lead on National Carers Week and look forward to welcoming new partners

## Priority 3: Provide Up-to-date, Relevant Information

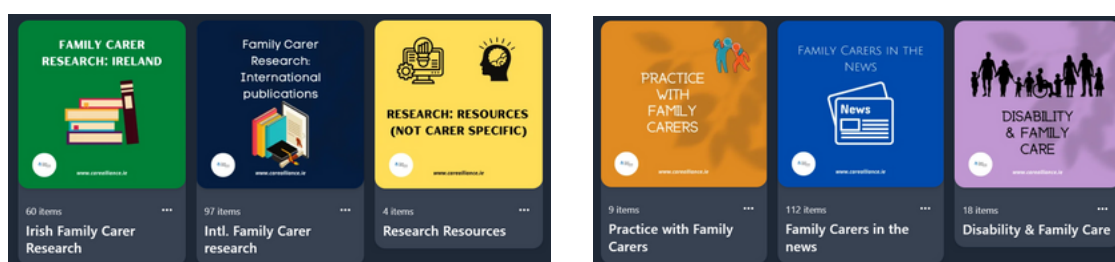
Increasingly, we are being invited to make presentations at various events and to provide what is described as ‘expert input’ into policy discussions. We recognise that the experts are people who are providing care; however through our consultation and engagement with carers and our member organisations we believe that we are able to advocate meaningfully for carers. Most of these inputs in 2023 were led and delivered by our Senior Policy & Research Officer.

Examples include:

- invitations to speak at NESC@50 event, the Joint Oireachtas Committee on Disability Matters and a political party’s Policy Dialogue forum;
- multiple discussions with member organisations (for example, MS Ireland on research and intersectionality);
- continued dialogue with the Senior Policy Officer in a leading political party, along with various TD’s and Senators;
- presentation in absentia of paper regarding family care and language use for the Referendum Coalition group;
- IHREC consultation on language for their Policy Paper on Care; and
- appearance on two relevant podcast episodes (The Alzheimer Society of Ireland’s DemTalks podcast on caring and Care Matters (Uni of Sheffield)).

Throughout 2023 we continued to update our research repository through the Wakelet platform, which now has over 380 items:

<https://wakelet.com/@careallianceireland>



*Examples of some of the sections on our Wakelet platform*



While the volume of our internal publications was lower than hoped for, their collective overall impact remains high.

As an organisation, we could not ignore the reality of 100,000 Ukrainians arriving in Ireland over the past two years. Together with some Carers Week-specific initiatives, we also spent considerable time co-creating, with two members of the Ukrainian community, a resource for those potentially working with Ukrainian family carers living in Ireland. This resource was well received, with over 3,400 downloads.



*L-R: Tetyana Krevet, Yevhen Kavun and Zoe Hughes at the University of Limerick PPI Summer School, presenting their work on the guidebook for staff & volunteers*

We updated our Family Caring in Ireland infographic, detailed earlier in our report, to reflect more up-to-date information.

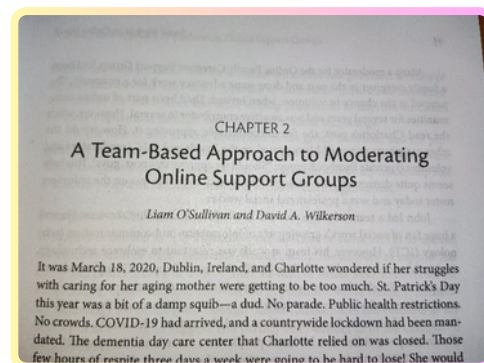
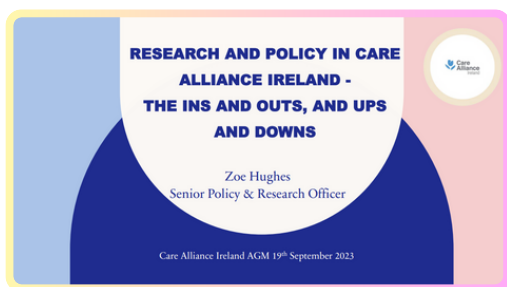
Our Senior Policy & Research Officer, along with colleagues in the University of Limerick, co-authored a peer-reviewed journal article published in 2023: 'Understanding the evolution of trust in a participatory health research partnership: A qualitative study'.

This paper reflects the Patient and Public Involvement (PPI) values that we espouse and endeavour to reflect in all our publications.

**Gilfoyle, M., McFarlane, A., Hughes, Z. & Salsberg, J. 2023.**  
*Understanding the evolution of trust in a health participatory research partnership: A qualitative study.* Health Expectations. 27(1).  
[doi: 10.1111/hex.13918](https://doi.org/10.1111/hex.13918)

At our AGM in September, Zoe presented to members about her work. You can see the slides from that presentation [here](#).

In 2023, our CEO co-authored a book titled *Social Work and Technology – Social Work in an Online World: A Guide to Digital Practice*. A chapter is devoted to describing the establishment and operation of the Online Family Carer Support Project.



As we suggested in our 2022 report, Twitter (X)'s future as an effective way of communicating with our stakeholders is far from clear. While we remain on the platform, and continue to post, it has become less of a focus of our online communications. Our number of followers increased modestly (c. 5%) over the year to over 3,650, while we posted about 200 times.

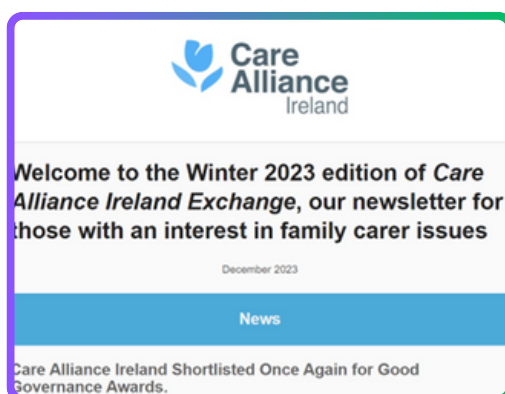
Our main website [www.carealliance.ie](http://www.carealliance.ie) continues to be a significant medium through which information is accessed and shared. In 2023, there were over 23,000 unique users, down 10% on the previous year. This likely reflects fewer publications in 2023 and the fact that we advertised less on Facebook. Over a four-year period, activity (unique users and page views) on the website has been relatively unchanged. In 2023, nine publications were downloaded in excess of 1,000 times each, with our Ukrainian resource downloaded over 3,000 times and our 2022 Annual Report downloaded nearly 2,000 times. Our discussion documents also attract a lot of downloads.

## Priority 4: Drive the Research Agenda on Family Caring

We continued our partnership with University of Limerick (UL) and other third-level institutions, state agencies and NGOs in the area of Patient and Public Involvement (PPI) in research\*. As well as the co-authored journal article mentioned earlier, we, along with our PPI colleagues from the Ukrainian community in Ireland, facilitated a workshop for researchers, policy makers and service providers at the UL PPI Summer School in June 2023.

The Family Carer Research Group continued to grow, with three meetings in 2023. We were delighted to welcome more than 15 new participants to the group. We know from feedback that they value the opportunity to meet up, share worries and challenges and support each other on their research journey. Regular communications and links between researchers continue to encourage collaboration across members.

Where appropriate we continue to take part as expert participants in projects when invited (such as the UCD and Family Carers Ireland (FCI) project on Carer Harm, a Horizon 2020 project with TU Dublin on gender equality and care across the EU, and others).



*\*PPI is a way of undertaking research, specifically in the areas of health & social care, that involves patients, their carers, and the public, **in** that research across all levels. The patients, carers and public are seen as the experts in these topics. You can read some more about this, and our work on PPI Ignite, on our website:*

*<https://www.carealliance.ie/PPI-Ignite>*

We continue to assist researchers, students, the media and the general public with queries in relation to family carers, both by email and telephone. We receive occasional calls from individual family carers and we advise and redirect as appropriate. All member organisations and over 650 other organisations and individuals involved in supporting family carers received regular communications from us, primarily in electronic format, on issues relating to support, practice, policy and research.

As always, our Senior Policy & Research Officer dealt with many requests from students for advice and support on family carer-related research topics at both undergrad and post-grad level throughout the year.

Care Alliance Ireland continues to be a leader in the sector in considering and addressing research gaps. We have ongoing contact with senior academics across a number of third-level institutions regarding their family carer research proposals and projects. This includes advice and discussion in advance of project planning; involvement in the Family Carer Research Group facilitating joint funding bids between members where research interests align; reviewing funding bids and applications; and other activities as relevant and as opportunities arise.

During 2023 we undertook regular reviews of new international family carer research, policy and practice resources and disseminated these as appropriate.

We continue to collaborate with the University of Limerick in the area of evaluating online carer support groups. We use the emerging research into what makes online groups work to inform our delivery of our own online projects, and also to argue for enhanced funding.

In 2024, led by our Senior Policy & Research Officer, and with the oversight of the Research Committee, we will explore additional primary research opportunities both in Ireland and internationally.

## Priority 5: Resourcing and Governance

After more than a doubling of income between 2019 and 2022, we experienced a planned reduction of approximately 20% in our income in 2023. This is almost entirely explained by one project (ReturnReady) coming to an end in 2022 and not being replaced. It is likely that our income will largely stabilise in 2024.

As we have successfully diversified our income in recent years, and are confident of securing new streams of income in 2024 and beyond, our Board of Directors is satisfied with the short to medium term financial stability of the organisation. Our core work, with reasonably secure annual/multi-annual funding, will not be significantly affected in the short term. High-quality project design, evaluation and delivery, and high-quality and timely reporting to funders provide a level of reassurance with respect to the continuity of such funding.

The Scheme to Support National Organisations (SSNO) provides three-year core funding, €91k annually, and is key to our operations. We have been a successful applicant under this scheme continuously since 2008, and we repeatedly score highly in the funding assessment process and in respect of the total amount awarded triennially.



This multi-annual funding enables us to plan strategically, to offer a level of security to staff and to be ambitious in our activities. The current funding scheme runs from July 2022 to June 2025 and supports with core staff funding. Unfortunately, the level of funding has not increased in the past decade.

Agreed multi-annual funding from the HSE and longer project contracts under the Dormant Accounts Funds would also support with medium to long term planning.

The Online Family Carer Support Project continues to be funded annually (€110k p/a) by the HSE under the Carers Guarantee Fund. We also receive a small amount of other funding for general operations (€24k p/a). Again, we have been in receipt of some level of annual funding from the HSE, without interruption, since 1999. Our overall HSE funding was increased by 8% in 2023, which enabled us to reach and support large numbers of additional family carers. We look forward to this level of funding being increased in 2024 in recognition of the significantly increased project reach as well as ongoing and significantly increased project and staffing costs.

In late 2022, we successfully secured one-off additional funding of €198,000 under the 2022 Dormant Accounts Funds – Carers Measure. This was our fifth successful application and represents a 100% success rate under this funding measure. This project, Re-Emerge, began in January 2023 and runs until the end of June 2024.

In 2022, no policies were formally reviewed by the Board. We committed in our 2022 annual report to address this in 2023. With two enthusiastic new board members appointed in 2023, we made some material progress. A number of policies were reviewed and signed off by the Board. The Audit Committee took on expanded areas of responsibility, and its name was changed to the Finance, Quality, Audit and Risk Committee (FQARC), with new terms of reference. The Risk Matrix was reviewed, and our Financial Policies and procedures were also significantly updated. The Board is committed to ensuring that all policies are reviewed in full by mid-2025.



In November 2023 we were delighted to be shortlisted in our category of the Good Governance Awards, having won the award in 2016, 2017 and 2018. We came second in our category in 2023. We received excellent feedback which we have used to further improve the quality of our 2023 annual report.



Our scoring by the assessors remained in the mid- eighties, and the number of SORP non-compliance issues identified by the assessors were minimal.

We are fully committed to being 100% compliant with all regulatory requirements and following best-practice governance principals. We welcome the opportunity to be fully transparent in relation to all activities of Care Alliance Ireland, take on feedback and stive to constantly evolve our business model, risk framework and internal controls to deliver on these objectives. As a small organisation, regulatory and funder requirements can place administrative demands on our organisation but we fully recognise this is an issue for all charities in Ireland, and it helps strengthen our governance arrangements.

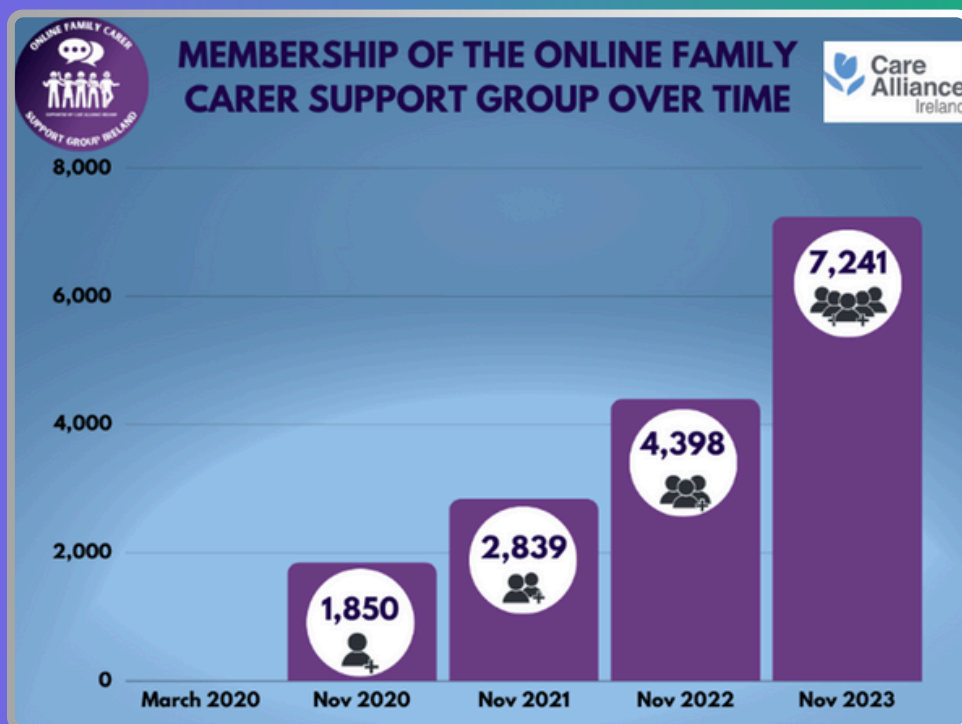
Each year we make regular reports to funders on lobbying activities, compliments and complaints, as well as activity reports.



# Project Focus: Online Family Carer Support Group



The Online Family Carer Support Project continues to go from strength to strength, now supporting over 7,300 family carers from every town in Ireland, a 65% increase on 2022 membership numbers. Much of this growth is organic, with family carers themselves spreading the word.

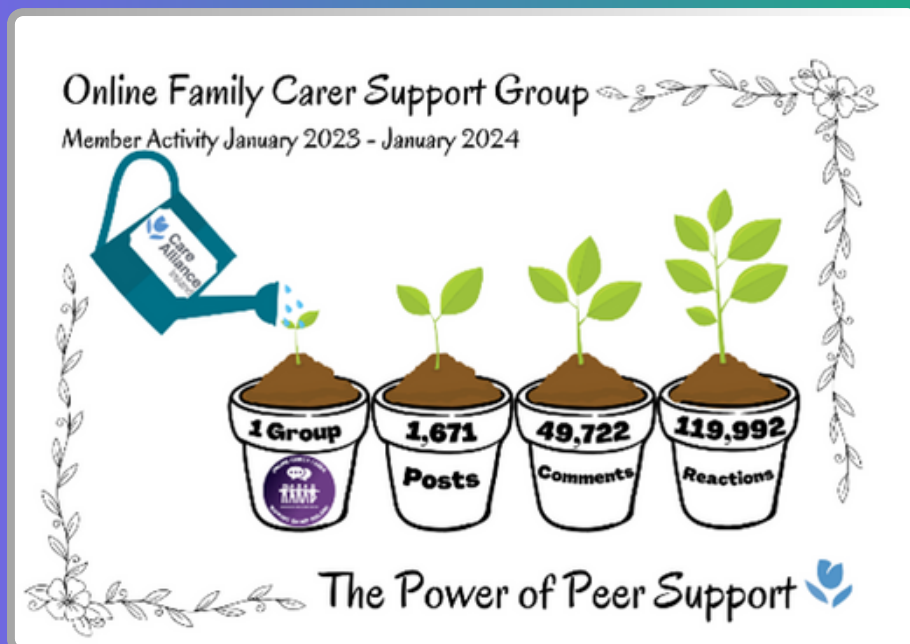


In March of 2023 we celebrated three years of operations. Originally established in March 2020 as a response to the lack of support available to family carers due to the Covid-19 Pandemic, the Online Support Project is now firmly established as one of the leading online support groups in Ireland.

The power of peer support is seen every day in our online group, where family carers share their experiences, and advise and support each other. Members continued to stay engaged and active throughout 2023, with a member retention rate of over 97%.



As the name suggests, all of our activities are 100% online, making it much more accessible to family carers to engage. Some of the regular activities offered through the year were our Zoom Quiz Nights, Book Club, Garden Club, Zoom Art Classes and weekly Coffee Morning, to name but a few. We also welcomed speakers from services such as the Decision Support Service and the National Screening Services, as well as hosting informational talks from other NGOs. Numerous care hampers were distributed to family carers throughout the country, including a 'Bulb Lasagne Kit' in the Autumn.



## Examples of some of our events



In 2023, Rosemary Daynes-Kearney from the University of Limerick published a number of papers related to her PhD research looking into the impact of online support groups on family carers. Her findings were very positive and indicate that being a member of our online support group is indeed beneficial for our members and helps to decrease the social isolation and loneliness experienced by many family carers.

Strong, active moderation was highlighted in the PhD research as being a crucial component in managing an effective online support group. Thanks to our dedicated staff and volunteers, this is an area we excel in. Our volunteer team, many of whom are themselves family carers, work a 7-day rota, 365 days a year, ensuring the group remains a safe space for all. The fact that 96% of members surveyed stated they had never experienced, nor witnessed, any negative experiences in the group is a testament to the team's hard work. Strong, consistent moderation is a key aspect of the group's success, and the volunteer moderators are supported in this through specialised moderation training, extensive resources and ongoing support from the Project Coordinator.

***Some quotes from the members of the Online Group***

*This group leaves no questions unanswered, no vent sadness or anger unsupported, there is no place like it. This is because we are all doing the same thing, we are all going through the same thing and so we all stand together*

*I would just like to say thank you, as since I have found you I have had a beautiful experience in speaking with the kindest and caring people, people who know and understand like myself the work, anxiety, stress and sometimes heartbreak that being a family carer can be. Thank you so much 🧡*

*It's a great group and sometimes when times get tough it has been a great help... And anytime I ever message you I get an answer. I am never left in the lurch which is fantastic as caring can be very isolating xx'*

*Just want to say a HUGE thank you to the team who set up and ran this group. It has brightened many a dark day, the advice, the banter, the humour, the support, the connection etc. have all been wonderful. So thanks for that and thanks also for the amazing little gifts and surprises along the way. Was so excited this morning to open the door to a package for me and not my son for a change 🧡❤️*



## 7) Our Staff & Volunteers

Staff, volunteers and board members availed of appropriate training opportunities that arose during the year. Specifically, our Senior Policy & Research Officer is continuing to progress her Doctorate in Social Science (at UCC). Other staff secured further qualifications in counselling and life coaching. One staff member secured a micro-credential in Digital Technology in Human Services from Trinity College Dublin. Another completed a QQI Managing People programme.



Liam O'Sullivan - CEO



Zoe Hughes - Senior Policy & Research Officer



Tara O'Connor - Project Coordinator Online Family Carer Support Group



Lisa Dunne - Project Coordinator Re-emerge Project



Amy Lavelle - Project Manager Re-emerge Project

*The Care Alliance Ireland Staff Team*

In 2023, a number of Directors took part in specific governance training. For example, in October 2023, one Director together with the CEO took part in a webinar delivered by The Wheel entitled 'Companies Act 2014 and the Charities Act 2009 for Non-Profit Organisations'.

In addition to our Board of Directors, all of whom are volunteers, Care Alliance Ireland was supported by other volunteers, including current and former family carers. These volunteers support our work through their participation in our Online Family Carer Support Project, steering groups, publicity events and other fora.

In our Online Family Carer Support Project, we recruit volunteers who, through participation in the group as family carers themselves, have demonstrated real empathy and understanding of family caring. Our volunteers are supported with regular check-ins by the project coordinator, monthly online meetings, training opportunities and occasional face-to-face meetings with other volunteers. We are fortunate to have them.

# Staff Profile: Zoe Hughes, Senior Policy & Research Officer



In January 2015, I arrived to the offices of Care Alliance Ireland for my first day as Policy & Research Officer. Having just finished a 6-month stint as a Policy Intern in the Disability Federation of Ireland, armed with qualifications in social policy, social work and social research, and working and volunteering for many years specifically in the disability sector, I was excited to approach the same broad issue from a different perspective – that of the family carer. Unbeknownst to me, I had been a family carer; my great-aunt lived with us for many years following a series of strokes and vascular dementia, and my mother required care for a short but intensive period following a diagnosis of cancer and before she passed away less than a year later.

That's the thing about caring – as former First Lady Rosalynn Carter pointed out, there are only four types of people in the world: ***those who are carers, who will be carers, who have been carers, or who will need care at some point in life.*** Some of us will be all four. Many of us never realise or identify that way – caring is something that you 'just get on with', a lot of the time.

So, what does a Senior Policy & Research Officer for a small not-for-profit organisation actually do? Well, the bulk of my daily work involves, unsurprisingly, reading and evaluating research on family care issues and national and international social policy that relates to family carers, and working with that research and policy to make the daily lives of family carers easier, where possible. That has included advocating for changes to rates of welfare payments like Carers Allowance; making sure family carers are recognised in HSE and other state agency policies; undertaking research with universities and international organisations to make more information available to policy makers; and making that research and those policy changes



understandable and accessible to family carers and the organisations that make up our membership.

It's not all documents and numbers, though. As a member of a small staff team, you have to be flexible. Over my nine years in Care Alliance with the title of Policy & Research Officer, I've been a Carers Week coordinator, a social media manager, a photographer, a website editor, a designer of posters and leaflets, an event coordinator, a video editor and plenty more. Covid-19 and the subsequent establishment of the Online Family Carer Support Group gave me opportunities to use my social work qualification more directly with carers needing support and information: to moderate online discussions, facilitate online video livestreams, lead a crafting group for carers, and be a monthly quizmaster – often in very, very silly costumes!

Working in Care Alliance has allowed me to use my knowledge and skills to improve the lives of family carers across Ireland, and to work collaboratively with fantastic individuals across our member organisations and beyond. I look forward to continuing this into the future.

# Capturing a Volunteer's Contribution: Sinead's Story

It is difficult to put into words how becoming a volunteer with Care Alliance Ireland's Online Family Carer Support Group has absolutely changed my life.

When I joined the group at the height of the pandemic in 2020, I could never have envisaged that it would give me back my own identity, something I have gradually lost while being a carer for over 13 years. It has actually given me the confidence to join a school Parents' Association Committee. So volunteering in the virtual world has led to me volunteering in the physical world.

Although I have a professional qualification and have a varied employment record, all of that is forgotten by society when you become a family carer. Even though you are fundamental to a loved one's quality of life and may even be essential to their survival, caring is seen by society as unskilled menial work. Eventually, this attitude wears away at your self-esteem. You forget the skills and knowledge you had. You are unaware of your new capabilities and the expertise you have acquired.

When I joined the OFCSG I discovered an inclusive, supportive, non-judgemental, and wonderfully compassionate community. Volunteering for Care Alliance, a new world opened up for me. The group is run so professionally, efficiently, and diligently. As a volunteer, you are a valued member of an accomplished and diverse team. Not only did I realise that I could contribute, but I have also rediscovered my love of what I call 'choice learning'. Learning that I choose. Not learning that my circumstances forced me to do. For the first time since I left the paid workforce, I feel I have a life of my own when I am volunteering. I feel I am making a difference.

We recently undertook a brief survey among our volunteers. From the results we estimate that our 17 regular volunteers provided in the region of 3,350 hours of their time in 2023. Much of our volunteer work is highly skilled and therefore we have conservatively used the average hourly wage of €28 as a proxy for quantifying our volunteers' contributions in 2023. We calculated therefore the financial value of our regular volunteers in 2023 as being at least €93,800. In 2024, in consultation with our auditors, and mindful of Charity SORP guidelines, we will consider whether or not this figure is appropriate to include in our financial statements.

## Our Staff

Our staff are experienced, highly qualified and skilled at delivering on our objectives. Their skills include project management, analysis, design, communication, report writing, online moderation, mentoring and the facilitation of collaboration. The majority have extensive and ongoing family caring experience. Two of our staff have professional qualifications in Social Work.

Other qualifications within the team include

- Social Science
- Science
- Coaching
- Counselling
- Community Development
- Social Research
- Implementation Science
- Social Policy

All staff positions, roles and brief biographies are published on our website. Collectively our staff have demonstrated an ongoing openness to learning and continued professional development. A culture of sharing and mentoring is encouraged by the leadership of the organisation. Being small and nimble as an organisation requires all staff to be flexible in taking on occasional or temporary tasks that may not necessarily be core to their job description.

Our current staff team numbers five (four whole-time equivalent). We also make use of talented part-time contractors in discrete but valuable aspects of our projects.

All staff undertake performance appraisals, are provided with regular support and supervision and partake in monthly virtual team meetings and informal weekly virtual coffees. All staff currently work from home and meet other staff in person occasionally. We provide competitive salaries and dedicated training budgets and offer good employment terms and conditions. Salary increments are not part of any staff employment contracts and levels of and changes to remuneration are based on funds available, performance objectively measured and sectoral norms. Any proposed changes to the CEO's remuneration are considered by the Finance, Quality, Audit and Risk Committee and approved by the Chair.

## 8) Developments and Plans for the Future

An interim review of our Strategic Plan 2019–2024 was completed in late 2022 and our work in 2023 was informed by this. The current plan continues to be relevant and appropriate. In some areas we are exceeding our goals and likely impact (for example, in the area of online interventions). In other goals we have more work to do; however we continue to make good progress across all goals and KPIs.

The Strategic Plan is clear on how we will know we are making progress in our key strategic priorities. We will continue to put more effort into capturing outcomes.

As outlined in our 2022 report, a large part of our work now involves delivering specific online supports to individual family carers. Our next Strategic Plan and associated Mission Statement will likely reflect this recent shift in operations which we will look to review in 2024. In 2024 a Board subgroup, in collaboration with the CEO, will begin to look at a new Strategic Plan.

The ongoing resources available for the implementation of the Strategic Plan have influenced and will continue to directly influence its scope, reach and likely impact. Specific collaborative research projects will continue as will our focus on maximising the use of information and communications technology (ICT) to support family carers, and we will continue to advocate for more and better-informed carer support services and a more carer-centric health and social care system.

We will continue to do better in engaging with our members specifically in the area of submissions and policy discussions. We will continue to produce evidence-informed and analytically rigorous publications.

We will continue to create opportunities for successful collaboration and engagement in research across the academic, statutory and not-for-profit sectors, both nationally and internationally.

Working in and leading a not-for-profit organisation like Care Alliance Ireland is often highly rewarding and offers many opportunities for developing innovative practices. However, we also need to strike a balance, and provide somewhat more security to staff on short-term contracts and to be confident that income generated fully reflects the true cost of delivering impactful services.

We are heartened to see recent progress being made in relation to additional staff funding for Section 39 and other voluntary organisations. We will continue to engage with relevant Departments to implement the findings of the Independent Review Group chaired by Catherine Day relating to the role of voluntary organisations in publicly funded health and personal social services.

Other challenges include ensuring that any positioning of us as ‘representing’ by either ourselves or others is supported by a robust level of regular engagement, active listening and consultation with our member organisations and with family carers.

Delivering meaningful changes in policy and practice can often be a slow and laborious endeavour. We subscribe to the concept of relentless incrementalism, together with some radical ambition for those we serve.



## **Events Since the End of the Year**

Activities from January to June 2024 advanced the targets established in our Strategic Plan and we are confident of meeting the majority of our goals.

Details of all our activities and projects continue to be communicated through our website/newsletter/social media channels and reported to our funders at required intervals.

Our unrestricted financial reserves have tripled in recent years, but from a very low base, and they continue to be less than we would like. Based on multi-year and annual rolling-funding agreements, as well as successful securing of new project funds over the past number of years, the Board is of the view that the organisation will continue to be able to build its reserves gradually and continue to operate solvently into the coming years.

No financial impairments emerged over the period in 2023 and we do not expect any in 2024.

Since 2020 we have demonstrated that there is a large pool of family carers who were underserved by existing and traditional supports. Such family carers will continue to want to participate in a range of online supports, and will benefit from these. We are delivering well on this. Online support is largely accessible, more environmentally friendly and may indeed suit the needs of a wider group of family carers.

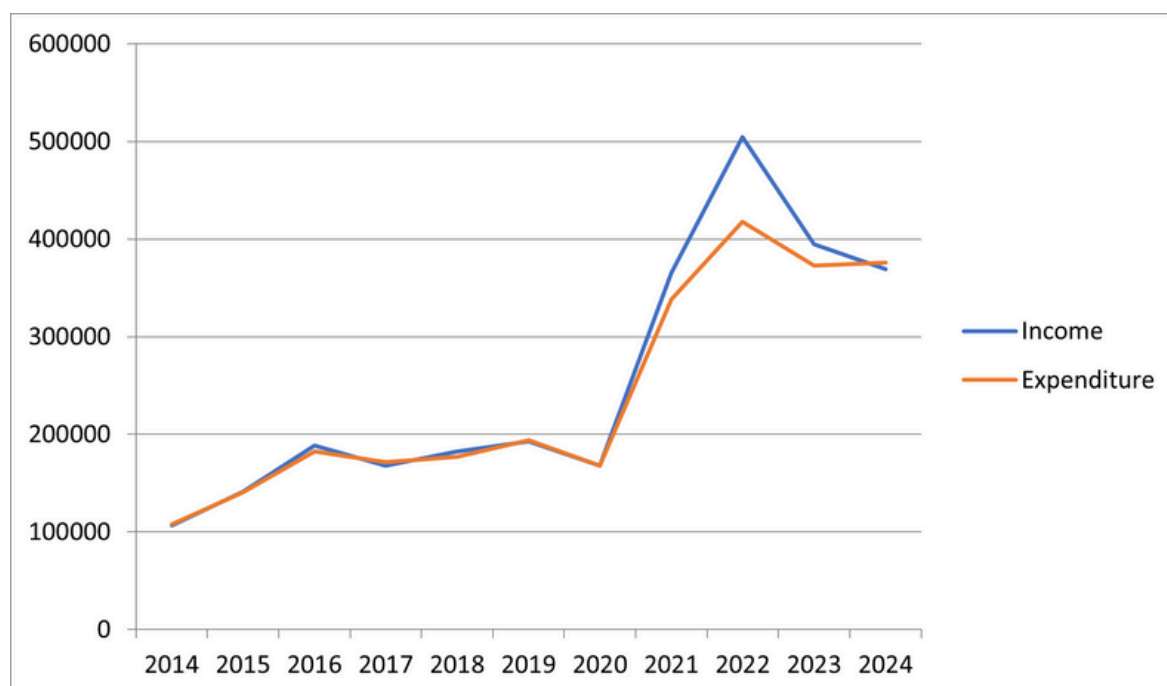
We look forward to the relevant government support and philanthropy to support our projects into the future.

## 9) Financial Review

The results for the year show a net operating surplus of €22,231 for 2023 (for 2022 there was a surplus of €32,251). Our organisation's income for 2023 was €394,783 and our expenditure was €372,552.

A year-end variance to final approved budget of +3% (€10k) income is largely explained by receipt of some additional statutory and philanthropic income for our Online Family Carer Support Project, offset by a slight delay in the delivery of some of the Re-Emerge project. On the expenditure side, expenditure was -5% (€18k), with higher Online Family Carer Support Project spend offset by a delay on some expenditure on the Re-Emerge project and modest underspends across many categories.

We are conservatively budgeting for a 7% reduction in income in 2024 (vs 2023), largely due to the expected non-renewal of a number of small funding streams (Ireland for Ukraine, Covid-19, BOl/Cost of Living) as well as a reduction in the contribution of our Dormant Accounts Funds (Work Ready) project. A modest budget deficit of €12k for 2024 has been approved by the Board.



Ten-year financial summary - Income and expenditure 2014 - 2023, and 2024 projections

Like 2023, 2024 will represent another year of successful ongoing diversification of our income streams.

Our 2023 three biggest funders included:

- The Health Service Executive (HSE) (40%)
- The Department of Social Protection (32%)
- The Department of the Environment, Community and Local Government (via Pobal) (23%)

Other sources of income in 2023 included the Community Foundation of Ireland, Bank of Ireland, National Lottery Grants, Carers Week partner contributions, consulting fees, donations and membership fees.

On the expenditure side, staff costs were the biggest outlay (68%), followed by project expenditure (25%).

Deferred income at the beginning of 2023 was very low, at just over €11k. At year-end it increased to approximately €53k. This was largely due to a significant portion of a grant received from Pobal/DSP in December 2023 for the delivery of the remainder of an employment-ready project throughout 2024.

## 10) Risk Management

The Board recognises and regularly reviews the major risks to which we could be exposed. A comprehensive Risk Register was reviewed and approved in February 2023.

Risks are currently assessed under seven themes:

- 1) Personnel
- 2) Financial
- 3) Project
- 4) Governance
- 5) Membership
- 6) Operations/IT
- 7) Legal

Using a risk classification and matrix based on likelihood and impact, high, medium and low risks were identified. Actions undertaken or proposed to ameliorate risks are included in the risk register.

For example, Personnel risks were identified in the review and specific actions were taken to mitigate these risks. In the specific risk area of Long-Term Absence of the CEO, the other senior staff member was provided with the opportunity to regularly and formally ‘act up’ while the CEO was on annual leave. To build institutional knowledge and skills, other staff were also provided with opportunities to take on additional roles and responsibilities, on a temporary basis, outside of their core job descriptions.

Another risk identified was in the Finances domain, and, in the context of recent high inflation, related to income not keeping up with costs. Significant efforts and representations were made to key funders in 2023, and some of these efforts have yielded results, in particular from HSE funding sources.

Succession planning was identified in 2023 as an area worthy of more consideration and it was added to the Risk Register. In 2024, the FQARC Committee will continue to have further deliberations on the composition of the Risk Register.

The Directors are satisfied that a comprehensive set of policies and procedures are in place to mitigate exposure to major risks.

## **Reserves Policy**

The Board of Directors has set a reserves policy that unrestricted reserves be maintained at four months' expenditure based on the previous year's audited accounts. As of 31st December 2023 Care Alliance Ireland had unrestricted reserves of €121,000 (almost four months' expenditure).

As an organisation we are committed to continuing to build up the reserves over the coming years by securing a modest level of additional unrestricted funding from a range of sources. Restrictions placed by many funders make this a real challenge, as does our practice of not seeking public donations.

## **Investment Policy**

In recent months, significant upward movements in interest rates available on medium-term deposit accounts prompted us to place a proportion of our unrestricted reserves into such an account to earn a better return on a portion of those assets.

The Board has also reviewed and revised its investment policy in relation to securing more attractive market rates for any excess cash deposits, with the dual purpose of maintaining capital preservation for its surplus funds. As a result, the Board does not consider it prudent to place its surplus funds in other asset classes beyond medium term deposits.

## **Donations and Legacy Income**

It is our view that we are unlikely to receive legacy income. For this reason, we do not currently have a legacy income policy.

## **Donated Facilities/Goods/Services Policy**

It is our view that the level of such services is small overall, and as such does not warrant a policy.

## **Deferred Income Policy**

The charity recognised deferred income where the terms and conditions have not been met or uncertainty exists as to whether the charity can meet the terms or conditions otherwise within its control. Income is then deferred as a liability until it is probable that the terms and conditions imposed can be met. Some of the grants received are subject to performance-related conditions or time periods. When these performance-related or other conditions are met, the deferred income is released to income in the Statement of Financial Activities.

## **Membership Fees**

These are recognised in the Statement of Financial Activities of the year in which they are receivable.

## **Environmental Sustainability Policy**

Our policy, approved in 2019, seeks to actively reduce any negative impacts our activities have on our planet. This policy addresses issues such as carbon footprint, and specifically online service delivery, virtual meetings, use of public transport, remote working, travel, use of ICT, Carers Week merchandise, use of paper and vegetarian refreshments. The full policy is available to read on our website at <https://bit.ly/CAIEnvironmentalPolicy2019>.

## **Appointment of Solicitors**

In light of the small size of the organisation and its low risk profile, the Board has taken the view that there is no need to have named solicitors appointed at this stage. Should there be a need in the future, the Board will appoint appropriate solicitors accordingly.



## 11) Structure, Governance and Management

We are registered as a charitable company limited by guarantee. We are a public benefit entity. In the event of Care Alliance Ireland being wound up, the liability in respect of the guarantee is limited to €1 per member. Care Alliance Ireland has a constitution and is a registered charity (CHY 14644, Charity Registration No: 20048303). Care Alliance Ireland's goals and approaches are guided by its charitable objectives as laid out in these documents.

Our Board of Directors met five times in 2023, four times remotely and once in hybrid format. Our AGM in September was held in hybrid format, with high attendance levels.

The Board of Directors, elected and co-opted under the terms detailed in the Company Governance Handbook, has overall responsibility for strategic development, in close liaison with the CEO. Elen Gebremedhin is the Board Chairperson. Adele Spillane is the Treasurer. Barbara Barrett is the Company Secretary. Liam O'Sullivan, the CEO, manages the operations and is not a member of the Board. The Board is responsible for providing leadership, setting strategy and ensuring control. It comprises six non-executive Directors. Currently, three of the Directors have been nominated to the Board by our member organisations. The three others have been recruited through Boardmatch Ireland and other avenues. The majority of our Directors have direct experience as family carers.

The Board's Directors are drawn from diverse backgrounds in not-for-profit organisations, business and the professions. They bring to board deliberations the significant business and decision-making skills developed in their respective fields, together with a broad range of experience and views.

Our two new Directors appointed in 2023 bring with them an additional range of skills. Having been co-opted by the Board during 2023, both Elen and Adele were formally re-elected at the September AGM. Elen as Chair brings extensive experience from her consulting work, and her skills lie particularly in Compliance, IT, Project Management and Diversity and Inclusion. Adele as Treasurer brings skills in financial analysis and reporting, and corporate governance as an experienced non-executive Director.

## **Director Biographies**

### **(Denyse) Elen Gebremedhin (Chairperson)**

Elen joined the board in May 2023 and was appointed as Chairperson in June 2023. Elen is an accomplished financial services professional with a focus on Risk Management, Compliance, IT and Project Management over the past 17 years. She joined Gemini Payments Europe Limited in August of 2023 as the Head of Risk.



Prior to this, she was Director in EY's Financial Services Business Consulting practice. She joined EY Dublin in January 2018 after completing her Master's degree in International Public Policy and Diplomacy from University College Cork. Prior to living in Ireland, Elen resided in New York City for 12 years, where she spent almost 6 years at EY in their FS Consulting practice. Elen holds a Bachelor's degree in Mathematics and Statistics from Concordia University in Montreal, Canada. She has built extensive experience alongside C-suite executives on strategically important risk and regulatory programmes. As an experienced leader, she has sponsored, managed and led many D&I events and initiatives over the course of her career. She is an exercise enthusiast, marathon runner and a proud dog mom to Lexi, her golden retriever.

## **Adele Spillane CFA, Dip IoD (Treasurer)**

Adele joined the Board in September 2023 and is currently our Treasurer. She is a Chartered Director and has over 25 years experience in financial services as well as significant governance experience. She currently serves as a Non Executive Director on BlackRock's UCITS and AIF Management Company.



Prior to moving into a non-executive career in June 2023, Adele served on BlackRock's Irish Management Company as an Executive Director since 2013. In her executive career at BlackRock, she was Managing Director and Head of BlackRock's Institutional Client Business in Ireland (since 2011).

Before that, she was a senior client director for BlackRock's largest UK institutional investors. Adele's role in sales and distribution dates back to 1995, including her years with Barclays Global Investors in San Francisco up to 2002 and London to 2011. Adele has a Commerce degree with honours from University College Dublin and became a CFA charterholder in 2000. She earned her Charter as a Director with the Institute of Directors in 2023.

## **Laura O'Philbin**

Laura is the Research & Policy Manager at The Alzheimer Society of Ireland and is responsible for the management and activities of the Research & Policy Team. Before joining The Alzheimer Society of Ireland in 2019, Laura worked in academic research. Laura holds a PhD from the Dementia Services Development Centre at Bangor University in Wales in addition to a BA in Psychology from University College Dublin.



## **Mary Shovlin**

A native of Sligo, and having lived in Donegal for 30 years, Mary has acted as Treasurer to Donegal Carers for the past 10 years. Mary previously worked as a bank official, and more recently in home care provision. Mary has cared for a number of relatives and continues to care for a close relative currently. Mary was nominated by Donegal Carers.



## **Pierre-Yves Fioraso**

Pierre-Yves was co-opted onto the Board in August 2022 and formally elected at the Sept. 2022 AGM. He has worked for CRH plc since 2012 in IT and Digital Technology, most recently focusing on digital innovation and social media strategy within the group. He holds a PhD in Philosophy from NUI Galway for his work on complexity and cellular suicide, and an executive MBA from Trinity College Dublin. On occasion he also acts as a mentor to the Trinity MBA alumni programme.



## **Elaine Tighe**

Elaine has worked across a wide range of disability and mental health services. Elaine has an honours degree in Social Care, a post-graduate qualification in Training and Education from DCU and a Corporate Governance qualification from DCU Ryan Academy. Elaine also has a qualification in Quality Management and is a graduate of Trinity College with a Post-Graduate Certificate in Implementation Science. Elaine was nominated to the Board by her employer, St. Michael's House, in August 2022.



## Board Recruitment

The Chairperson manages the director recruitment process, which includes review of CVs, a number of interviews and both written and verbal follow-up of references. The role of Chairperson and CEO are separate. The Directors are committed to maintaining the highest standard of corporate governance and believe that this is a key element in ensuring the proper operation of Care Alliance Ireland's activities. Conflicts of interest and loyalty are considered through statements of interests, and through standing items at board meetings. All Directors are required to sign a Conflict of Interests Compliance Statement in which they state that they are aware of their obligations as a member of the Board of Directors of Care Alliance Ireland. In 2024 we will update both staff and board's conflict of interest policies.

Directors also undertake to furnish to the Company Secretary full particulars of their interests, which include their employment, all business interests and community involvement, including voluntary work for charities that might involve a conflict of interest or might materially influence them in relation to the performance of their functions as a member of the Board or their partiality. They also undertake to notify the Company Secretary of any changes to these interests.

In October 2023, following a detailed review, the Board confirmed our organisation's full compliance with the new Charities Regulator Governance Code. It is intended that, following a thorough further assessment, full compliance will be re-confirmed in 2024.

There is clear division of responsibility between the Board and the CEO, with the Board retaining control of major decisions under a formal Schedule of Matters Reserved to the Board for Decision, while the CEO is responsible for operations and for devising strategy and policy within the authority delegated to him by the Board. For example, the Board considers applications for membership of Care Alliance Ireland, using five criteria.



These are:

- Are the applicant's Mission/Values/Aims/Objectives in keeping with those of Care Alliance Ireland?
- Does the organisation support or intend to support Family Carers?
- Is the organisation not for profit?
- Has the organisation supplied the following: Aims and Objectives (or equivalent), Recent Independent Accounts, Annual Report?
- Is the applying organisation likely to attract negative attention to itself and or the sector?

Care Alliance Ireland has a comprehensive process for reporting management information to the Board. This includes the Directors receiving a board pack one week in advance of each board meeting.

The pack includes at a minimum the meeting agenda, draft minutes of the previous board meeting, minutes of any committee meetings, and the CEO report. The latter details high-level organisational activities, with reference to the strategic objectives, as well as updates on projects, staffing, client feedback, bank balances, issues requiring decisions and horizon scanning. The pack may also include the latest management accounts and suggested revisions to policies for board consideration. While the focus at board meetings is on stewardship, governance, financial reporting and risk, the Board also invites staff members/speakers to present on occasions.

On appointment to the Board, Directors receive a formal induction programme and are provided with comprehensive briefing documents designed to familiarise them with Care Alliance Ireland's operations, management and governance structures. Our Corporate Governance Handbook stipulates that at the AGM those Directors who have served a three-year term shall retire from office. It also stipulates that all retiring Directors shall be eligible for re-election, provided that no Director shall serve more than two consecutive terms of three years.



There were two appointments to the Board in 2023 and three resignations. Fergus O'Rourke resigned as interim Chair and Treasurer, while Barbara Barrett resigned as a Director, but remained on as Company Secretary at the Board's request. We thank those Directors for their time and dedication to our organisation.

In terms of duration as directors, our Directors have served an average of one and a half years in office, with none due for retirement as directors until 2026. Board attendance averaged 70% over the course of 2023 (2022 was 67%). Our objective is to reach 80% board meeting attendance and the Chairperson will in 2024 be taking appropriate actions to support us to reach this objective. The intention is to recruit at least another two new Directors to the Board in 2024.

The approach to recruitment will be sensitive to the need to ensure the Board continues to be representative of our member organisations, has a strong independent and objective voice and is cognisant of the benefit of board diversity and inclusion. Individual skills and experience will also be an important consideration.

A board self-assessment process scheduled for 2024 follows those undertaken in 2018 and 2020. Scores of 262/272 were reported in 2020 and 258/272 in 2018. This suggests that the Board was performing well at that time. Due to the size of the organisation currently and the likely relatively significant cost involved, it is not proposed that an external board evaluation be undertaken.

## Board Attendance Rates 2023

Name	Joined the Board	Feb	April	June	Sept	Nov	Total	Max Poss	Attend rate (%)
Barbara Barret	June 2017 (Resigned Sept 2023)	1	0	0	1	n/a	2	4	50%
Mary Shovlin	Sept 2020	0	0	0	0	0	0	5	0%
Laura O'Philbin	Feb 2022	0	1	1	1	0	3	5	60%
Fergus O'Rourke	Feb 2022 (Resigned Sept 2023)	1	1	1	1	n/a	4	4	100%
Elaine Teague	July 2022	1	1	1	1	1	5	5	100%
Pierre-Yves Fioraso	July 2022	1	1	0	1	1	4	5	80%
Elen Gebremedhin	May 2023	n/a	n/a	1	1	1	3	3	100%
Adele Spillane	Sept 2023	n/a	n/a	n/a	1	1	2	2	100%
							23	33	70% Average
Total		4	4	4	7	4			

## **Committees of the Board**

We have two standing board committees, namely the Finance, Quality, Audit and Risk Committee and the Research Committee.

Both have clear terms of reference and their chairpersons report at each board meeting.

The role of the **Finance, Quality, Audit and Risk Committee** is to:

- Provide leadership and direction, and oversee the risk management framework.
- Ensure that there is an ongoing review of the material risks facing the organisation and actions are taken to manage, and mitigate where possible, those material risks identified by the Committee.
- Ensure the implementation of robust financial management controls including the raising, collection, investment, borrowing and outlay of all monies required.
- Oversee and monitor the risks pertaining to Complaints/Compliments, Quality Measures, Staffing, HR and Succession Planning.
- Protect and promote the health and safety of employees and volunteers by ensuring CAI's Health & Safety Statement and Policy are in line with our legal and regulatory obligations, and mandatory training is conducted for all employees and volunteers.
- Receive and verify assurances that the following are being managed effectively:
  - Serious incidents/accidents
  - Serious complaints.
- Review, approve (where authorised to do so), monitor and oversee the implementation of a sub-set of company-wide policies, practices and procedures relating to the control, monitoring, management and documentation of employee, health and social care risk.
- Approve non-budgeted expenditure on a single item in line with the Finance Policy.

The committee met five times in 2023. Chaired by the Treasurer, it has two other members as well as the Chairperson of the organisation, being an ex-officio member. The CEO is in attendance. Attendance was 100% at each meeting.

In 2023, the committee reviewed the contents and quality of the 2022 audit and recommended the Audited Financial Statements to the Board. In addition, the committee reviewed and recommended updates to the Board on the following items: the Risk Matrix, the Business Continuity Plan, the Complaints Policy and a new Gift Policy. The committee also approved a material change to one of the project budgets mid-year and approved for recommendation to the Board a draft 2024 budget. Reflecting the expanded terms of reference of the committee in 2023, a new quality and safety report was developed for review and discussion in all future committee meetings.

Finally, approval was given to the transfer of excess unrestricted reserves to a 2-year fixed-term interest-bearing deposit account. In 2024, the committee plans to review its terms of reference, and a number of relevant policies including the Finance Policy and a new Health & Safety Statement and Policy.

The role of the **Research Committee** is to support Care Alliance Ireland's strategic priority 'Supporting primary and applied research on family caring and the role of family carers'. The Research Committee, with a membership of three Directors, is consulted regularly by the CEO on matters within its terms of reference. This is often done by email. In 2023, the committee formally met once. The committee also met with the Senior Policy & Research Officer to discuss how best to support the research function of the organisation.

A report on the Research Committee's activities is presented at each board meeting. Any items that the Chairperson judges to require further full board consideration are considered at the next board meeting. The Board believes this method of operation for this committee is appropriate. It is expected that in 2024 membership of the committee will be expanded and that it will be more active as more concrete research proposals emerge from the staff team.

## **Directors' Responsibilities Statement**

The Directors (who are also Directors of Care Alliance Ireland for the purposes of company law) are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and Irish/UK Accounting Standards (Irish/UK Generally Accepted Accounting Practice) as modified by the Statement of Recommended Practice 'Accounting and Reporting by Charities' effective 1st January 2019.

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 and accounting standards issued by the Financial Reporting Council, and promulgated by Chartered Accountants Ireland, including FRS 102, the Financial Reporting Standard applicable in the UK and Ireland (Generally Accepted Accounting Practice in Ireland). 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 charitable company as at the financial year-end date, and of the surplus or deficit of the charitable company for the financial year, and that they 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.
- Observe the methods and principles in the Charities SORP.
- Make judgements and 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 of and reasons for any material departure from those standards.
- Prepare the financial statements on the going-concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Directors are responsible for ensuring that the charitable company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the charitable company; enable at any time the assets, liabilities, financial position and profit or loss of the charitable company to be determined with reasonable accuracy; enable them to ensure that the financial statements and Directors' Report comply with the Companies Act 2014; and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the charitable 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.

### **Declaration of Interests**

All members of the Board declare relevant interests on an annual basis. At the beginning of each board meeting, all Directors are invited to declare any conflicts of interest or loyalty in respect of agenda items.

### **Thanks**

We are very grateful to all our funders for both new and continued support. The following organisations and supporters provided grants and/or contracts that contributed to our success in the last year: the Department of Rural and Community Development (via Pobal), the Department of Social Protection, the Health Service Executive, the Community Foundation of Ireland, and the National Lottery. We also thank Carmichael Ireland for their continued support and specifically for the provision of mentoring and shared premises.



## **Independent Auditor**

The auditors, Duignan Carthy O'Neill Chartered Accountants and Statutory Audit Firm, have expressed their willingness to continue in office in accordance with the Companies Act 2014.

## **Accounting Records**

The measures taken by the Directors to secure compliance with the requirements of sections 281 to 285 of the Companies Act 2014 with regard to the keeping of accounting records are the implementation of necessary policies and procedures for recording transactions, the employment of appropriately qualified accounting personnel with appropriate expertise, the provision of adequate resources to the financial function and the maintenance of computerised accounting systems. The company's accounting records are maintained at the company's registered office at Coleraine House, Coleraine Street, Dublin 7.

## **Statement on Relevant Audit Information**

In the case of each of the persons who is a Director at the time this report is approved in accordance with section 332 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 of 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.

This report was approved by the Directors:

Elen Gebremedhin

**Elen Gebremedhin**

**Director**

**Date: 16th July 2024**

Adele Spillane

**Adele Spillane**

**Director**

**Date: 16th July 2024**

## **Independent Auditors' Report to the members of Care Alliance Ireland**

### **Opinion**

We have audited the financial statements on pages 85 to 110 of Care Alliance Ireland for the year ended 31 December 2023 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Changes in Funds, Statement of Cashflows and the related notes, including a summary of significant accounting policies. 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'.

This 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 that we are required to state to them in an Auditors' 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.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the Company as at 31st December 2023 and of its result for the year then ended;
- have been properly prepared in accordance with Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' ; and
- have been prepared in accordance with the requirements of the Companies Act 2014

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs(Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard 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.

## **Independent Auditors' Report to the members of Care Alliance Ireland**

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

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

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

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

### **Other information**

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the 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.

## **Independent Auditors' Report to the members of Care Alliance Ireland**

### **Opinion 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 applicable legal requirements.

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 financial statements are in agreement with the accounting records.

### **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 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**

#### **Respective responsibilities of directors for the financial statements**

As explained more fully in the Directors' Responsibilities Statement on pages 78 - 79, 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 the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Independent Auditors' Report to the members of  
Care Alliance Ireland**

**Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an 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: <https://www.iaasa.ie/Publications/Auditing-standards>. The description forms part of our Auditor's Report.



**Elizabeth Murphy**

for and on behalf of  
**Duignan Carthy O'Neill Limited**  
Chartered Accountants  
Statutory Audit Firm  
84 Northumberland Road  
Dublin 4

Date: 16 July 2024



**Care Alliance Ireland**

**Statement of Financial Activities  
(Including Income & Expenditure)  
for the year ended 31 December 2023**

**Income and Expenditure**

		<b>Restricted Funds 2023 €</b>	<b>Unrestricted Funds 2023 €</b>	<b>Total Funds 2023 €</b>	<b>Restricted Funds 2022 €</b>	<b>Unrestricted Funds 2022 €</b>	<b>Total Funds 2022 €</b>
<b>Income From</b>	<b>Notes</b>						
<b>Donations and Legacies</b>							
Donations and fundraising Income	<b>2.24</b>	-	-	-	-	-	-
<b>Income from charitable activities</b>							
Revenue Funding Grants	<b>7</b>	247,344	-	247,344	263,017	-	263,017
Projects	<b>7</b>	143,806	-	143,806	236,901	-	236,901
Other Income	<b>7</b>	-	3,633	3,633	-	4,219	4,219
<b>Total Income</b>		<b>391,150</b>	<b>3,633</b>	<b>394,783</b>	<b>499,918</b>	<b>4,219</b>	<b>504,137</b>
<b>Expenditure On</b>							
Expenditure on Charitable Activities	<b>3</b>	367,648	4,904	372,552	468,081	3,805	471,886
<b>Total Expenditure</b>		<b>(367,648)</b>	<b>(4,904)</b>	<b>(372,552)</b>	<b>(468,081)</b>	<b>(3,805)</b>	<b>(471,886)</b>
<b>Surplus/(Deficit) on ordinary activities before interest</b>		23,502	(1,271)	22,231	31,837	414	32,251

**Care Alliance Ireland**

**Statement of Financial Activities  
(Including Income & Expenditure)  
for the year ended 31 December 2023**

**Income and Expenditure (continued)**

		<b>Restricted Funds 2023 €</b>	<b>Unrestricted Funds 2023 €</b>	<b>Total Funds 2023 €</b>	<b>Restricted Funds 2022 €</b>	<b>Unrestricted Funds 2022 €</b>	<b>Total Funds 2022 €</b>
	<b>Notes</b>						
<b>Surplus/(Deficit) on ordinary activities before interest</b>		23,502	(1,271)	22,231	31,837	414	32,251
<b>Net Income/(Expenditure) for the year</b>		<u>23,502</u>	<u>(1,271)</u>	<u>22,231</u>	<u>31,837</u>	<u>414</u>	<u>32,251</u>
<b>Net movement in funds</b>		23,502	(1,271)	22,231	31,837	414	32,251
<b>Reconciliation of funds</b>							
Total funds brought forward		36,086	62,725	98,811	4,249	62,311	66,560
<b>Total funds carried forward</b>	<b>15</b>	<u>59,588</u>	<u>61,454</u>	<u>121,042</u>	<u>36,086</u>	<u>62,725</u>	<u>98,811</u>

**Care Alliance Ireland**

**Statement of Financial Activities  
(Including Income & Expenditure)  
for the year ended 31 December 2023**

**Income and Expenditure (continued)**

All activities are in respect of continuing operations.

There are no recognised gains or losses other than the results for the above two financial years.

The financial statements were approved by the Board of Directors on 16 July

2024 and signed on its behalf by:

**(Denyse) Elen Gebremedhin**  
Director

**Adele Spillane**  
Director

**Care Alliance Ireland**

**A Company Limited by Guarantee and not having a Share Capital**

**Balance Sheet  
as at 31 December 2023**

	Notes	2023 €	2022 €
<b>Fixed Assets</b>			
Tangible assets	9	1,268	1,576
		<u>1,268</u>	<u>1,576</u>
<b>Current Assets</b>			
Debtors	10	1,394	16,312
Cash at bank and in hand	11	187,647	102,365
		<u>189,041</u>	<u>118,677</u>
<b>Creditors: amounts falling due within one year</b>	12	(69,267)	(21,442)
<b>Net Current Assets</b>		<u>119,774</u>	<u>97,235</u>
<b>Total Assets Less Current Liabilities</b>		<u>121,042</u>	<u>98,811</u>
<b>The Funds of the Charity</b>			
Restricted Funds	14	59,588	36,086
Unrestricted Funds	14	61,454	62,725
<b>Funds</b>	15	<u>121,042</u>	<u>98,811</u>

The financial statements were approved by the Board of Directors on 16 July 2024 and signed on its behalf by:

**(Denyse) Elen Gebremedhin**  
Director

**Adele Spillane**  
Director

**Care Alliance Ireland**

**Statement of Changes in Funds  
for the year ended 31 December 2023**

	<b>Funds account €</b>	<b>Total Funds €</b>
<b>At 1 January 2023</b>	98,811	98,811
Retained surplus for the year	22,231	22,231
<b>At 31 December 2023</b>	<u>121,042</u>	<u>121,042</u>

In respect of prior year:

	<b>Funds account €</b>	<b>Total Funds €</b>
<b>At 1 January 2022</b>	66,560	66,560
Retained surplus for the year	32,251	32,251
<b>At 31 December 2022</b>	<u>98,811</u>	<u>98,811</u>

**Care Alliance Ireland**

**Statement of Cash Flows  
for the year ended 31 December 2023**

	<b>2023</b>	<b>2022</b>
	<b>€</b>	<b>€</b>
<b>Cash flows from operating activities</b>		
Net income/(expenditure) for the year	22,231	32,251
Depreciation	948	1,161
(Increase)/Decrease in debtors	14,918	(13,597)
Increase/(Decrease) in creditors	47,815	(131,517)
<b>Net cash flow provided by/(used in) from operating activities</b>	<u>85,912</u>	<u>(111,702)</u>
<b>Cash flows from investing activities</b>		
Interest received	10	-
Capital Expenditure	(640)	-
<b>Net cash flow provided by/(used in) from investing activities</b>	<u>(630)</u>	<u>-</u>
<b>Change in cash &amp; cash equivalents</b>	<u>85,282</u>	<u>(111,702)</u>
<b>Cash &amp; cash equivalents at the beginning of the reporting year</b>	102,365	214,067
<b>Change in cash &amp; cash equivalents in the year</b>	<u>85,282</u>	<u>(111,702)</u>
<b>Cash &amp; cash equivalents at the end of the reporting year</b>	<u>187,647</u>	<u>102,365</u>



## **Care Alliance Ireland**

### **Notes to the Financial Statements for the year ended 31 December 2023**

#### **1. Statement of Compliance**

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', Charities SORP (FRS 102) and the Companies Act 2014.

Care Alliance Ireland is incorporated in the Republic of Ireland. The company is a company limited by guarantee and was incorporated in Ireland on 21 August 2008. The company's registered number is 461315 and its registered office is located at Coleraine House, Coleraine Street, Dublin 7, D07 E8XF. The nature of the company's operations and its principal activities are set out in the Director's Report.

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

#### **2. Accounting Policies**

##### **2.1. Basis of preparation of financial statements**

The financial statements have been prepared in accordance with accounting standards generally accepted in Ireland and Irish statute comprising the Companies Act 2014, and the Charities SORP (FRS 102). Accounting Standards generally accepted in Ireland in preparing financial statements giving a true and fair view are those published by Chartered Accountants Ireland and issued by the Financial Reporting Council.

Care Alliance Ireland is constituted under Irish company law as a company limited by guarantee and is a registered charity and has adopted and reported its performance in accordance with the format provided for in the Charities SORP and in particular reports its performance for the financial year in the format of the SORP's Statement of Financial Activities (SOFA).

Companies Act 2014 which became effective in law on 1 June 2015 and from that date applied the format and content of financial statements requirements appropriate for a company trading for the profit of its members to a company that is a not for profit organisation. In order to provide information relevant to understanding the stewardship of the directors and the performance and financial position of the charity, Care Alliance Ireland has prepared its financial statements in accordance with the formats provided for in the Charities SORP (FRS 102) consistent with the prior year.

The directors consider the adoption of the SORP requirements is the most appropriate accounting to properly reflect and disclose the activities of the organisation. Had the Companies Act format and content of financial statements requirements suitable for a company trading for the profit of its members been presented instead, a profit and loss account with related notes showing items such as Turnover and Cost of Sales would have been reported along with a "profit" on ordinary activities before taxation.

Care Alliance Ireland is a non-profit organisation and involved solely in running a charity at Coleraine House, Coleraine Street, Dublin 7.

**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

**2.2. Judgments 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.

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

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

The directors have prepared budgets and cash flows for a period of at least twelve months from the date of the 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. 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

**2.3. Company name**

The company received approval under section 1180(1) of the Companies Act 2014 to omit the word 'Company Limited by Guarantee' from its name.

**2.4. Functional and presentation currency**

Items included in the financial statements of the company are measured using the currency of the primary economic environment in which the company operates ("the functional currency"). The financial statements are presented in euro, which is the company's functional and presentation currency and is denoted by the symbol "€".

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

#### 2.5. Tangible fixed assets and depreciation

Tangible fixed assets under the cost model are stated at cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

The company adds to the carrying amount of an item of fixed assets the cost of replacing part of such an item when that cost is incurred, if the replacement part is expected to provide incremental future benefits to the company. The carrying value amount of the replacement part is derecognised. Repairs and maintenance are charged to income or expenditure during the period in which they are incurred.

Depreciation is provided on all tangible fixed assets at the following annual rates calculated to write off the cost less residual value of each asset over its expected useful life on the straight line basis, as follows:

Office Equipment	-	20% Straight Line
Computer Equipment	-	25% Straight Line

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised within 'other operating income' in the Statement of Financial Activities.

#### 2.6. Going concern

Care Alliance Ireland is reliant on continuing support from government bodies in the form of annual recurring grants, multi-annual grants and once off project grants to ensure that the Company remains in operation for the foreseeable future.

The directors are satisfied that the organisation will continue to receive these grants, and secure other sources of income and have prepared a budget for 2024 which show that the company will continue as a going concern.

**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

**2.7. Trade and other creditors**

Trade and other creditors are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

**2.8. Financial instruments**

A financial asset or a financial liability is recognised only when the company becomes a party to the contractual provisions of the instrument.

The company only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable.

Debt instruments like accounts receivable and payable are initially measured at present value of the future payments and subsequently at amortised cost using effective interest method. Debt instruments that are payable or receivable within one year, typically trade payables and receivables, are measured, initially and subsequently, at the undiscounted amount of the cash or other consideration expected to be paid or received.

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

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

#### **2.9. Provisions**

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

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. A provision is recognised even if the likelihood of an outflow with respect to any one item included in the same class of obligations may be small.

Provisions are measured at the present value of the expenditures expected to be required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provision due to passage of time is recognised as a finance cost.

#### **2.10. Government grants**

Grants are accounted for under the performance model as permitted by FRS 102. Grants under this model are recognised in income as follows:

- (a) A grant that does not impose specified future performance conditions on the recipient is recognised in income when the grant proceeds are receivable.
- (b) A grant that imposes specified future performance conditions on the recipient is recognised in income only when the performance conditions are met.
- (c) Grants received before the revenue recognition criteria are satisfied are recognised as a Liability and usually referred to as deferred income.

#### **2.11. Pensions**

Pension benefits for employees are met by payments to defined contribution executive pensions.

The regular cost of providing retirement pensions and related benefits is charged to the Statement of Financial Activities over the employees' service lives on the basis of a constant percentage of earnings. The benefits made are into a defined contribution plan. The assets of the fund are held separately from the company in independently administered funds.



**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

**2.12. Income**

Income represents the total of grants, donations and as well as membership fees and other small miscellaneous income items related to the year.

Income is received by way of donations, gifts, grants and fund-raising events and are included in full in the Statement of Financial Activities as soon as they are received. Income collected from fund-raising events is included in the Statement of Financial Activities as soon as it is credited in the bank. Donations, legacies and gifts are shown as other income in the Statement of Financial Activities.

**2.13. Taxation**

The company is exempt from taxation due to its charitable status, charity number 20048303 (CHY number 14644).

**2.15 Deferred Income Policy/ Income Recognition**

The charity recognised deferred income where the terms and conditions have not been met or uncertainty exists as to whether the charity can meet the terms or conditions otherwise within its control, income is then deferred as a liability until it is probable that the terms and conditions imposed can be met. Some of the grants received are subject to performance related conditions or time periods. When these performance related or other conditions are met the deferred income is released to and recognised as income in the statement of financial activities.

**2.16 Investment Policy**

The Board's Investment Policy is to keep surplus cash in short and medium-term deposits the latter of which are defined as being fixed deposit accounts that are 3 months or greater. The Board does not consider it prudent to place its surplus funds in other asset classes.

**2.17 Research and Development**

For the purposes of reporting, no material research and development, as understood under accounting rules, has taken place in 2023.

**2.18 Other matters**

No political donations were either made or received in 2022. No financial or other fiduciary transactions with directors took place in 2023.

**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

**2.19 Expenditure**

Expenditure is recognised when a legal or constructive obligation exists as a result of a past event, a transfer of economic benefits is required in settlement and the amount of the obligation can be measured reliably. Expenditure includes any VAT which cannot be recovered and is reported as part of the expenditure to which it relates. All expenditure is recognised on an accruals basis.

- Cost of charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries together with related support costs.
- Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include finance, IT, administration and governance.

**2.20 Debtors**

Short-term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

**2.21 Cash and cash equivalents**

Cash and cash equivalents are represented by cash in hand and short and medium term deposits with financial institutions. These are highly liquid investments that mature in no more than six months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the Company's cash management.

**2.22 Employee Benefits**

The charity provides paid holiday arrangements to employees. Holiday pay is recognised as an expense in the period in which the service is received.

**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

**2.23 Fund Accounting**

The following funds are operated by the charity:

- Restricted Funds

Restricted funds include grants, donations and other income which can only be used for specific purposes. Such purposes are within the overall objectives of the charity.

- Unrestricted Funds

Unrestricted funds are general funds that are available for use at the Board's discretion in furthering any organisational objectives and have not been designated for other purposes. Such funds may be used to finance working capital or capital expenditure requirements.

**2.24 Donations and Legacy Income**

It is our view that we are unlikely to receive significant donations or legacy income in the near future. For this reason, we do not currently have a donations and legacy income policy.

**2.25 Donated Facilities/Goods/Services Policy**

It is our view that the level of such services is small overall, and as such does not warrant a policy. We will keep this under review as one of our projects does currently involve intensive volunteering by a large number of people.

# Care Alliance Ireland

## Notes to the Financial Statements for the year ended 31 December 2023

..... continued

### 3. Expenditure

This includes:

	2023	2022
	€	€
<b>Project Expenditure</b>		
Carers Week	19,820	21,896
Online Family Carer Support Project	41,083	45,240
DAF - Family Carer Training	21,427	36,630
DAF - ICT RET	-	72,701
Seminars & Conferences	-	145
Publications	105	400
<b>Total Project Expenditure</b>	<b>82,435</b>	<b>177,012</b>

### Legal, Professional, Administration & Employment Costs

Wages & Salaries	215,561	231,864
Employer's PRSI Contributions	23,820	25,243
Staff Pension Costs	11,333	9,029
Board Development & Governance	711	99
Meetings	377	790
Rent	7,216	6,872
Insurance	1,699	1,638
HR Partnership Programme	2,244	2,344
Printing, Postage & Stationery	596	216
Telephone & Fax	1,040	960
Computer Costs	878	365
Ukraine	4,366	500
Death in Service	1,133	1,373
Travelling and subsistence	254	849
Accountancy & Payroll Fees	8,539	4,375
Audit & other professional fees	4,904	3,805
Consultancy	-	738
Bank Charges	196	282
Staff Development	1,695	766
Sundry Expenses	1,253	115
Subscriptions	1,354	1,487
Depreciation	948	1,161
	<b>290,117</b>	<b>294,871</b>

**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

<b>Total Expenditure</b>	<b>372,552</b>	<b>471,883</b>
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Due to the small size of the organisation it is not considered necessary or practical to detail, fundraising, support and or governance costs. As the organisation grows the board of directors will reconsider this approach.

<b>4. Interest (receivable) and similar charges</b>	<b>2023</b>	<b>2022</b>
	<b>€</b>	<b>€</b>
On bank balances	10	-

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

#### 5. Employees

##### Number of employees

The average monthly numbers of employees  
(excluding the directors) during the year were:

	2023 Number	2022 Number
All employees	5	5

##### Employment costs

	2023 €	2022 €
Wages and salaries	215,561	231,864
Employers social insurance contributions	23,820	25,243
Pension costs	11,333	9,029
	<u>250,714</u>	<u>266,136</u>

Board Director's salary for 2023 was €Nil (2022 : €Nil).

The Board of Director's expenses for 2023 was €Nil (2022: €NIL)

The most senior staff member is the CEO. He was paid a whole-time equivalent salary of €74,639 (€59,712 based on four day per week employment in 2023) His total remuneration including Salary and Pension in 2023 was €63,524 (2022: €60,860). This excludes Employers PRSI costs.

Employment benefits breakdown (including Employer Pension, excluding Employer PRSI)

Up to €60,000 - 4 employees

From €60,000 - €80,000 - 1 employee



**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

**6. Auditors Remuneration**

	<b>2023</b>	<b>2022</b>
	<b>€</b>	<b>€</b>
Statutory Audit Fee	4,904	3,805
Other Services provided by Auditor	-	-
	<u>4,904</u>	<u>3,805</u>

The 2022 audit fee was underestimated by €528 when accruing for it in the 2022 accounts. This amount, together with an agreed increase in the 2023 audit fee explain the significant increases between 2022 and 2023.

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

<b>7. Grant Funding</b>	<b>2023</b>	<b>2022</b>
	<b>€</b>	<b>€</b>
HSE - Core Funding and CFI Online Carers Support	150,015	172,518
Pobal - Scheme to Support National Organisations (SSNO)	91,000	90,499
Pobal - DAF Family Carer Training	124,765	65,513
Pobal - RET	-	162,138
	<u>365,780</u>	<u>490,668</u>

The HSE core funding of €26,507 is an annual recurring grant for the delivery of specific services (information, representation, research support, submissions, collaboration) detailed in a service agreement.

€110,000 in other HSE funding relates to supporting the work of the Online Carer Support Project (Carers Guarantee), also detailed in a service agreement.

The Pobal grant is a three year (2022-2025) grant for the delivery of specific services (advocacy, research and policy development, networking, specialist support, information provision) detailed in a grant agreement.

<b>Other Projects</b>	<b>2023</b>	<b>2022</b>
	<b>€</b>	<b>€</b>
Carers Week	8,041	8,250
National Lottery	6,329	-
Ukraine Project	10,000	-
Research Seminar	1,000	1,000
University of Limerick	-	-
	<u>25,370</u>	<u>9,250</u>

Membership Fees, contained in other income, are recognised in the Statement of Financial Activities of the year in which they are receivable

#### **Expenditure**

All expenditure is charged in the period to which it relates.

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

#### 8. Pension costs

Pension benefits for employees are met by payments to individual defined contribution Executive Pensions. Pension costs amounted to €11,333 (2022 - €9,029). The assets of the fund are held separately from the company in independently administered funds.

#### 9. Tangible assets

	Fixtures, Furniture & Fittings €	Office Equipment €	Computer Equipment €	Total €
<b>Cost</b>				
At 1 January 2023	896	89	7,394	8,379
Additions	-	-	640	640
At 31 December 2023	896	89	8,034	9,019
<b>Depreciation</b>				
At 1 January 2023	896	89	5,818	6,803
Charge for the year	-	-	948	948
At 31 December 2023	896	89	6,766	7,751
<b>Net book values</b>				
At 31 December 2023	-	-	1,268	1,268
At 31 December 2022	-	-	1,576	1,576

All tangible fixed assets are unrestricted.

**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

**10. Debtors: amounts falling due within one year**

	<b>2023</b>	<b>2022</b>
	<b>€</b>	<b>€</b>
Income Receivable	-	13,857
Prepayments and Other Receivables	1,394	2,455
	<u>1,394</u>	<u>16,312</u>

Income Receivable comprises the 10% balance of the Pobal/DAF return ready project which was completed on 31/12/2022. Income receivable and prepayments have been stated at their recoverable amount.

**11. Cash at Bank and in Hand**

	<b>2023</b>	<b>2022</b>
	<b>€</b>	<b>€</b>
Current Account	169,333	84,062
Deposit Accounts	18,314	18,303
	<u>187,647</u>	<u>102,365</u>

**12. Creditors: amounts falling due within one year**

	<b>2023</b>	<b>2022</b>
	<b>€</b>	<b>€</b>
Pension	1,420	1,524
Other taxes and social security costs	5,613	-
Accruals	8,800	8,219
Deferred Income (a)	53,434	11,699
	<u>69,267</u>	<u>21,442</u>

Other taxes and social security costs include:

PAYE & PRSI	<u>5,613</u>	<u>-</u>
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(a) The above deferred income comprise of monies received in respect of specific projects where the performance related tasks have not been completed at year end. See breakdown on note 16.

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

13. Financial Instruments	2023	2022
	€	€
<b>Financial Assets</b>		
Financial assets that are debt instruments measured at amortised cost	-	-
	<u>-</u>	<u>-</u>
	<u>-</u>	<u>-</u>
<b>Financial Liabilities</b>		
Financial liabilities measured at amortised cost	(62,234)	(19,918)
	<u>(62,234)</u>	<u>(19,918)</u>
At 31 December 2023	<u>(62,234)</u>	<u>(19,918)</u>

Financial assets measured at amortised cost comprise accrued income.

Financial liabilities measured at amortised cost comprise accruals and deferred income.

No transaction costs have been deducted.

#### 14. Reserves

The Board of Directors has set a reserves policy which aims for reserves to be maintained at four months' expenditure based on the previous year's audited accounts. As of 31st December 2023 Care Alliance Ireland had reserves of €121,042 (almost four months' expenditure).

As an organisation we are committed to continuing to build up the reserves over the coming years by securing a modest level of additional unrestricted funding from a range of sources. Restrictions placed by many funders make this a real challenge, as does our practice of not seeking public donations.

**Care Alliance Ireland**

**Notes to the Financial Statements  
for the year ended 31 December 2023**

..... continued

**15. Reconciliation of movements in funds**

Closing Reserves allocated as follows:

	<b>Opening Surplus 01/01/23 €</b>	<b>2023 €</b>	<b>Closing Surplus 31/12/23 €</b>
Restricted Funds	36,086	23,502	59,588
Unrestricted Funds	62,725	(1,271)	61,454
	<u>98,811</u>	<u>22,231</u>	<u>121,042</u>

	<b>Opening Surplus 01/01/22 €</b>	<b>2022 €</b>	<b>Closing Surplus 31/12/22 €</b>
Restricted Funds	4,249	31,837	36,086
Unrestricted Funds	62,311	414	62,725
	<u>66,560</u>	<u>32,251</u>	<u>98,811</u>



# Care Alliance Ireland

## Notes to the Financial Statements for the year ended 31 December 2023

..... continued

### 16 Deferred Income

This includes:

	2023	2,022
Community Foundation of Ireland	-	10,000
HSE W grant	-	1,700
DAF - ICT RET	53,435	-
	<u>53,435</u>	<u>11,700</u>

Deferred income at year end comprises of €53,435 based on the fact that the project will continue to run to the end of June 2024. The full grant was for €198,000 over the period January 2023 to June 2024. This level of deferred income is largely due to a significant portion (30%) of a grant received from Pobal/DSP in December 2023 for the delivery of the remainder of an employment-ready project throughout 2024. The remaining 10% will be paid at the end of the project.

### 17. Capital commitments

The company had no capital commitments at 31 December 2023.

### 18. Contingent liabilities

As outlined, the company has received government grants for revenue purposes. Should these grants not be used for the purpose specified, the grants will become repayable in whole or in part.

As at the 31 December 2023 Care Alliance Ireland estimates that there is no amount due for repayment.

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

#### 19. Related Party Transactions

The company has a policy of reimbursing directors for travel and other approved and legitimate expenses incurred during the course of carrying out their duties. During the year ended 31 December 2023 the total expenses reimbursed to Directors amounted to €Nil. €318 was reimbursed in 2023 to the CEO of Care Alliance Ireland.

No other related party transactions took place during the year.

#### 20. Ultimate parent undertaking

The company is controlled by its Members and the Board of Directors.

#### 21. Post Balance Sheet events

There have been no significant events affecting the company since the year-end.

#### 22. Key management personnel compensation

The CEO is considered to be Key Management. The total employment costs of the CEO including Salary, Pension, and Employer PRSI in 2023 was €70,148. (2022: €67,204).

#### 23. Analysis of changes in net funds

	Opening balance €	Cash flows €	Closing balance €
Cash at bank and in hand	102,365	85,282	187,647
Net funds	<u>102,365</u>	<u>85,282</u>	<u>187,647</u>

## Care Alliance Ireland

### Notes to the Financial Statements for the year ended 31 December 2023

..... continued

#### **24. The Department of Rural and Community Development**

Care Alliance Ireland received restricted grant funding from The Department of Rural and Community Development, administered through Pobal, for the Scheme to Support National Organisations (SSNO). The 2022-2025 grants awarded will be up to €273,000 of which €91,000 was awarded in respect of 2023. The grant has been awarded to assist with staffing and core overhead costs and is not capital in nature.

Care Alliance Ireland received restricted grant funding from The Department of Rural and Community Development, administered through Pobal, for the period from January 1st 2023 to December 31st 2023. The grant is for the Dormant Accounts Funds- 2022 - Carers and Persons with a Disability. The total monies that was awarded in respect of the grant was €198,000 of which €178,200 was in respect of 2023. The grant was awarded to assist with staffing, project and core overhead costs and is not capital in nature.

Care Alliance Ireland received restricted grant funding of €136,507 from The Health Services Executive, for the period from January 1st 2023 to December 31st 2023. The grant is for Core Funding (Older Persons Services), and to deliver an Online Family Carer Support Project (Carers Guarantee) The grant was awarded to assist with staffing, project and core overhead costs and is not capital in nature.

Care Alliance Ireland is compliant with relevant Department of Public Expenditure and Reform circulars including 13/2014.

**Care Alliance Ireland**

**Detailed Income and Expenditure Account  
for the year ended 31 December 2023**

**Supplementary information relating to the financial statements,  
not forming part of the audited financial statements**

## Care Alliance Ireland

### Detailed Trading Income and Expenditure Account for the year ended 31 December 2023

	2023	2023	2022	2022
	€	€	€	€
<b>Income</b>				
HSE - Core Funding and CFI Online Carers Support	150,015		172,518	
Pobal - Dept of the Environment (SSNO)	91,000		90,499	
National Lottery	6,329		-	
Pobal - DAF Family Carer Training	124,765		65,513	
Pobal - RET	-		162,138	
Carers Week	8,041		8,250	
Ukraine Project	10,000		-	
Research Seminar	1,000		1,000	
University of Limerick	-		-	
Membership Fees	1,950		1,600	
Other Income	1,673		2,619	
	394,773		504,137	
<b>Expenditure</b>				
Wages and salaries	215,561		231,864	
Employer's PRSI contributions	23,820		25,243	
Staff pension costs	11,333		9,029	
Board Development & Governance	711		99	
Meetings	377		790	
Rent	7,216		6,872	
Insurance	1,699		1,638	
HR Partnership Programme	2,244		2,344	
Online Family Carer Support Project	41,083		45,240	
DAF - Family Carer Training	21,427		36,630	
DAF - ICT RET	-		72,701	
Printing, postage and stationery	596		216	
Seminars & Conferences	-		145	
Publications	105		400	
Ukraine	4,366		500	
Death in Service	1,133		1,373	
Policy and Research	297		-	
Telephone	1,040		960	
Website Costs	375		-	
Computer costs	503		365	
Office Supplies	956		-	
Carers Week	19,820		21,896	
Travelling and subsistence	254		849	

**Care Alliance Ireland**

**Detailed Trading Income and Expenditure Account  
for the year ended 31 December 2023**

	<b>2023</b>	<b>2023</b>	<b>2022</b>	<b>2022</b>
	€	€	€	€
Consultancy	-		738	
Accountancy & Payroll fees	8,539		4,375	
Audit fees	4,904		3,805	
Bank charges	196		282	
Staff Development	1,695		766	
Sundry expenses	-		115	
Subscriptions	1,354		1,487	
Depreciation (Computer Equipment)	948		1,161	
	<hr/>		<hr/>	
		(372,552)		(471,886)
		<hr/>		<hr/>
		22,221		32,251
Bank deposit interest	10		-	
	<hr/>		<hr/>	
		10		-
		<hr/>		<hr/>
<b>Net Surplus for the year</b>		<b>22,231</b>		<b>32,251</b>
		<hr/> <hr/>		<hr/> <hr/>