



# **Age Action Ireland Ltd**

(A Company Limited by Guarantee and not having a Share Capital)

**Audited Accounts and Reports of the Directors and Auditors for the year  
ended 31 December 2009**

**17<sup>th</sup> Annual General Meeting on 25 June 2010**



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## **GENERAL INFORMATION**

### **Directors**

Claire Murphy (Joint Chair)  
Carol Pemberton (Joint Chair)  
Ann Brogan-Egan (Vice Chair)  
Pat Synnott (Hon Treasurer) to October 2009 (RIP)  
Peter Carroll (Hon Treasurer) from February 2010  
Peggy Cumberton  
Nuala Early  
Julia Horgan  
Tess Kane  
Sarah Marsh  
Joan McDermott  
Marianne McGiffin (to October 2009)  
John P Meaney  
Micheál O'Súilleabháin  
Prof. J Bernard Walsh

### **Company Secretary**

Robin Webster

### **Chief Executive**

Robin Webster

### **Registered Office**

30/31 Lower Camden Street, Dublin 2

### **Bankers**

Permanent tsb  
70 Grafton Street, Dublin 2

### **Solicitors**

PJ Walsh & Co  
12 Upper Fitzwilliam Street, Dublin 2

### **Auditors**

Leonard & Company  
Chartered Certified Accountants/Registered Auditors  
4 Lower Dundrum Road  
Dublin 14.

**Company Registration Number:** 198571

**Charity Number:** CHY 10583



## AGE ACTION IRELAND

Age Action Ireland was established in 1992 as the national non-governmental organisation concerned with ageing and older people, acting as a network of organisations and individuals including older people and carers of older people and as a development agency promoting better policies and services for older people. In 2006, after a fundamental review of our work, we affirmed our purpose and role by updating our vision, mission and core objectives and strategies. These are set out in our strategic plan for the period 2006 – 2011 and are summarised below.

### Our Vision

*‘Ireland becomes the best country in which to grow older’*

Our vision is that Ireland becomes the first country to apply fully the United Nations Principles for Older Persons by incorporating them into our national way of life to improve the quality of life of all older people and to transform all our attitudes towards ageing and older people. The UN Principles are independence, participation, care, self-fulfilment and dignity.

Central to our vision is the vital role that older people should take in driving forward these changes for themselves and succeeding generations. Older people must reject the stereotypes of dependency, passivity and inevitable decline fostered by widespread ageism, and by their own actions replace these by positive images based on self-confidence, active engagement in personal development and community service and informed by a proper understanding of the ageing process.

### Our Mission

*‘To achieve fundamental change in the lives of all older people by empowering them to live full lives as actively engaged citizens and to secure their rights to comprehensive high quality services according to their changing needs’*

All our activities will be geared to supporting older people to speak and act for themselves in bringing about the fundamental changes they want to live full lives.

### Our Core Objectives

Our overarching objective is to eliminate discrimination and put in place positive ageing and the other objectives listed below are geared to that purpose.

- To mobilise and empower older people to advocate on behalf of themselves, their families and their communities
- To change attitudes towards ageing and older people in Irish society
- To effect changes in legislation and policies by influencing Government, state agencies and the Social Partners.
- To secure the right of older people to comprehensive high quality services and where necessary to initiate selected services.
- To focus on the needs of the most disadvantaged older people





## CHAIRPERSONS' REPORT

We are pleased to present this 17<sup>th</sup> annual report for the year 2009.

As this report shows, we have continued to serve older people, especially those who are most disadvantaged, through our advocacy work on their behalf and through the range of services and programmes that we provide in many parts of the country.

Despite the difficult financial circumstances, we have continued to increase our services and the number of older people supported by them. Nevertheless, this has been a very difficult year from a financial point of view as the accounts demonstrate. The Board has had to take some very painful measures in reducing expenditure on staffing to protect the organisation this year and to safeguard it against any deeper financial pressures in future years. We are still battling against the misconception that we are a wealthy organisation or a state agency because of our high profile through advocacy. We have to continue to persuade others that we are a charity that urgently needs more funds not only to maintain our current work but also to develop it to match the ever growing demand from an ageing population.

We acknowledge the continuing support from the Health Services Executive through our core grant and the project funding from the Departments of Communications, Energy and Natural Resources, Community, Rural & Gaeltacht Affairs, Education and Science, Social & Family Affairs and the Taoiseach, as well as the European Commission, Dublin City Council and FAS through the Community Employment Programme. We are most grateful for the increased support from the business sector, notably from Irish Life, ESB Customer Supply and Pfizer Health Care. Finally, we must express our deep gratitude to our members and supporters for the substantial increase in the number of donations.

We wish to thank the many people who contributed to our work during 2009. Our thanks must go to all the Directors and the members of the sub-committees, with a special mention of those Directors who left during the year; Pat Carroll, our Honorary Treasurer, who made an important contribution during his term of office cut short by his sudden death; Sarah Marsh, our previous Chair, who played a vital role in restructuring the Board and Marianne McGiffin, helped us with her considerable experience of working with older people.

The Board warmly acknowledges the active contribution of the growing number of members as advocates, volunteers and donors. Finally, on behalf of the Board and all members, we wish to pay tribute to Robin Webster, our Chief Executive, the Senior Management Team and all our staff and volunteers for their commitment and fine work.



**Claire Murphy (Joint Chair)**



**Carol Pemberton (Joint Chair)**



## CHIEF EXECUTIVE'S REPORT

This was a year full of gloom and doom and increasing uncertainty for many older people, particularly for those who are most vulnerable and with least resources of their own. The growing pace of cuts in basic services, such as home helps, therapies, dental care, community support schemes and even the State pension, has caused great hardship for those who currently depend on them and great anxiety among many others who are fearful about their own future.

Our advocacy work has developed well during the year. We have gained a reputation as an advocacy organisation that speaks without fear or favour for the rights and wishes of older people. Much of our advocacy is based on sound research often in partnership with others and with the active engagement of older people. We make every effort to ensure that our views and recommendations are communicated not only to the appropriate Government Departments and policy making bodies but also to the general public through the media. This report highlights the many issues that impact on the quality of life of older people. Our two main priorities were poverty, especially fuel poverty, and elder abuse, both of which we are conducting research and developing policies on a cross border and international basis. All our advocacy work is underpinned by our commitment to tackle discrimination in all its forms and all the grounds including age. Given recent reports of elder abuse in residential care and the financial services and the rumours about cutting the State pension, there is much more to do to eliminate ageism and to promote positive ageing in policy and practice.

While our advocacy work dominated the year, we continued to run a wide range of practical programmes, which reached more than 25,000 older people in many parts of the country. In particular, the continuing growth of Care & Repair and the rapid expansion of Getting Started revealed the unmet demand from older people for more opportunities for personal development and better support services to enable them to remain in their own homes. These programmes also showed how much more could be done to meet the needs of the growing numbers of older people with modest increases in resources to support voluntary groups and volunteers.

I am glad to commend to our members and supporters the scale and quality of the work undertaken by our staff and volunteers as presented in this report. I wish to endorse the expression of gratitude by the Chairs to the many people who helped us during the year and on behalf of the staff I should like to thank Carol Pemberton and Claire Murphy for their positive leadership and support to all of us.



**Robin Webster**  
**Chief Executive**



## **GENERAL REVIEW**

### **BOARD OF DIRECTORS**

1. The Directors, who served since the 16<sup>th</sup> AGM, were: -  
Peggy Cumberton, Ann Brogan-Egan, Nuala Early, Julia Horgan, Tess Kane, Sarah Marsh, Joan McDermott, Marianne McGiffin, John P Meaney, Claire Murphy, Micheál O'Súilleabháin, Carol Pemberton, Pat Synnott and Prof. J Bernard Walsh.
2. Since the previous AGM, the Board held eight meetings. In addition, Directors attended meetings of the sub-committees responsible for Advocacy & Communications, Business Development, Empowerment & Regional Development, Finance & Audit and Nominations.

### **MEMBERSHIP**

3. On 31 December 2009, membership stood at 2,291 comprising 2 life members, 1,935 retired/unwaged individuals, 148 employed individuals, 177 non governmental organisations, 19 statutory bodies and 10 corporate bodies. This represents a 21% increase over the previous year. As the membership has become so large, the full list of members has not been included in the report but it is available to members on request. The growing membership and increased participation of members as volunteers, activists and donors are very welcome. The planned membership recruitment drive will go ahead with a generous grant from Irish Life to cover the appointment of a Membership Development Officer in 2010. We remember Pat Synnott, our Honorary Treasurer, and all our members who died during the year as well as their families. May they rest in peace.

### **STAFFING**

4. All paid and voluntary staff are deployed in teams, each with a team leader or programme manager responsible for their supervision, support and development. We operate an equal opportunities policy in recruitment, training and promotion of all staff. The inclusion in our job advertisements of the by-line "Being over 50 will not be a disadvantage" continues to attract older applicants.
5. After a detailed review of the financial position of Age Action West, three members of staff were made redundant in order to reduce the growing deficit stemming from a decline in statutory grants and fundraising.
6. We have continued to attract increasing numbers of volunteers in all the teams and programmes so there were 862 regular active volunteers by year end. These volunteers of all ages have made a substantial contribution to our work and we are extremely grateful to them for their expertise, enthusiasm and many hours of work.

### **SERVICES**

#### **7. Care and Repair**

This Programme completed 4,400 jobs in Dublin, Cork and Galway and in the 22 other areas served through franchises with local groups. We gladly acknowledge the continuing support from Irish Life and especially Gerry Loughrey and Carol Pemberton for their unstinting encouragement. The current franchises are based in Drogheda, Arklow, Cork, Ballyfermot, Moate, Darndale, Nullamore, Portarlington, IRD Duhallow (Newmarket), Claremorris, Longford, Malahide, Athlone, Boyle, Ballaghaderreen, Castlerea, Castlepollard, Clarinbridge, Dungarvan, Newbridge, Sandyford and Rathnew. Three participants in the National Warmer Homes Scheme (IRD Duhallow-Newmarket, Clár ICH-Claremorris, and Longford Community Resources) joined during the year by integrating Care and Repair into their existing

programmes. Another notable feature of the franchise development was the growing involvement of Parish Councils in Malahide, Sandyford, Sandymount and Newbridge, following a publicity drive through local parish bulletins. Home visits represent just over 11% of the overall activity, which was an improvement on the previous year, and we plan to develop it further in the next two years.

#### **8. Carer Support**

The Carer Support Programme continued to develop in South Dublin, Wicklow and Kildare with seven support groups in association with over 45 other voluntary and private agencies. Much of the work was exploratory in exploring new and more effective ways of providing personal support for carers with limited access to other services.

#### **9. University of the Third Age (U3A)**

The main focus was on providing support for the existing U3A's and encouraging greater communication and cooperation among them. Three new groups were established in sheltered housing complexes. We were involved in three EU life long learning projects through which we engaged with U3A's and other adult learners groups in other countries.

#### **10. Getting Started**

This was a very successful year because funding of €350,000 was secured from the Dept of Communications, Energy and Natural resources to expand the programme to twelve counties. The programme team was expanded to 10 staff, who with 600 volunteers, trained 4,000 older people in internet and email. Training took place in Dublin, Kildare, Kilkenny, Clare, Limerick, Louth, Galway, Mayo, Roscommon, Louth and Monaghan. Courses received positive feedback from learners and volunteers and this was reflected in findings of the research on the programme. The highlight of the year was the Silver Surfer of the Year awards, which attracted 200 nominations and the IMAGINE IT - A Celebration of Older People and Information Technology conference, which was attended by 300 people. Marguerite Faulkner, aged 95 from Cookstown, Co. Tyrone, won the Silver Surfer of the Year award. She proved to be an articulate and enthusiastic role model for Age Action and the Getting Started programme.

#### **11. Getting Started Programme in Sheltered Housing Complexes (SHC)**

The programme continued in 12 sheltered housing complexes, funded by Dublin City Council. For the majority of the learners, this was their first time to use a computer or the internet and receive mobile phone training. Over 100 volunteers tutored more than 400 students. The majority of the students were residents of SHC's. Where possible, classes were made up of a mixture of SHC residents and members of the surrounding community. One third of the tutors were themselves over 55 years of age and these included some residents from over half of the SHC's.

### **EMPOWERMENT & REGIONAL DEVELOPMENT**

#### **12. Age Action West**

Over 100 people took part in the 8-week Getting Started programme. Other weekly classes included conversational French, Spanish and Irish and creative writing. The Burning Bright Arts in Nursing Homes project took place in 12 nursing homes and culminated in public exhibitions among the 65 events during Positive Ageing Week in Galway. There were four main areas of work in Mayo and Roscommon, advocacy, lobbying and campaigning; working with the media; and activity

programmes for older people. Our advocacy work focused on finding out what older people wanted in the budget and our media work included press releases and radio interviews in both Irish and English.

**13. Age Action North Dublin**

The Development Officer focused on three main areas, working with older people living in the community and local groups supporting them, managing the advocacy service in St Mary's Hospital in Phoenix Park and developing residents' committees in local nursing homes St. Clare's nursing home, Glasnevin, TLC centre in Santry and Cuan Ross nursing home, Navan Road. Two meetings of members in the region were held to identify the needs of local older people and explore ways of responding to those needs. Contact was established with other local groups supporting older people including Northside Community Forum, Northside Partnership, Fingal Community and Voluntary Forum, Council for Services for Older People; Docklands Seniors Providers Forum and Docklands Seniors Forum and Falls and Fractures Prevention Steering Group in HSE North Central. The Development Officer spent a considerable part of her time in helping the National Advocacy Programme Alliance (NAPA) in the setting up and the development of its overall programme and in the recruitment, training and support of volunteer advocates in St. Mary's Hospital.

**Global Education**

- 14.** This new three-year programme started in September with funding from HelpAge International, who in turn was funded by Irish Aid, to cover the cost of a part time Development Officer. The focus of our programme is to bring a global perspective to our work, to encourage Irish aid agencies to give more attention to ageing and older people development policy and practice and to work with Irish Aid on policy and practice in relation to older people. The initial focus of the Development Officer was on promoting the programme among staff and members and Irish Aid agencies and designing learning materials for use at awareness raising workshops with a variety of agencies and groups in different parts of the country.

**ADVOCACY & COMMUNICATIONS**

**15. Media**

We received substantial media coverage with 2,313 media mentions during the year, an increase of 85% on 2008. Of these, there were 1,315 mentions by the print media (an increase of 179% on 2008) and 998 radio/TV/internet (up 28%). The fact that older people's issues were on the national agenda contributed to the increased media activity. The two budgets with the consequent pre-Budget lobbying and post-Budget commentary also led to increased media activity. In July we switched our media monitoring service to TNS Media, now Kantar Media and this resulted in greatly improved monitoring of the regional press, where Care and Repair, Getting Started and Positive Ageing Week all received substantial coverage. The other issues which received major coverage included the cold weather and its impact on older people, the pharmacists' dispute, the launch of high visibility jackets road safety campaign with the Road Safety authority and our YouTube video.

**16. Website [www.ageaction.ie](http://www.ageaction.ie)**

The website received 138,683 hits during the year, 16% down on 2008, which was a very busy year for the website (when it was used for an electronic petition), but up 5% on 2007. It continues to be an important communications tool for Age Action, both for informing the general public as well as the media and policy makers.

**17. Information Service**

Our information service dealt with 3,065 enquiries, an increase of 16% on 2008. Calls peaked at 394 queries in November, the highest since we began logging calls to the service. During the year the most commonly raised issues related to health (17%), followed by safety and security (12%) and home repairs/maintenance (10%).

**18. Publications**

We reduced the number of editions of *Ageing Matters* published from 12 to 10, as a cost cutting measure. Some members helped reduce costs still further by opting to receive electronic rather than printed copies.

**19. Reference Library**

The library is one of the largest reference sources on ageing issues with over 7,500 publications. It is a valuable internal resource for staff and was used by more than 20 external researchers during the year.

**20. Political Advocacy**

It was a busy year for our advocacy team, with campaigning for two Budgets and progress being made on a number of key policy issues for older people. Much work was done on the Nursing Home Support Bill 2009 (the Fair Deal). We made a presentation to the Joint Oireachtas Committee on Health and Children in March, highlighting our concerns. We continued to work with Oireachtas members and Department of Health and Children officials as the Bill worked its way through the Oireachtas. We were successful in getting a number of amendments passed. We were invited to brief other organisations on the legislation before and after it was passed. We lobbied key politicians ahead of the April budget, and were among the founder members of the *Poor Can't Pay Alliance* established ahead of the December budget. This alliance of charities, non-government organisations and trade unions campaigned to protect social welfare payments, the Christmas bonus and the minimum wage. A national series of consultation meetings with members was also held to assist in preparing our submission for the December budget. We met the major political parties, and presented our pre-Budget submission to Minister Mary Hanafin at the pre-budget forum organised by her Department.

**21.** Considerable work was done during the year to highlight Ireland's fuel poverty issue and the impact it has on the most disadvantaged older people. In January a delegation of our members made a presentation to the Government's inter-departmental group dealing with energy affordability, outlining how they coped with fuel poverty. We were also part of an NGO fuel poverty group which presented to the inter-agency body. The highlight of our work on elder abuse during the year was a major conference in June, co-hosted by Age Action and the Social Policy and Ageing Research Centre, TCD. We also agreed to sit on the HSE Dublin Mid-Leinster elder abuse steering committee. We continued our campaign against the mis-selling of financial products to older people and we presented on this issue to the Oireachtas Committee on Finance and the Public Service, and also addressed the world conference of financial service ombudsmen held in Dublin.

**22.** Other issues on which we worked included: road safety for older pedestrians (with the Road Safety Authority who provided hi-visibility vests); policing and older people (with An Garda Siochana); the suspension of the Scheme of Community Supports for Older People; the National Positive Ageing Strategy (as a member of the NGO advisory group); and home care packages. In pursuit of our long standing



commitment to encouraging and supporting greater involvement of older people in the development of our policies, US intern Sarah Schwarting got our “Ghlor” project up and running. Throughout the year, team members gave a range of presentations to public and private organisations, schools and older people’s groups.

**23. Research**

The following submissions were made during the year: Pre-Budget submissions (for the April and the December budgets); the National Positive Ageing Strategy (Office of the Minister for Older People); Part M of the Building Regulations (Department of the Environment and Local Government); on legal aspects of carers (the Law Reform Commission); policing and older people (An Garda Síochána’s strategic plan); older workers (the National Employment Rights Authority); and home care packages (NESF). We also contributed to the report by Amnesty International as a partner in their Shadow Reporting to the UN on the Convention of Economic, Social and Cultural Rights, and the EAPN’s (European Anti Poverty Network) Employment Working Group submission to the Department of Enterprise, Trade and Employment on age discrimination and older workers during the recession.

**24.** Our research proposal “Rural transport for older people in the north and south”, in conjunction with UCD and University of Ulster, received research grant from the cross border body CARDI (Centre for Ageing and Development in Ireland) in May. A proposal on fuel poverty among older people in the Republic and Northern Ireland also secured CARDI funding. This research is being carried out in conjunction with the Institute of Public Health, Dublin Institute of Technology and the University of Ulster.

**25.** We commenced work in December on a European Commission funded research project on the prevention of elder abuse. Funding was also secured in December from CARDI for an all-island research project on “Older people’s views of support and services in response to elder abuse”.

**26.** During the year Dr Emer Begley presented a paper at the International Postgraduate Conference in Gerontology at the Institute of Gerontology, King’s College, London, (“New Insights into Ageing”). She also made poster presentations at the Irish Gerontological Society Conference (on awareness and dementia), and the Changing Ageing Partnership/Social Policy and Ageing Research Centre conference (on lived experience of dementia).

**27. Community & Voluntary Pillar and Community Platform**

We continued our membership of both these bodies, which provided opportunities to work with a wide range community and voluntary organisations. Within the Pillar, we took on the role of Secretariat and we form the Older People’s Strand with the Irish Senior Citizens Parliament, with whom we have cooperated on a range activities and issues.

**BUSINESS DEVELOPMENT**

**28. Charity Shops**

The economic downturn has affected the charity shops sector with sales down by 7% and expenditure down by 1% on 2008. We are seeing a decline in our stock collection returns and in the quality of items donated. At the end of the year, we started a full review of the shops and their viability to explore ways of increasing the

overall profit of each shop and reducing their costs. We are extremely grateful to all our donors and loyal supporters who continue to donate to us.

**29. Stock Collection**

The regular donors to the shops made 7,407 donations by telephone and 4,259 donations directly to the shops. The stock collection service posted a total of 72,000 bags with a 15% return of 10,778, which was a 25 % reduction on 2008.

**30. Fundraising**

Last year we focused strongly on fundraising by employing for the first time a full time specialist to develop and implement a fundraising strategy. Some of the resulting initiatives included: Share A Golden Moment; a quiz night; direct mail appeals; carol singing; corporate fundraisers; mini marathon; skydive; sale of the Personal Information Pack; and the Christmas home box appeal. We are most grateful to our sponsors, donors, volunteers and members for their valuable contributions throughout the year and we look forward to even greater support in 2010.

**31. Commercial Partnerships**

We have continued our partnership with ESB Customer Supply through sponsorship of Positive Ageing Week and with Pfizer on the promotion of the Personal Information Packs. We established new relationships with Baxters Pharmaceuticals, Arvato Finance Group, Mercke Sharpe and Dohme, BNY Mellon Trust, Abbott Laboratories, Mercier Press and BT. These commercial partnerships are a vital part of our work and we plan to strengthen the existing partnerships and develop further partnerships.

**32. Positive Ageing Week 2008**

This was the seventh year of our national campaign to celebrate the UN International Day of Older Persons on 1 October. There were 752 events in 26 counties ranging from painting, swimming, exercising, cooking, singing, bowling to dancing in towns and villages across Ireland. To mark the launch of Positive Ageing Week 2009, President Mary McAleese, our patron, kindly opened the “Positive Images of Older People in your Community” exhibition on 25 September in ESB’s House 29 in Merrion Square. The exhibition featured the winning images and a selection of the other entries from the annual photographic competition. There were ten Positive Ageing Week towns Athy, Galway city, Dublin city, Midleton, Arklow, Boyle, Dungarvan, Sligo, Tullamore, and Drogheda. The events ranged from a Harley Davison bike rally in Athy, a Gala Ball in Sligo, a Farmers market in Midleton, a variety concert in Arklow, a community awards ceremony in Dungarvan to an energy efficiency talk in Tullamore. There was a 300% increase in the media coverage of Positive Ageing Week compared to the previous year. This reflected the value and importance of the week in encouraging greater interest in older people and the support given to them by many different groups throughout the country.

**LIAISON WITH OTHER ORGANISATIONS**

**33. Cross Border Co-operation**

We are committed to adding a cross-border dimension to all aspects of our work. We plan to strengthen our partnership with Age UK (the name of the new charity formed from the amalgamation of Age Concern Northern Ireland and Help the Aged in Northern Ireland. We have also established closer links with other bodies in Northern Ireland, notably the Age Sector Platform, a network of 30 older people’s

groups campaigning and lobbying for older people in Northern Ireland and the Centre for Intergenerational Practice, part of the Beth Johnson Foundation.

**34. National**

We continued to work closely with a wide range of organisations through informal contacts and formal committees and networks. We are members of the Ageing Well Network and the Equality Rights Alliance and we are represented on a wide range of bodies through Social Partnership, particularly in the field of health and social services. Through all these contacts, we continued to promote greater co-operation among all organisations that are or could be engaged in promoting the rights and interests of older people.

**35. International**

We promoted international co-operation in the field of ageing through our involvement in several EU funded projects and our membership of international networks such as Age Platform Europe, the Association for Education and Ageing and HelpAge International.

## **FINANCIAL REVIEW**

**36. Overview**

Despite all the measures we took to reduce expenditure and increase income, this was a difficult year financially. Compared with 2008, our total income declined by 13%, total expenditure increased by 1% with the result that there was a deficit of €191,800 compared with a surplus of €278,897 in 2008. Moreover, our unrestricted funds declined by €43,145 to €352,736 and our cash declined by €192,970 to €711,350. As these trends were unsustainable, the Board was forced to make three members of staff redundant as the only means of reducing the general level of expenditure in future years. At the end of the year, the Board initiated a review of the charity shops to explore ways in which they could become more profitable. In parallel with these cost cutting measures, we have established an ambitious fundraising programme to attract new unrestricted income from the general public and the private sector to offset the reductions in income from statutory sources. It is too early to judge this programme, but we are encouraged by the early results of some new activities and the generous response from members and the general public. We are most grateful to the 853 donors for their generous and vital support. The fall in the total amount in donations was due to several unusually large bequests in 2008.

**37. Community Employment Programme (CE Programme)**

The funding from FAS through the CE Programme continues to be vital to our growth and we gladly acknowledge the support from FAS particularly Mary Burke our main contact person in Dublin. Our CE Programme in Dublin entered its 16<sup>th</sup> year in October. The CE Programmes in Galway, run by the Galway Peoples' Resource Centre, and in Castlebar, run by Foxford Museum, continue to be successful in assisting staff to obtain employment and further training. We are committed to providing employment and training opportunities for unemployed people, especially older workers, but we are keen to move to other forms of support that would provide better and longer-term employment for them. All staff are encouraged to participate in certificated training with the majority of staff participating in FETAC courses including retail sales, European Computer Driving License, Health & Safety, Institute of Accountancy Technicians Ireland, administration and reception skills.

## CURRENT STAFF AND VOLUNTEERS

**Chief Executive:** Robin Webster

**Deputy Chief Executive:**

Lorraine Dorgan

### ADMINISTRATION & FINANCE

**Team Leader:** Lorraine Dorgan

**Office Manager:** Yvonne Brennan

**Finance Manager:** Denis Logan

**Assistant CE Supervisor:** Declan Baird

**Administrative Staff:** Anna-Marie Byrne,

Breda Casey, Karen Corrigan, Annette

Hanlon, Eileen O'Malley, Una Martin,

Colette Masterson, Keelin McCarthy

**Finance Staff:** Walter Maguire, Karen

Maher, Ademola Peters, Ujiani Pujiastuti and

Marian Raftery

**General Maintenance/Domestic:** Linda

Boyne, Thomas Keogh

**Volunteer:** Rosemary Goode

### ADVOCACY & COMMUNICATIONS

**Team Leader:** Eamon Timmins

**Senior Information Officer:**

Gerard Scully

**Policy Officer (Social Inclusion):**

Emer Begley

**Policy Officer (Social Partnership):** Lorna

Roe

**Information Officers:** Philomena Cooley,

Jane Durnin, Tracey Grimes.

**Volunteers:** PJ Gallagher, Noel Grace,

Antoinette Staunton, Sean Hayes

### BUSINESS DEVELOPMENT

**Team Leader:** Daragh Matthews

**Development Officers (PAW):**

Lyndsey Jones and Lorraine Murphy

**Fundraiser:** Dee Clare

**Stock Collection Manager:**

William Ralph

**Shop Managers:** Mary Beagan, Monaghan,

Margaret O'Callaghan, Patricia Treacy,

Camden Street and Dun Laoghaire.

**Stock Collector:** James Lawlor, Michael

Robinson

**Sales Assistants:** Paula Cassidy, Rhonda

Deane, Marua Geraghty, Colette Goslin, Jane

Lynam, Vannessa Lynch, Janice Mooney,

Stephanie Murphy, Brian O'Cleireachain,

Kathleen O'Connor, Joyanne Partridge,  
Kathleen Ruth, Cara Skerrett, Philip Skerrett.

**Volunteers:** Amhmad, Mesfin Abebe Toll,  
Sheila Brady, Eamonn Callaghan, Zeferina  
Chatanga, Martin Doherty, Audrey Farrell,  
Masoud Hassan, Agnes Hickey, Paul John,  
Joyce John, Najwa Mohammed Makki, Millie  
Mc Phillips, Frank McKeogh, Imelda  
O'Brien, Vincent Patrick Smyth, Thobe,  
Grace Waithera, Ian Wilson

### EMPOWERMENT & REGIONAL DEVELOPMENT

**Team Leader:** Robin Webster (Acting)

**Development Office: (U3A):**

Margaret Fitzpatrick

**Development Office (Global Education):**

Adrienne Boyle

**Development Officer (Age Action North  
East):** Maureen Finlay

**Development Officer (North Dublin):** Maia  
Ryan

### SERVICES

**Team Leader:** Lorraine Dorgan (Acting)

**Care & Repair Programme**

**Development Officer:** Jennifer Connolly  
(Dublin)

**Administrator:** Patrick Fagan

**General Maintenance:** Tony Gately, Patrick  
Murphy, Gareth Earley

**Volunteers:** total of 306

### Getting Started Programme Phase 3

**Development Manager:**

Helen McQuillan

**Finance & Administration Officer:**

Pauline Power

**Development Officer Dublin:**

Ciara Sherlock

**Regional Project Officer(s):**

Justine Delaney, Anna Egan, Margaret Irish,  
Kathleen McAuliffe, Loretta O'Brien, James  
Reddiough.

**Getting Started Dublin City Council  
Sheltered Housing Complexes:**

Robert Carroll

**Volunteers:** Total of 486

**AUDITED ACCOUNTS YEAR ENDED 31 DECEMBER 2009**

## **FINANCIAL STATEMENTS YEAR ENDED 31 DECEMBER 2009**

### **REPORT OF THE DIRECTORS**

The Directors submit herewith their Report together with the Audited Accounts of the Company for the year ended 31 December 2009.

### **PRINCIPAL ACTIVITIES**

The Company's activities consist of supporting a network of organisations and individuals concerned with ageing and older people and of promoting better policies and services for older people and the carers of older people.

### **EVENTS SINCE THE YEAR END**

There have been no significant changes in the Company's activities since the year-end.

### **AUDITORS**

Leonard & Company, Chartered Certified Accountants and Registered Auditors have indicated their willingness to continue in office in accordance with the provisions of Section 160 (2) of the Companies Act 1963.

## **INDEPENDENT AUDITORS' REPORT TO MEMBERS**

We have audited the financial statements of Age Action Ireland Limited which comprise the Profit and Loss Account, the Balance Sheet, the Cash Flow Statement and the related notes. These financial statements have been prepared under the accounting policies set out therein. This report is made solely to the company's members as a body in accordance with the requirements of the Companies Acts 1963 to 2009. 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 the audit 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 or the company's members as a body for our audit work, for this report, or for the opinions we have formed.

### **Respective responsibilities of Directors and Auditors**

As described in the Statement of Directors' Responsibilities the company's directors are responsible for preparing the financial statements in accordance with applicable law and Generally Accepted Accounting Practice in Ireland including the accounting standards issued by the Accounting Standards Board.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland). We report to you our opinion as to whether the financial statements give a true and fair view in accordance with Generally Accepted Accounting Practice in Ireland and are properly prepared in accordance with the Companies Acts 1963 to 2009. We also report to you whether in our opinion: proper books of account have been kept by the company; whether, at the balance sheet date, there exists a financial situation requiring the convening of an extraordinary general meeting of the company; and whether the information given in the Directors' Report is consistent with the financial statements. In addition, we state whether we have obtained all the information and explanations necessary for the purposes of our audit and whether the financial statements are in agreement with the books of account.

We also report to you if, in our opinion, any information specified by law regarding directors' remuneration and directors' transactions is not disclosed and, where practicable, include such information in our report. We read the directors' report and we consider the implications for our report if we become aware of any apparent misstatement within it.

### **Basis of Audit Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

### **Opinion**

In our opinion the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland of the state of the company's affairs as at

the 31 December 2009 and of its results for the year then ended and have been properly prepared in accordance with the Companies Acts 1963 to 2009.

We have obtained all the information and explanations we consider necessary for the purposes of our audit. In our opinion proper books of account have been kept by the company. The financial statements are in agreement with the books of account.

In our opinion the information given in the Directors' Report is consistent with the financial statements.

**Leonard & Company**  
**Chartered Certified Accountants and**  
**Registered Auditors**  
**4 Lower Dundrum Road**  
**Dublin 14**

**Date: 30 April 2010**



**STATEMENT OF FINANCIAL ACTIVITIES YEAR ENDED 31 DECEMBER 2009**

	Notes	Unrestricted Funds €	Restricted Funds €	Total 2009 €	Total 2008 €
<b>Incoming Resources</b>					
<b>Incoming Resources from Generated Funds</b>					
<b>Voluntary Income</b>					
Donations and Gifts		277,396	-	277,396	370,163
Grants Unrestricted	<b>3</b>	606,403	-	606,403	668,986
Grants Restricted	<b>3&amp;4</b>	-	821,945	821,945	1,111,054
Membership		47,719	-	47,719	36,549
FAS CE Funding		332,008	-	332,008	316,970
<b>Activities for Generating Funds</b>					
Shop Income	<b>16</b>	541,443	-	541,443	577,184
FAS CE Funding - Shops	<b>16</b>	244,289	-	244,289	236,122
Services Income		11,135	-	11,135	5,166
<b>Income Resources from Charitable Activities</b>					
<b>Other Incoming Resources</b>					
		-	-	-	-
<b>Total Incoming Resources</b>		<b>2,060,393</b>	<b>821,945</b>	<b>2,882,338</b>	<b>3,322,194</b>
<b>Resources Expended</b>					
<b>Cost of Generating Funds</b>					
Cost of Generating Voluntary Income					
Fundraising Costs		180,588	-	180,588	71,684
Fundraising Trading Costs					
Shop Expenditure	<b>16</b>	717,515	-	717,515	721,798
<b>Charitable Activities</b>					
Project Expenses Unrestricted		1,184,372	-	1,184,372	1,332,826
Project Expenses Restricted	<b>5</b>	-	970,600	970,600	886,357
<b>Governance Costs</b>		21,063	-	21,063	30,633
<b>Total Resources Expended</b>		<b>2,103,538</b>	<b>970,600</b>	<b>3,074,138</b>	<b>3,043,298</b>
<b>Net Movement in Funds</b>		<b>(43,145)</b>	<b>(148,655)</b>	<b>(191,800)</b>	<b>278,897</b>
<b>Total Funds Brought Forward</b>		<b>395,881</b>	<b>560,355</b>	<b>956,236</b>	<b>677,339</b>
<b>Total Funds Carried Forward</b>		<b>352,736</b>	<b>411,700</b>	<b>764,436</b>	<b>956,236</b>

The Accounts were approved by the Board of Directors on 29 April 2010 and were signed on its behalf by:-

**Carol Pemberton**  
Director

**John P Meaney**  
Director

## BALANCE SHEET AS AT 31 DECEMBER 2009

	Notes	2009	2008
		€	€
<b>Fixed Assets</b>			
Tangible Assets	<b>9</b>	95,808	116,462
<b>Current Assets</b>			
Cash on Hand & Bank	<b>10</b>	711,350	904,320
Debtors & Prepayments	<b>11</b>	150,062	72,428
		861,412	976,748
<b>Current Liabilities</b>			
Creditors & Accruals	<b>12</b>	154,378	86,817
		(154,378)	(86,817)
Net Current Assets		707,034	889,931
Total Net Assets		802,842	1,006,393
 <b>Represented by:</b>			
Deferred Income	<b>14</b>	38,406	50,157
Restricted Funds	<b>5</b>	411,700	560,355
Unrestricted Funds		352,736	395,881
		802,842	1,006,393

The Accounts were approved by the Board of Directors on 29 April 2010 and were signed on its behalf by:-

**Carol Pemberton**  
Director

**John P Meaney**  
Director

## CASH FLOW STATEMENT YEAR ENDED 31 DECEMBER 2009

<b>2008</b>		<b>2009</b>
€		€
	<b>Reconciliation of movement in funds to net cash flow from operating activities</b>	
278,897	Net movement in funds	(191,800)
34,948	Depreciation	38,547
(13,814)	Amortisation of Deferred Grants	(11,751)
160	Profit/(Loss) on disposal of tangible fixed assets	1,054
393,628	(Increase)/Decrease in debtors	(16,097)
<u>(96,162)</u>	Increase/(Decrease) in creditors	<u>6,020</u>
597,657	<b>Net cash inflow/(outflow) from operating activities</b>	<u>(174,027)</u>
-	<b>Returns on investments and servicing of finance</b>	-
<u>(50,792)</u>	<b>Capital expenditure</b>	<u>(18,943)</u>
546,865	<b>Net Flow before Financing</b>	(192,970)
-	<b>Financing</b>	-
<u>546,865</u>	<b>(Decrease)/Increase in cash in year</b>	<u>(192,970)</u>
	 <b>Reconciliation of net cash flow to movement in net debt</b>	
546,865	<b>(Decrease)/Increase in net funds in year</b>	(192,970)
<u>357,455</u>	<b>Net funds/(debt) at 1 January</b>	<u>904,320</u>
<u>904,320</u>	<b>Net funds/(debt) at 31 December</b>	<u>711,350</u>

## NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 DECEMBER 2009

### NOTE 1: ACCOUNTING POLICIES

(a) **Accounting convention**

The financial statements are prepared under the historical cost convention. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) 'Accounting and reporting by Charities', published in March 2005 and applicable standards.

(b) **Incoming Resources**

Income is recognised on a cash received basis other than where an accruals basis provides a more accurate basis or will give a fairer representation of the underlying nature of the transaction. Income is recognised so far as there is entitlement to the income, there is certainty of its receipt and the amount is quantifiable.

(c) **Resources Expended**

Expenditure is charged to resources expended on an accruals basis and has been classified under headings that aggregate costs related to each particular charitable activity. Support costs relate to the delivery of our charitable work. They include management, establishment, administration and staffing and have been allocated to these charitable activities. Governance costs relate to the monitoring of the charity.

Where resources expended cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources. Cost allocation includes an element of judgement and the Charity has had to consider the cost benefit of detailed calculations and record keeping.

(d) **Depreciation**

Depreciation is calculated on a straight-line basis at rates estimated to write off the assets over the term of their useful life.

The following rates of depreciation are used:-

Leasehold Premises	-	24 years; 5 years; 11 years,
Motor Vehicles	-	20%; 33%
Office Equipment	-	15%;20%;33%

(e) **Restricted Funds**

Restricted Funds are funds subject to specific conditions imposed by the donor and binding on the charity. (See Note 5).

(f) **Unrestricted Funds**

Unrestricted Funds are those available to the charity for use as it sees fit.

(g) **Pensions**

The pension costs charged in the financial statements represent the contribution payable by the company into a defined contribution scheme during the year.

### NOTE 2: NET MOVEMENT IN FUNDS

	2009	2008
Net Movement in Funds is stated after charging:	€	€
Depreciation of tangible assets	38,547	34,950
Auditors' Remuneration	7,500	7,000

**NOTE 3: GRANT INCOME**

The income of the charity comprises of both unrestricted and restricted funds as set out in Note 4. Restricted and unrestricted funds are defined in Note 1 (e) and (f) in the accounting policies. Note 5 details the list of restricted funds. In the Balance Sheet the restricted funds balance of €411,700 represents donors funds not yet spent and the unrestricted funds balance of €352,736 represents general reserves for use by the charity as it sees fit.

**NOTE 4: INCOMING RESOURCES FROM GENERATED FUNDS -GRANTS**

Included in this heading are the following grant receipts.

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2009</b>	<b>Total 2008</b>
	€	€	€	€
HSE Dublin Mid Leinster	501,725	-	501,725	514,773
European Commission	-	357	357	241,765
HelpAge International	-	27,217	27,217	-
Dept of Education & Science	-	71,000	71,000	75,000
Dept. of Community, Rural & Gaeltacht Affairs	-	103,680	103,680	168,955
Dept of Communications, Energy & Natural Resources	-	198,700	198,700	280,000
HSE South Tipperary	17,344	-	17,344	37,500
HSE Dublin North East	-	10,153	10,153	62,500
HSE West	24,000	2,000	26,000	26,375
HSE Northern Area	62,000	-	62,000	-
People in Need Trust	-	5,000	5,000	-
Irish Life & Permanent plc	-	250,000	250,000	280,000
Dublin Employment Pact	-	-	-	5,449
Dublin City Council	-	75,000	75,000	25,000
Combat Poverty Agency	-	-	-	12,736
Community Foundation for Ireland	-	5,000	5,000	1,000
ESB Customer Supply	-	68,919	68,919	46,487
Miscellaneous Grant Receipts	1,334	4,919	6,253	2,500
	<b>606,403</b>	<b>821,945</b>	<b>1,428,348</b>	<b>1,780,040</b>

**NOTE 5: RESTRICTED FUNDS**

	<b>Balance 1.1.2009</b>	<b>Income</b>	<b>Expenditure</b>	<b>Balance 31.12.2009</b>
1 Global Education	-	27,217	27,217	-
2 U3A	-	71,000	71,000	-
Social Policy Officer - Social				
3 Partnership	-	52,800	52,800	-
Community Support for				
4 Older People	30,355		30,355	-
5 Social Inclusion Officer	-	50,880	50,880	-

6	Getting Started II	280,000	70,000	350,000	-
7	Getting Started III	-	128,700	-	128,700
8	Access, Skills & Content	-	350	350	-
9	Reminiscence	-	2,000	2,000	-
10	Care & Repair	250,000	225,000	250,000	225,000
11	Positive Ageing Week	-	68,919	68,919	-
12	IT Equipment	-	5,000	5,000	-
13	U3A Programme	-	5,000	5,000	-
14	Membership Development	-	25,000	-	25,000
15	Advocacy Project	-	10,153	10,153	-
16	ICT Development Officer	-	75,000	42,000	33,000
17	Dublin Community Forum	-	2,500	2,500	-
	Minor Projects	-	2,426	2,426	-
		<u>560,355</u>	<u>821,945</u>	<u>970,600</u>	<u>411,700</u>

Restricted funds are recorded in the period that the charity is entitled to them. However expenditure relating to these funds might not be incurred until a future period.

The foregoing projects were funded by the following donors

1	HelpAge International	10	Irish Life & Permanent
2	Dept of Education & Science	11	ESB CS
3	Dept of Community, Rural & Gaeltacht Affairs	12	People In Need Trust
4	Dept of Community, Rural & Gaeltacht Affairs	13	Community Foundation for Ireland
5	Dept of Community, Rural & Gaeltacht Affairs	14	Irish Life & Permanent
6	Dept of Communications, Energy & Natural Resources	15	HSE Dublin North East
7	Dept of Communications, Energy & Natural Resources	16	Dublin City Council
8	Department of the Taoiseach	17	European Commission
9	HSE West		

**NOTE 6: EMPLOYEES****Number of Employees**

The average monthly number of employees during the year was:

	<b>2009</b>	<b>2008</b>
Charity Shops	28	19
Development Projects	46	46
	<u>74</u>	<u>65</u>

<b>Employment Costs</b>	<b>2009</b>	<b>2008</b>
	€	€
Wages and salaries	1,943,241	1,777,445
Social welfare costs	144,102	133,571
Other pension costs	59,514	62,337
	<u>2,146,857</u>	<u>1,973,353</u>

The gross wages and salaries costs above are partly funded by the FAS Community Employment Scheme. The wages and salaries grants paid by FAS were as follows:

	<b><u>2009</u></b>	<b><u>2008</u></b>
	€	€
Charity Shops	203,608	200,166
Development Projects	304,584	293,695
	<u>508,192</u>	<u>493,861</u>

**NOTE 7: DIRECTOR'S EMOLUMENTS**

The directors received no remuneration or benefits for their services in either year.

**NOTE 8: MOVEMENT OF FUNDS**

	<b>Balance</b>		<b>Balance</b>
	<b>01.01.2009</b>	<b>Movement</b>	<b>31.12.2009</b>
	€	€	€
Restricted Funds	560,355	(148,655)	411,700
Unrestricted Funds	395,881	(43,145)	352,736
	<u>956,236</u>	<u>(191,800)</u>	<u>764,436</u>

**NOTE 9: FIXED ASSETS SCHEDULE**

<b>2008</b>		<b>2009</b>	<b>Office</b>	<b>Leasehold</b>	<b>Motor</b>
<b>Total</b>	<b>Cost</b>	<b>Total</b>	<b>Equipment</b>	<b>Premises&amp;</b>	<b>Vehicles</b>
<b>€</b>		<b>€</b>	<b>€</b>	<b>Fittings</b>	<b>€</b>
277,441	At 01.01.2009	306,571	145,568	148,902	12,100
(21,679)	Disposal	(3,052)	(358)	(194)	(2,500)
50,807	Additions	18,943	13,943	-	5,000
<u>306,569</u>	At 31.12.2009	<u>322,462</u>	<u>159,155</u>	<u>148,708</u>	<u>14,600</u>

**Depreciation**

176,674	At 01.01.2009	190,105	89,340	95,079	5,687
(21,515)	Disposal	(2,000)	(358)	(143)	(1,499)
34,949	Charge for year	38,547	25,382	9,124	4,042
<u>190,108</u>	At 31.12.2009	<u>226,652</u>	<u>114,364</u>	<u>104,060</u>	<u>8,230</u>

**Net Book Value**

-	<b>At 31.12.2009</b>	<b>95,808</b>	<b>44,789</b>	<b>44,649</b>	<b>6,370</b>
	Net Book Value				
<u>116,462</u>	At 01.01.2009	<u>-</u>	<u>56,225</u>	<u>53,822</u>	<u>6,415</u>

**NOTE 10: CASH AT BANK AND IN HAND**

	<b>2009</b>	<b>2008</b>
	<b>€</b>	<b>€</b>
Unrestricted	337,020	343,965
Restricted	374,330	560,355
	<u>711,350</u>	<u>904,320</u>

Restricted cash represents unspent monies from donors who have specified certain conditions for use. (See note 5).

**NOTE 11: DEBTORS: Amounts falling due within one year**

	<b>2009</b>	<b>2008</b>
	<b>€</b>	<b>€</b>
Debtors	118,958	67,527
Prepayments	31,104	4,901
	<u>150,062</u>	<u>72,428</u>

**NOTE 12: CREDITORS: Amounts falling due within one year**

	<b>2009</b>	<b>2008</b>
	<b>€</b>	<b>€</b>
Creditors	108,114	59,598
PAYE/PRSI	39,058	25,765
Accruals	7,206	1,454
	<u>154,378</u>	<u>86,817</u>



**NOTE 13: CONTINGENT LIABILITY**

There were no contingent liabilities at 31 December 2009 (2008: Nil).

**NOTE 14: DEFERRED INCOME**

The leasehold grant refers to a grants received from Help the Aged towards the capital costs of acquiring the leasehold shop premises as well as a grant from the Department of Community, Rural & Gaeltacht Affairs for the refurbishment of the Camden Street premises. The deferred income is being written back to the Income & Expenditure Account over the useful life of the leasehold premises and assets.

<b>2008</b>	<b>2008</b>		<b>2009</b>	<b>2009</b>
<b>Leasehold</b>	<b>Fixed</b>		<b>Leasehold</b>	<b>Fixed</b>
€	€		€	€
56,798	7,202	Opening Balance	47,603	2,554
-	-	Received	-	-
(9,195)	(4,648)	Amortised	(9,197)	(2,554)
<u>47,603</u>	<u>2,554</u>	Closing Balance	<u>38,406</u>	<u>-</u>

The Fixed Asset grant refers to grants received to purchase a photocopier, projector and computer equipment. The grants are being written back to the Income & Expenditure Account over the useful life of the assets.

**NOTE 15: SHARE CAPITAL**

The Company is limited by guarantee and has no share capital. The liability of the members is limited to the sum of €1.27 per member.

**NOTE 16: CHARITY SHOPS**

	<b>2009</b>	<b>2008</b>
	€	€
Gross Sales	541,443	577,184
Less: Expenses	(717,515)	(721,798)
Add: Community Employment Programme	244,289	236,122
Shop Profit	<u>68,217</u>	<u>91,508</u>

**NOTE 17: APPROVAL**

The financial statements were approved by the directors on 29 April 2010.

## LIST OF DONORS 2009

We gratefully acknowledge the generous support of the following donors in 2009:-

### Organisations

Abbott Laboratories, ACC, Accenture, Active Senior IT Society, AMA Group, An Siol, Anglo Irish Bank, Arvato Finance Services Ltd, Ashbury Nursing Home, Ballyfermot Forum, Ballyfermot IT Centre, Barchester Healthcare, Blackrock Education Centre, Brereton Lorcan Ltd, Cappawhite Day Care Centre, Carlow Educate Together NS, Carlton Hotel, Castaheany Educate Together NS, Cleary McCabe & Associates, Community Workshop Ltd, Convent of Jesus & Mary, Cowper Care Centre Ltd, Cuisle Holiday Centre, Dominican Convent, Donabate Portrane Educate Together, Dublin Chamber of Commerce, Dundalk FM, Dundalk Institute of Technology, Educate Together, ESB Corporate Centre, ESB Oratory Committee, Fanagan's Funeral Directors, Fitzpatrick Castle Hotel, Flannery's Nursing Home Ltd, Florence McCoy Charitable Trust, Forum Connemara Ltd, Fournier Laboratories Ireland Ltd, Friendly Call Ireland Ltd, Griffith Barracks National School, Hamilton Park Care Centre, HC Developments, Hillview Residence, HomeInstead, HSE Western Area, Imagine Broadband Services Ltd, Irish Life, Leonard & Company, LHW Insurances, Loretto College Cavan, Lucan U3A, Middleton PAW Committee, Nenagh Manor Nursing Home, Oliver Shanley & Co, Portumna ARA, Power Yoga, Printlines Ltd, Red Hot Productions, Retired Peoples Network, Reynolds Leslie & Co Ltd, RTE Performing Groups, Sceptre Foundation, Scoil Mobhi, Shannon Family Resource Centre, Silver Stream Healthcare, Smarthomes, St Agatha's Hall Association, St Brigid's Family & Community Centre Ltd, St Gabriel's Pharmacy, St Martin Apostolate, St Mary's Galway, Swords Educate Together NS, Templeogue & District ARA, Trilink Systems Ltd, Tullamore Dew Heritage Centre, Unitarian Church, Vision Express, Vodafone, Walthill Properties Ltd and Warrenmount C.E.D Centre

### Individual Donors

Mrs B Agibuno, L Ahearne, Willian Aherne, Anselm Aherne, Clive Allen, George Aungier, Peter Aungier, Teresa Bagnall, Declan Baird, Mrs Kathaleen Ballas, Margaret Barnwell, Susan Bardon, Siobhan Barrett, Anne Barron, Mrs N B Barry, Elizabeth Barry, Kate Bateman, Ron Battye, Josephine Battye, Roy Beatty, J Bergin, Loreen Bergin, S Bolger, Barbara Bonner, Aoife Boyd, Edward Boylan, Ann Boyle, Mr S Bracken, Mrs M Bradley, Anne Brady, Sheila Brady, Gerry Brady, E Brandit, Marshall Breakey, Fionnghuala Breathnach, Mrs A Brennan, Robert Brennan, Eileen Brennan, Eilish Brennan, Maureen Brennan, Dolores Brennan, Michael Brett, John Brien, J Briscoe, Sheila Broad, Marjorie Brooker, Martin Brophy, E Browne, Patricia Browne, Bernadette Browne, Simon Browne, Evelyn Buckley, Marie Buckley, Conn Buckley, Tom Burke, Anne Burke, Catherine Burns, Dermot Butler, James Butler, Mary Butler, R Butler, Mrs J Byrne, Paul Byrne, Margaret T Byrne, Gerry Caffrey, Henry Cahill, Marie & Tom Callanan, Joe Calnan, Mary Canavan, Tony Campbell, TG Champion, Neil Cannon, Frances Cantillon, Vincent Caprani, Breda Cardiff, Eamon Carey, Mrs A Carey Rosin Carthy, Mrs T Carton, Bonita Carty, Robert Carty, Catherine Carty Silke, Mary Casey, Nicola Cassidy, Seamus Caulfield, Sean Chairde, M Chawke, Myles Clancy, Tom Clancy, Mary Clancy, J Clancy, Aisling Clarke, Carmel Clarke, Richard N Clarke, Victoria Clarke, Victoria Mary Clarke, Hillary Clarke, Annie Clare, Kathleen Clear, Maeve Cleary, Stephen Cleary, Dermot Cleary, Mary Clerkin, Lilian Clerkin, Pauline Clune, Mary Cobine, J Coffey, John & Mary Coghlan, Ita Coleman, Mrs M Colleran, Winnifred Collier, Alma Collins, Mary Collins, Hilda Collins, M Collins, Margaret Collins, John Collins, Francis Colton, Frank Colton, Una Conboy, Patrick Condon, John Conlon, Kevin Conlon, Thomas Conlon, Louise Connaughton, Dr John Connolly, John & Mary Connolly, Maureen Connolly, Finuala Considine, Thomas Considine, Maureen Considine, Mr J Considine, Mary Conway, Sandra Conway, Geraldine Corbally, John Corcoran, Miriam Corcoran, Alan Corrigan, Mrs K Coughlan, Sean Costello, John Coughlan, J Coughlan, Francis Cowan, Donal Coyle, Frances Coyne, Paul Coyne, Emer Cranley, Mary Creaney, Eamon Cregan, Derek Croke, Marie Crotty, Kieran Crowe, Mrs F Cruise, L Curran, Brendan Cryan, Bridget Cull, Sean Cullen, Dermot Cullinane, Michael Daire, Veronica Dalton, Eileen Daly, Andrew & Margaret Daly, Edmund Daly, Rebecca Daly, Brian Day, Anne Daly, Frank Daly, Liam Daly, Nuala Danagher, Michael Davies, Mrs M Davy, Sorcha Dawson, Mairead De Barra, Lorraine Deane RIP, Clare Dee, Breda Delaney, P & S Deloughry, Susan Dempsey,

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