

Aoibhneas CLG
Annual Report
2020

**33 YEARS OF EMPOWERING WOMEN &
CHILDREN TO LIVE IN FREEDOM AND SAFETY
FROM DOMESTIC ABUSE**



Thank you for accepting me, giving me a chance to grow and recover, and making my life matter again. You have helped me save myself and my children and given us a new path in life. Also, thank you to all the staff who have helped us. My children loved the activities and the kindness you showed them.

Thank you for our Christmas decorations and tree and to all the management and staff for going above and beyond for us. We will never forget your kindness and generosity. I HAVE SURVIVED. Thank you for helping me realise I am worth it.

Client 2020



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Trading as Aoibhneas
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Company Registration Number 131675

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Table of Contents



1 Case Study: Alison's Story

3 A Note from our Chairperson

5 A Note from our Chief Executive Officer

7 2020 At a Glance

12 Organisation Mission, Vision and Purpose

14 Our Services

14. Refuge & Helpline Support

14. 24 Hour Helpline

16. Outreach & Community Support

17. Court Preparation and Accompaniment

17. Training & Networking

18 2020 Strategic Highlights

21 Organisation Structure, Governance & Management

21. Governance & Charity Compliance

21. Representation & Membership in 2020

22. Organisational Structure & Board of Management

23 Financial Accounts

27 Acknowledgments

Case Study: Alison's* Story

Alison's Experiences of Domestic Abuse

Alison made contact with our Community Outreach Service in 2018 following a referral from her Tulsa Family Support worker.

Upon initial engagement with our service, Alison disclosed physical, emotional, sexual, financial, and digital abuse at the hands of her partner, who she was in a relationship with since she was a teenager and was currently residing with.

Alison had 5 children with her partner ranging in ages from 2 years to 10 years. Alison reflected that the abuse started early in her relationship with her partner commenting on what she wore, putting down her friends and monitoring where she was. Alison disclosed that she thought the actions of her partner were actions of a person who loved and cared for her with Alison's partner often telling her he did not want her looking bad or 'getting a reputation' hanging out with the 'wrong crowd'. Alison said that as the relationship progressed, her partner's behaviour became increasingly controlling towards her, escalating considerably after the birth of their first child. Alison disclosed that her partner would remark on her parenting, put her down and blame her for everything. Alison said her partner asserted defined gendered roles in the home. Alison said her partner would control her, ensuring he knew where she was at all times, who she was in contact with, this included monitoring her phone and social media accounts.

Three of Alison's children have additional needs. Alison disclosed that she believed she could not parent on her own, that she was dependent on her partner for support, Alison identified this as a barrier to leaving the relationship, saying her partner would call her a bad mother and tell her she could not 'cope' on her own. Alison could not identify family and friends in a position to support her, advising she lost contact with them several years previous as she remained in the relationship. Alison said she had no confidence in her ability to mother her children and identified feeling alone, disclosing that her partner would leave the home for long periods when he felt the children's behaviour got 'too much'.

Alison identified that her Tulsa Family Support Worker was providing additional support having recognised the domestic abuse in her relationship. Alison said that over time she agreed to be referred to Aoibhneas for additional support around the domestic abuse she was experiencing.

Interventions and Supports Accessed by Alison

Throughout 2018 and 2019, Alison's engagement with our service was irregular due to the control and emotional abuse her partner exerted over her. Identifying that when her partner was residing in the home it was dangerous for her to leave and meet her Aoibhneas Outreach Worker as her partner would want to know where she was and follow her. Alison contacted her Aoibhneas Outreach Worker when her partner left home for periods of time. Overtime, Alison developed a trusting relationship with her Outreach Worker. Alison identified that she required support maintaining her safety. Alison scored in the extreme danger category in our Danger Assessment, a tool we use to establish the likelihood of her partner seriously hurting or killing their victim. The extreme danger category is the highest danger category. With Alison's consent the Danger Assessment was sent to the Garda National Protective Services Bureau to ensure a prompt response from Gardaí should Alison require it. With the support of her Outreach Worker and our Court Accompaniment Officer, Alison obtained 2 protection orders which she dropped after her partner made promises to change.

After dropping the second protection order Alison did not make contact with the Outreach Service again for a number of months, when Alison did reach out she advised her Outreach Worker she had decided to leave the relationship saying she no longer was dependant on her partner, that her Tulsa Family Support Worker assisted her accessing additional supports for her children and she believed she was in a better position to live independent from her partner. Alison accessed support from our Court Accompaniment Officer and successfully obtained a 3-year Barring Order against her partner.

After the Barring Order was served, Alison found hidden cameras in her home and spyware on her devices giving her increased insight to the extent she was being monitored and controlled. Alison's partner breached the barring order on several occasions and started stalking and harassing her. Alison's Outreach Worker supported her making statements to Gardaí regarding the breaches of the order and the ongoing abuse she was experiencing. Some of the breaches resulted in her ex-partner being arrested and charged.

After obtaining a Barring Order and ending the relationship, Alison felt she had created the distance from her ex-partner to begin recovery from her experiences of domestic abuse. Alison identified that she wanted to understand what domestic abuse is, its impact on her and to personally develop in a positive way following her experiences. Alison engaged in one-to-one sessions with her Outreach Worker regarding her experiences of emotional, physical, financial, sexual, and digital abuse and the impact her experiences of abuse had on her, Alison engaged in one to one sessions to consider the dynamics of abuse and the signs and symptoms considered unhealthy and abusive in relationships. Through the Outreach Service, Alison also engaged in group work through our psycho-educational workshops which explored topics like coercive control, healthy and unhealthy relationships, digital abuse and stalking, sexual health and gaslighting. To assist Alison to attend the sessions, Alison's Outreach Worker liaised closely with her Family Support Worker to put a childcare plan in place.

As Alison explored her experiences of domestic abuse, she identified her children were exposed to abuse in the home and that this had an impact on them. With the support of her Outreach Worker a report was submitted to Tusla, Child and Family Agency regarding the children's exposure to domestic abuse in the home and additional supports were put in place for her children in line with existing family supports offered by Alison's Family Support Worker.

Alison attended one to one sessions with her Outreach Worker around the impact of domestic abuse on her children, how to speak with her children about their experiences of domestic abuse and how to support her children through their unique experiences of domestic abuse. Overtime Alison also attended one to one sessions on the impact domestic abuse on her parenting relationship with her children. Alison expressed this enabled her to support her children and respond to their individual needs. Alison identified that her ex-partner continued to exert control over her through the co-parenting relationship causing disruptions in access arrangements and through the non-payment of maintenance resulting in her experiencing financial pressures.

Over time, Alison developed a trusting relationship with her Outreach Worker and disclosed sexual abuse she experienced at the hands of her partner. With the support of her Outreach Worker Alison decided to make a statement to Gardaí regarding these experiences. Alison's Outreach Worker liaised with Gardaí to assist Alison making a statement and referred Alison to the Rape Crisis Centre.

Alison now considers her relationship with her partner over and describes herself free of the cycle of abuse. Alison is engaging in work around boundary building and assertiveness and routinely reviews safety planning with her Outreach Worker. Alison continues to obtain support regarding the abuse she is experiencing post separation and the parenting relationship. Alison's Outreach Worker would observe the inter-agency collaboration in Alison's case to be a positive influencing factor enabling Alison's vital access to safety and recovery supports through Aoibhneas.

**To note: The family's name and identifiable information has been altered to maintain client confidentiality*

A Note from our Chairperson

I am pleased to present the 2020 Annual Report for Aoibhneas. A year that we will not forget as a frontline organisation, or indeed as individuals.

When I was appointed Chairperson in February 2020, I had no idea what the organisation would be facing into over the next 12 months. I was only in my position a few weeks when we began to realise the devastating impact that COVID-19 was having on our communities and that it was something that we would be living with for some time.

In Safe Ireland's Tracking the Shadow Pandemic Study, it reported that 3,450 women and 589 children who had never contacted a domestic violence service before, looked for support and safety from abuse and coercive control during the first six months of COVID-19. That equated to 575 'new' women and 98 'new' children every month. I can say for certain that this increase is something we experienced from very early on and we began to face many challenges that went with that.

One thing that became very clear to me in the initial weeks of the pandemic was the sheer dedication of our management and staff team. From the very beginning and throughout, the team remained focused and committed to ensuring the safety of women and children experiencing domestic abuse. I can honestly say that they went above and beyond; as one crisis bore witness to another and we began to see the knock-on effect of the virus and associated lockdowns. It was only through their hard work that we were able to continue to provide such a high level of service to women at an extremely

vulnerable time. On behalf of the Board, I thank them for their valuable contribution.

As you will read throughout the report, due to government restrictions and social distancing guidelines we were unable to operate the refuge at full capacity and our outreach support was curtailed. This coupled with the already severe undersupply of accommodation in the sector meant increased pressure on our service. On the 24th March 2020 we issued a statement calling for critical supports to be put in place as agencies struggled to cope with the demand.

However, despite these challenges, I am proud to say that we adapted quickly and did our best to provide continuity of care to women and children during the period. The team on the ground implemented health and safety procedures and engaged in scenario planning, to ensure the safety and well-being of staff at all times. Remote and lone working were introduced across the organisation to prevent transmission and we procured additional short-term accommodation for a period of 3 months during the height of restrictions, to enable us to accommodate increased numbers of women and children.

While this was happening on the ground, I must also mention the incredible work undertaken by the Board in 2020. Engagement between the Board and management team was seamless during the period and thanks to the dedication from our Directors, we were able to progress all key decisions in a timely and efficient manner. I would like to take this opportunity to thank each individual Director for their time and commitment during the year.

Despite the impact of the pandemic, we continued to progress against all strategic objectives in the period. I am delighted to say that this includes progress towards the provision of our step-down accommodation and first of its kind children's centre, which we remain engaged on with Dublin City Council.

As a Board, one of the key objectives of our strategic plan is the delivery of improved regulation and governance structures. Having achieved Governance Code compliance in 2018, we conducted an internal audit in 2019 against the 6 principles set out in the Charity Regulator Governance Code. A strong focus and commitment to the targets and objectives set, resulted in Aoibhneas achieving Charity Regulator compliance in December 2020. In addition, we undertook a gap and skill analysis in relation to our Board composition and with our strategic objectives in mind, I am delighted to say we inducted 3 new members by the end of the year. A sincere welcome to Fiona, Nicola and Bláthnaid who have already made significant contributions during their time. To round the year off, we undertook our first ever Board evaluation, which as an exercise was extremely valuable and allowed us to reflect on improvements we can make to work more effectively for the benefit of the organisation.

Although it was a difficult year, we were overwhelmed by the support we received, from a range of contributors including our Core Funder, hundreds of individual donors, corporates, and other organisations. This support we receive from these groups is vital for maintaining our service and supporting women and children. On behalf of the Board I would

like to say a sincere thank you to everyone who contributed in any way. Your contributions truly are life-changing for the women and children we engage with.

Finally, it was during the period that domestic abuse was referred to as an epidemic in the 2020 Programme for Government ('PfG'), and the same document outlined that a plan would be implemented in relation to future refuge space. As a frontline service provider we were encouraged to see this. However, we are coming up to 12 months since publication of the PfG and not much has changed. We are currently looking at accommodation numbers less than what they were a year ago and which fall well short of numbers mandated by the Istanbul Convention. The pandemic only served to highlight both the importance and significant under-resourcing of the sector. There is much still to be done and we hope that the spotlight that was shone on the sector during COVID-19, means that we will see more progress and continued support. As one of the country's largest domestic abuse services we remain ambitious and in doing what we can to continue to provide for women and children.

Melanie Farrell
Chairperson



A Note from our Chief Executive Officer

We bring to you our 2020 Annual Report, and what a remarkable year it has been. We can all recognise 2020 as a year like no other, when March 2020 saw COVID-19 send the country in to its first nationwide lockdown. The initial weeks in March, provided a learning like no other, with Aoibhneas having early experiences of COVID-19 in our staff team and client population.

Our early experiences of COVID-19 coupled with a surge in demand for our services meant that we faced unprecedented pressures which necessitated both the adaptation of service interventions and transformation of our service delivery to reflect a new way of providing safe access to crisis accommodation and recovery supports to women and children experiencing domestic abuse. I am very proud of the work of Aoibhneas, including our remarkable staff team and Board and for all Aoibhneas has been able to withstand and achieve in 2020.

When COVID-19 hit, we immediately adapted our services to balance a hybrid mix of telephone, virtual and face to face supports to women and children experiencing domestic abuse. The key to our success was in reframing how we do things, including the Board and staff's ability to adapt in real-time. The staff team and Board have stepped up immeasurably, demonstrating collective agility and resilience. Our slogan in Aoibhneas is One Family One Team, last year our ability to stand in solidarity

representing and serving the needs of women and children didn't just test this ideology it brought meaning to it. I want to thank each and every member of our incredible team, because of everyone's individual effort, our collective contribution ensured the safety of women and children.

I would also sincerely thank our statutory funders, donors and every individual who gave or fundraised for us to enable us to remain fully operational, innovative, and responsive. Lastly to our colleagues in services all over the country I thank you for your partnership and collaboration through our network Safe Ireland we achieved great things!

We delivered some key achievements, which include maintaining service provision, thereby directly supporting 1,111 women and children, this included the delivery of 36,819 interventions to women and 3,999 interventions to children. Further to that we supported 9,065 callers through our 24-hour Helpline. Our ability to reach and safeguard families experiencing domestic abuse remains our number one priority. Looking back to 2020, I can say it was a year of adaptation, much of which came from a necessity under Public Health and Government guidelines to orientate our services to remain open and available to victims and survivors of domestic abuse.

Through the support of our state funder Tusla, Child and Family Agency and fundraising efforts we were able to make infrastructural changes to our refuge facility, acquire a temporary 14-unit facility and provide Airbnb and rental accommodation to 281 women and children. We continue to come up against a lack of medium-term housing options post refuge, and 2020 saw us progress our plans to develop a step-down accommodation solution for families.

We are working with Dublin City Council on the development of 15 housing units which will increase our ability to respond to the medium-term accommodation needs of our families. In addition, we progressed our plans to refurbish a house adjacent to our refuge centre into a dedicated therapeutic space for children. This will be an important development as we continue to respond to the recovery needs of children, who are very often the invisible casualties of domestic abuse.

In 2020 we provided direct support to 636 children across refuge and community, highlighting the need for increased specialist support for children to address not only their experiences of domestic abuse but their experiences of COVID-19 and the level of entrapment and escalation both experienced and witnessed in homes since the onset of COVID-19.

Lastly, while our year-end financial results show stability, this will be an ongoing challenge in the context of the ever-increasing level of demand for our services. The financial implications of COVID-19 have been immense when we consider the layered work, we undertake with families. Our adapted post COVID-19 services will need to reflect a woman and child's journey from crisis to recovery to healing and their need for sustained engagement and support.

Our aim is to use this extraordinary time that we continue to live through to transform the way Ireland responds to women and children living with domestic abuse. We face ever increasing demands in all areas of service and we remain determined to continue to seek significant change in public and political awareness and attitudes with the issue we work with on a day-to-day basis.

Emma Reidy
Chief Executive Officer



Service Activity in 2020

Despite the onset of the COVID-19 pandemic and the direct impact public health restrictions had on service provision, in 2020 Aobhneas provided frontline and direct support to **1,111** women and children. Frontline support was delivered in the following areas:



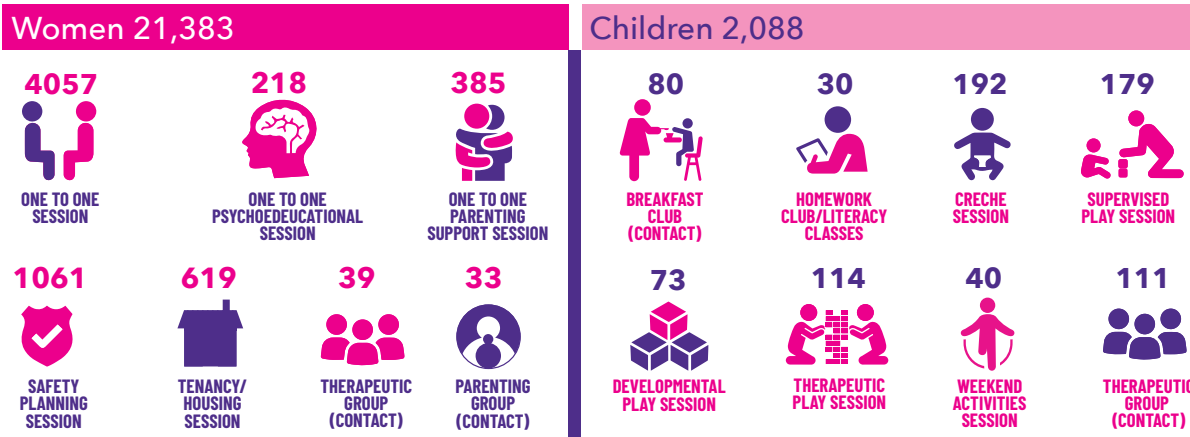
Crisis Accommodation




281

women and children accommodated through refuge, Airbnb, a temporary 14-unit acquisition, and rental accommodation.

Total Interventions





Outreach and Community Support





830

women and children accessed direct, face to face support. Aggregate number of families in receipt of outreach/ community support: **1070**

Total Interventions



External Accompaniment

109

Accompaniment provided to Women and Children (includes accompaniment to court, legal support, Gardaí, SATU, medical services, social work etc.)

955

Referral to External Organisations on behalf of Women and Children Service Users (includes social welfare, counselling, mental health services, gardai, legal, education, immigration services, childcare services, school, CAMHS, family support, social work etc.)

9,065



Callers

to our Helpline

Service Delivery during COVID-19

The onset of COVID-19 resulted in a substantive change to the composition of our service, including a limit to the number of accommodation units accessible through our refuge facility and an impact on the range of interventions available to women and children. The pandemic presented many challenges but as an essential service provider we worked hard to adapt quickly to ensure our staff and service users were protected and we could remain open and responsive. We immediately undertook health and safety and risk management assessments to inform our approach going forward and implemented all relevant guidelines set out by the Health Service Executive ("HSE") and the Health and Safety Authority ("HSA").

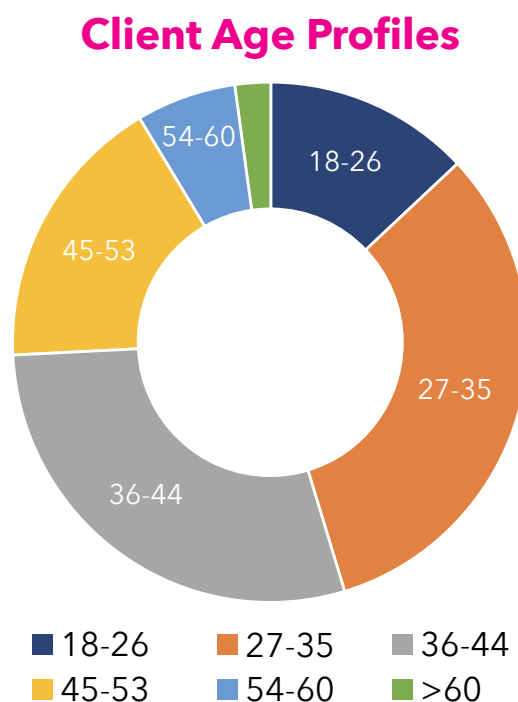
As restrictions meant that our refuge accommodation was limited, we offset an anticipated surge in demand by acquiring additional accommodation and redeploying frontline personnel all the while taking into consideration public health guidelines. During the period, we successfully maintained refuge and community services, providing direct support to **1,111** women and children including the delivery of **36,809** interventions to women and **3,999** interventions to children. Additionally, we responded to **9,065** helpline calls, a **10% increase** in calls on the same period in 2019, reflecting the impact that COVID-19, including lockdowns were having on the community.

Given the exceptional circumstances as a frontline service we were operating under, our outputs reflect the considerable support provided to women and children victims of abuse during the lockdown. In 2020, Aobhneas provided domestic abuse support to women and children from **44 different nationalities**. The diversity we see in our client's backgrounds demonstrate the global nature of domestic abuse and its prevalence in our diverse society of

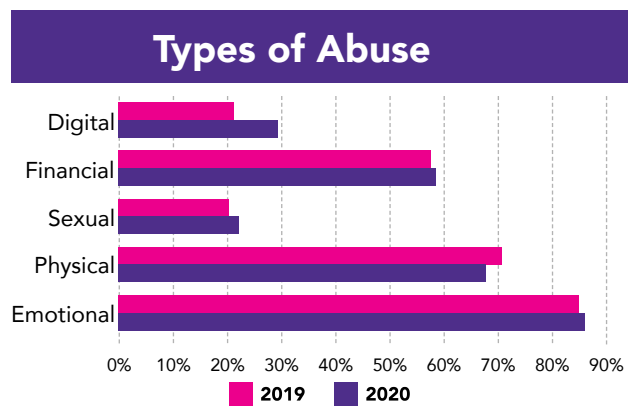
today. The diversity of our client base has grown over the past number of years (an increase of 7% based on 2019 data) which has meant that as an organisation we have had to adapt our service to ensure we can cater for the needs of women and children from all backgrounds. We endeavour to promote cultural awareness across the organisation to ensure we continue to respond to women and children's cultural needs.

While we supported clients from **44** different nationalities, **64% of our client base** identified as Irish (**10%** increase based on 2019 data), highlighting the prevalence of domestic abuse in Irish society today.

When it comes to age, domestic abuse does not discriminate and 2020 saw a diverse range of age categories among clients, with our youngest adult refuge resident aged **18 years** to our oldest outreach client aged **76 years**. **32% of women** that presented to us were between the ages of **27-35**, with **29% in the 36-44** age category. **3% of clients** that presented to us were over **60 years of age**.

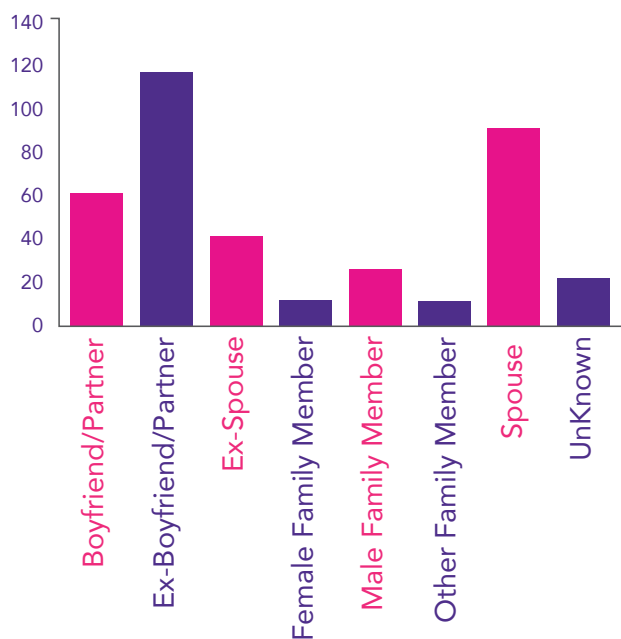


At a client's initial access to our service, they report their experience of abuse, we note experiences as wide ranging, overlapping and escalating depending on the stage into the violence we first engage the client. Emotional abuse was the most common form of abuse experienced by clients (**85%**), while physical abuse followed second with **67% of clients** experiencing abuse of that nature. **21% of clients** presented to refuge with physical injuries. Injuries ranged from concussion/head trauma to broken bones, choking, bruising and cuts, among others. Clients noted the following weapons used in a physical assault: brush, hammer, pole, chair. Many clients disclosed more than one type of abuse with financial abuse being another common experience (**58%**).



Clients outlined that often when they attempted to end the relationship that they experienced heightened digital abuse which ranged from being sent negative, insulting, or even threatening emails, Facebook messages, tweets, or DMs. Clients recalled having movements and activities monitored and scrutinised using sites like Facebook, Twitter, and Instagram. Clients also experienced unwanted demands made and threats of unwanted or explicit pictures shared through social media.

Relationship to Abuser



Digital abuse is a more recent type of abuse experienced by clients (**29%**) and continues to be used by perpetrators as another form of coercive control. This is an **8%** increase on 2019 figures.

The information we ask clients forms part of their initial contact with our service, it's for this reason we note that only when clients build a rapport, understanding and comfort that they may open up to the true extent of their situation, for us this is indicative of the how layered and complex situations of coercive control and domestic abuse are and how sharing intimate experiences is incredibly hard to do.

At initial engagement **21% of 475** clients in receipt of direct support through Aoi bhneas had some form of order in place, this included protection, safety, barring, maintenance and access orders. **22% of women** informed us that prior to accessing our service they had sought Gardaí assistance regarding their experience of domestic abuse. Further to that, **20% of women** informed us of past or ongoing involvement with Child Protection Social Workers, **23% of clients** disclosed child protection or child welfare concerns for their children

at initial engagement. This indicates that multidisciplinary services often share insight with the client into the family's shared and individual experience of domestic abuse before we commence engagement with that family. It indicates a long and complex process women and their children face concerning 'the leaving' and how leaving or ending an abusive relationship does not mean the end of the violence.

In 2020 we provided support to **636 children** across refuge and community. Of that number, **36% were under 4 years of age and 34%** of the children were between the ages of **5-9 years**.

This is a **14% decrease** on the number of children we provided support to in 2019. This highlights a concern we have raised regarding the visibility of children and young people to services. The COVID-19 pandemic and associated restrictions have limited our ability to engage with families, yet the need for continued specialist support for children in a household where domestic abuse is taking place is greatest. The support we provide to children is a vital aspect of our work and we know that children who live with and are aware of violence in the home face many challenges and risks that can last throughout their lives.

As we move to some lifting of public health and government restrictions, we recognise the continued importance of promoting our community and inhouse reach to children and young people at earliest opportunity with a diverse range of trauma and therapeutic response-based interventions.

Our child refuge population diverges quite considerably week to week, so we promote interventions that facilitate and adapt to the needs of families in receipt of refuge. We had noted during lockdowns and heightened restrictions

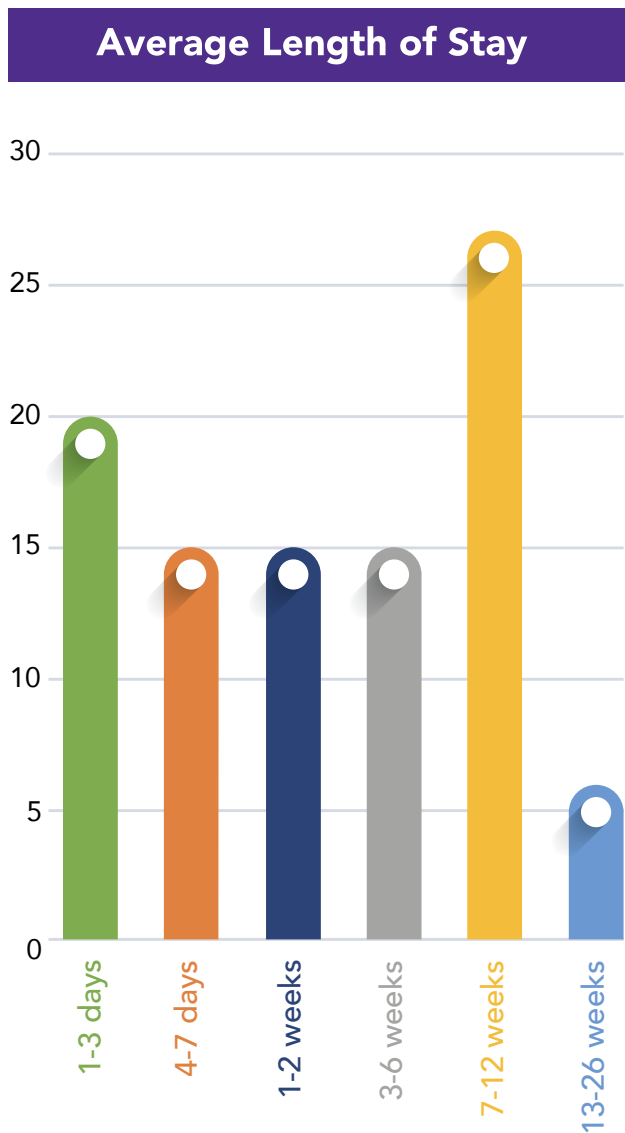
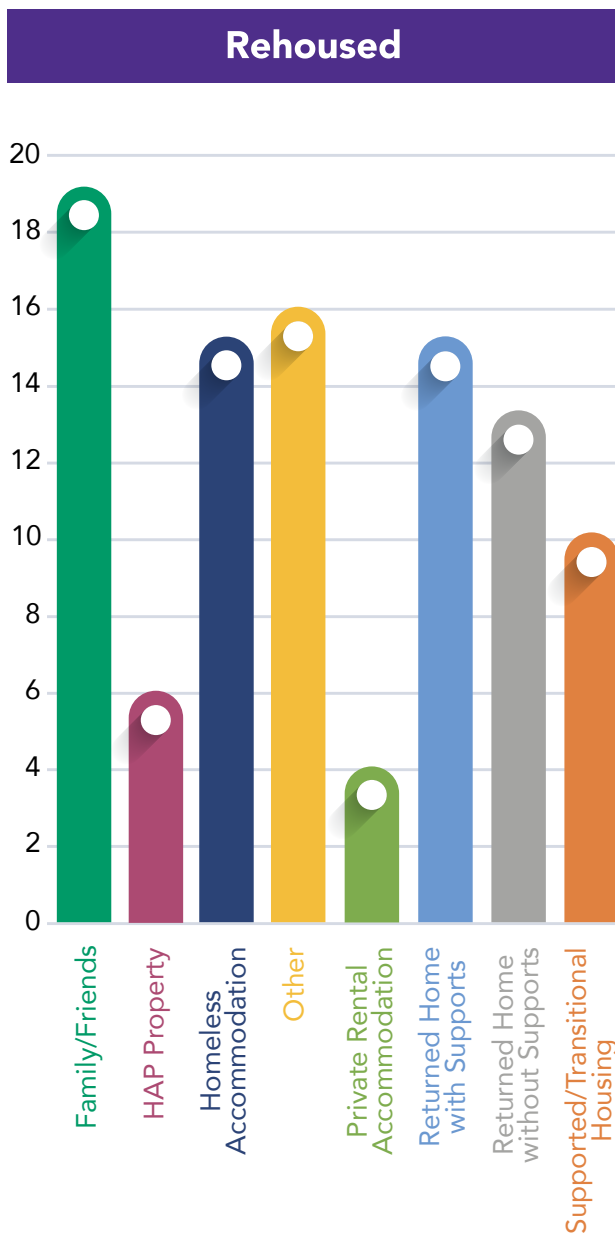
reduced numbers of children accessing our refuge service, reflected back to us was clients concerns regarding exposure to COVID-19 and risk of transmitting COVID-19 in an accommodation setting. Following every easing of restrictions, we immediately responded to an increase of families with 2 or more children accessing our service, we anticipate this trend will continue as Public Health introduces new advice/ guidance regarding how we can control the spread and transmission of COVID-19.

In 2020 we introduced a delivery of refuge and community-based supports and interventions that took on a hybrid virtual and face to face form. We supported individual children and families to engage in therapeutic art interventions and play therapy through zoom and we facilitated a range of family-based interventions. We supported children and young people with schoolwork education-based groups in the absence of the physical environment of school and provided both homework and breakfast clubs to our child residents. Parent/child mindfulness relaxation classes were a feature of our 2020 programme as we explored and supported the theme of togetherness within the context of the COVID-19 pandemic. We continued to explore the impact of domestic abuse and the emotions and feelings that are inherent in a child's experience of this, such as anger, anxiety, sadness/loss, and overall emotional wellbeing etc as we saw a worrying increase of referrals to mental health services regarding suicidal ideation. To supportively combat the aforementioned, we worked with children to express themselves through creative play, therapeutic stories, resilience building, free play and sensory play as individuals and within their family groups.

10% of children that presented alongside mum were **18 and over**, which is indicative of how child adult dependents themselves have few options concerning access to social welfare assistance, housing assistance and free third level education.

Whatever steps a woman decides to take in relation to housing, we aim to work alongside and advocate on her behalf to support her and her children. These choices will invariably impact on length of stay. The most common length of refuge stay is between **7 and 12 weeks**.

Following an intake to refuge a period of assessment commences, during this period we complete a needs survey with every client both with regard to her and her children's identified needs. This guides our care plan and interventions by ultimately providing client and team a clear set of expectations and objectives. An increased length of stay for us generally facilitates a more substantial focus in areas of psychoeducational support, housing or tenancy supports and legal protection. Further to that, in 2020 through other accommodation acquired we were able to transition families from a crisis high support setting to a transitional support setting. Crucially this held families safely both from their experiences of domestic abuse and COVID-19.



Organisation Mission, Vision and Purpose



MISSION

We at Aoibhneas aim to empower women and children to live in freedom and safety from domestic abuse through a healing process that nurtures and enables positive growth and societal change.



VISION

To centre stage women and children who are or have been affected by domestic abuse in the provision of a complete continuum of care arrangement within a service of excellence.

A complete continuum of care arrangement provides for the access of women and children to supports at earliest intervention through provision of prevention and awareness raising programmes, community-based support, refuge accommodation, transitional accommodation and post refuge/transitional support.



PURPOSE

- To provide short term crisis accommodation to women and children who are forced to leave their homes due to domestic abuse.
- To promote the welfare and safety of women and children that access crisis accommodation through our refuge service. To promote the welfare of the family by identifying and responding to the needs of women and children.
- To provide women and children who access Refuge, Outreach, Drop in and Court Preparation and Accompaniment and Helpline with practical and emotional support.
- To provide a violence free environment for women and children using our services.
- To link, engage with and signpost to agencies who provide specialist services and to facilitate women and children's access to these services.
- To provide a continuum of care across all our services to women and children.



BELIEFS AND VALUES

Domestic Abuse in all its forms is a violation of basic human rights. All women and children have a right to live free from abuse and furthermore a child's right to safety is paramount. Being 'safe' is more than being physically safe, it includes all aspects of wellbeing. Domestic Abuse has a negative impact on a person's wellbeing and in turn, a community's wellbeing.

Women and children have a fundamental right to safety in their home and the existence or threat of abuse deprives them of this right. Domestic Abuse doesn't exist in a vacuum. How we respond as services, family members and friends is crucial. This response is informed by culture, media and societal perceptions of Domestic Abuse and Gender Inequality. We work to influence others and to create change.



VALUES

- 'One Family One Team'
- Dignity
- Respect
- Compassion
- Empathy
- Inclusion
- Trust
- Unity and Partnership
- Co-operational Service Excellence
- Efficiency
- Innovation
- Value for Money
- Embrace and Drive Change



When I arrived at Aoibhneas I felt safe, the staff were amazing, welcoming and warm. They support you in so many ways. They are a fantastic team. I really am so grateful to them all.

The kids were so upset but they settled very quickly, thanks to the staff at Aoibhneas. I'm going to have a few tears going. I am going to miss everyone. In my opinion you don't get the appreciation you truly deserve for all the hard work you do.

Our Services

Refuge Accommodation

Safe emergency/crisis short term accommodation for women and children experiencing domestic abuse through provision of 10 self-contained units for 10 families. The refuge offers facilities such as a communal kitchen, dining area, sitting room, laundry facilities, courtyard and outdoor children's play area.

Women and children can access refuge accommodation on a 24-hour, 365 days per year basis.

In 2020, our refuge setting presented some challenges due to its communal and congregated make up and as COVID-19 brought society to a standstill, Aoibhneas had to find ways to remain open and responsive to families in crisis due to their experiences of domestic abuse. Aoibhneas had early experiences of COVID-19 both in the staff and client population, but we were fortunate to have contingency plans in place that we actioned without delay.

In 2020, we supported 281 women and children through access to refuge, Airbnb, a temporary 14-unit acquisition and rental accommodation. Within these settings, we provided a number of interventions to women and children. In 2020, we supported women through 21,383 interventions and children through 2,088 interventions (representing a 37% increase of interventions provided in 2019).

24 Hour Helpline

We provide access to a 24-hour confidential helpline service for women and for agencies, family or friends ringing on behalf of women, looking for information about aspects of their current situation.

The helpline provides:

- Practical and emotional support to women who have or are experiencing physical, emotional, sexual and/or financial abuse.
- Advice and assistance on legal, housing, social welfare, rights and entitlements, budgeting.
- Information, advocacy and referral to appropriate services.
- Referral to refuge.

In 2020, we provided support through our helpline to 9,065 callers (10% increase based on 2019 data). The ongoing demand we see for helpline support signifies an important access route for callers experiencing domestic abuse seeking information, support and accommodation. In recognition of the diverse population, we serve and taking into consideration the financial constraints many victims of domestic abuse experience, we committed in 2021 to facilitating increased reach and accessibility to our helpline with the transition to a Freephone Helpline.



Self-contained family accommodation, refuge centre



Internal courtyard, refuge centre



Repurposed Self Contained Living Room - Baggot Street



Repurposed Self Contained Bedroom - Baggot Street

Outreach & Community Support

In addition to our refuge and helpline, we provide a community-based service that enables women experiencing domestic abuse to access the necessary supports in a range of locations. The outreach service also offers a continued service to women post-refuge who return home or relocate elsewhere. Aoibhneas outreach service spans across all of North Dublin; from inner city to north county Dublin.

This service offers:

- Practical and emotional support to women who have or are experiencing physical, emotional, sexual and/or financial abuse.
- Advice and assistance on legal, housing, social welfare, rights and entitlements, budgeting.
- Information, advocacy and referrals to appropriate services.
- Freedom programme.
- Aftercare programme.
- Alternative therapies.
- Play and Art therapy.
- Court accompaniment and preparation service.

Through the COVID-19 pandemic including Level 5 restrictions, our Community and Outreach team-maintained service provision by facilitating sibling/family work through 1:1 online/ virtual engagements and restrictions permitting through in-house sessions. Interventions took place online and proved to be an exceptionally beneficial support to children/families at a time when other statutory, non-statutory and NGO service providers were unable to promote visibility or reach.

In 2020, we provided direct support to 830 women and children through our outreach and community service. We place a huge emphasis on our ability to work within a continuum of care model

so family's engagement with our service is sustained to facilitate a journey from crisis to recovery with access to adequate and tailored interventions and supports. With that said, 1070 families received outreach and community support on an aggregated basis in 2020.

In 2020, we supported women through 15,426 interventions and children through 1,911 interventions.

As part of our community support, we provide a drop-in service which offers a safe confidential space for women to talk and work through their difficulties with trained staff who will provide:

- Practical and emotional support to women who have or are experiencing physical, emotional, sexual and/or financial abuse.
- Advice and assistance on legal, housing, social welfare, rights and entitlements, budgeting.
- Information, advocacy and referral to appropriate services.
- Court accompaniment and preparation service.
- Referral to refuge.
- Post refuge support.

In 2020, due to our inability to carry out face to face work from our refuge setting, our drop-in service only operated in January and February during that time 10 families accessed direct support.



Protecting our staff and service users during COVID-19, while remaining available

Court Preparation and Accompaniment

The legal system and court process can be a daunting prospect for anyone. Knowing your rights and entitlements, as well as understanding how the system works and what you can expect when you go before the courts goes a long way supporting women obtaining relevant legal orders to increase their safety. We provide a Court Preparation and Accompaniment Service for women, which offers support in the following areas:

- Advice on legal orders, court process and court application process.
- Court accompaniment - (application/court hearing) in District, Circuit and High Court.
- Court preparation-assistance formulating, preparing, and delivering case.
- Assistance in legal aid application and gathering necessary and applicable documents.
- Information and referral to outreach, refuge and drop-in service.
- Linkage/Advocacy with Gardaí, solicitors, barristers, social workers and legal personnel.
- Post court support/debrief.

In 2020, our Court Preparation and Accompaniment service had to adapt to ensure clients were able to access advice, information, and support even though 1:1 accompaniment was grounded for 6 months from Mid-March to Mid-September.

Despite that, our court service experienced considerable demand, providing 5,352 interventions to women and 50 court accompaniments. We also provided 72 accompaniments to solicitor, legal aid and Gardaí.

Training & Networking

Aoibhneas recognises that in order to reduce the number of people affected by domestic abuse, we must work towards community and societal change.

Aoibhneas provides specialist training to statutory groups, non-statutory groups, family resource centres, women's groups and specialist domestic violence services responding to domestic violence. We have designed a positive relationships programme, which is delivered to Secondary Schools and Youthreach. All training provided by Aoibhneas is tailored to meet the identified needs of those requesting the training. Our prevention work involves awareness raising, building relationships, promoting understanding of domestic abuse, the need for zero tolerance and working together.

In 2020, many of the providers whom we would have provided training to halted or adapted their service provision to reflect public health advice, as such we were not in a position to provide as many targeted training sessions. In 2021, with loosening of restrictions and the return of services we have recommenced targeted training sessions through online means.

Awareness raising is a vital aspect of our work and we have developed local referral pathways and networks with key stakeholders such as Gardaí, GPs, pharmacies, public health centres, local community groups, with emphasis on seldom heard and hard to reach communities.

In 2020 we intensified our awareness raising efforts by providing information on domestic violence and abuse to victims and survivors, their families and friends and their wider communities. We engaged with media to promote our specialist support services and their continued availability even through lockdowns, this included featuring across local and national broadcast, print and online media.

2020

Strategic Highlights

Ambition

In 2019, we launched our Strategic Plan 2019 - 2021, outlining our ambition to provide women and children engaged with Aoibhneas access to a tailored and complete range of services.

While a key component to Aoibhneas' work is the delivery of specialist adult/child therapeutic, support and holistic interventions, another is transforming the response to domestic abuse. This means challenging the way women and child victims of domestic abuse are acknowledged, regarded, responded to, and supported. Our Strategic Plan outlines how Aoibhneas is actively working to both respond to domestic abuse and challenge its very existence by taking on preventionist activities alongside its crisis intervention activities.

The strategic priorities outlined in our 3 year Strategic Plan are:

1. Maintain and improve a quality service for women and children who experience domestic abuse.
2. Maintain a service of excellence by promoting team collaboration and a high- performance culture.
3. Expand and broaden our service provision.
4. Improve regulation and governance structures, processes, and infrastructure.
5. Develop a volunteer programme.
6. Develop a brand and profile.
7. Develop sustainable and alternative funding structures.
8. Develop a best practice data and technology management process.

Achievements

No one could have anticipated the extent in which life as we knew it would stop with the onset of a global pandemic and our nations fight to control the spread and transmission of COVID-19. From early March to year-end, Aoibhneas would adapt, shift, and expand its service delivery to provide women and child victims of domestic abuse access to therapeutic and support based interventions including access to safe accommodation, all the time taking into consideration restrictions linked to each lockdown and adhering as a service provider and employer to public health and government advice. While a challenging ask, Aoibhneas remained focused and determined to prioritise service users and their crisis and therapeutic care needs.

With the allocation of essential healthcare status Aoibhneas remained visible to women and children throughout 2020, providing women and child victims of domestic abuse access to both a tailored and a complete range of services. When Aoibhneas considers its achievements in 2020, its ability to remain visible and available to women and children stands to the forefront given that remaining open, responsive, and dynamic were hard fought victories. Ultimately Aoibhneas' ability to keep service users and its staff team safe from COVID-19 while at the same time keeping women and children safe from their direct experiences of domestic abuse is Aoibhneas' greatest achievement of 2020.

Organisational Highlights in 2020

While the provision of our service during a global pandemic was our ultimate achievement in 2020, there were many other organisational highlights throughout the period. It was important for the management team and Board that the organisation continued to progress against its strategic objectives, ensuring that the 3-year Strategic Plan would be delivered within the timeline. In particular, much needed work continued to ensure that our priority to expand the service provision is progressing, an outcome that will be of benefit to the sector and wider community.

Organisational response to COVID-19 including the acquisition of temporary accommodation.

Aoibhneas adapted quickly and dynamically to COVID-19 and when the refuge centre due to its communal and congregated makeup had a maximum occupancy at 40%, Aoibhneas worked tirelessly to make infrastructural and operational changes to see occupancy return to 100% by January 2021. During the year Aoibhneas sourced and managed alternative forms of accommodation to ensure the organisation was able to accommodate families in crisis, as a result Aoibhneas not only maintained occupancy but expanded its accommodation brief by acquiring a temporary 14-unit property and availing of hotels, Airbnb, and private rental accommodation.

Charity Regulator Governance Compliance

Having achieved Governance Code compliance in 2018, Aoibhneas completed an internal audit in 2019 against the 6 principles set out in the Charity Regulator Governance Code. A strong focus and commitment to the targets and objectives set, resulted in Aoibhneas achieving Charity Regulator compliance in December 2020.

Growth of the Board of Management

The Board of Aoibhneas completed a gap and skill analysis concerning Board composition in line with its strategic objectives. In 2020, Aoibhneas successfully recruited, elected, and inducted 3 Directors to the Board. Aoibhneas considers the Board to have a skill mix conducive to maintaining strong compliance and governance while also ensuring the delivery of organisational vision and strategy. Coinciding with the recruitment and election of Directors, Aoibhneas developed and launched a Board Induction Handbook and Checklist in 2020. At the end of 2020, the Board also undertook a Board evaluation to assess and reflect on the Board's performance during the year and to inform and enhance activity going forward.

Development of Step-Down Accommodation

Through ongoing engagement with Dublin City Council, Aoibhneas was informed in 2020 that we were successful in a bid to obtain Dublin City Council funding to develop 15 units for the purpose of step-down accommodation on a site adjacent to the refuge centre. The allocation of 15 units signals an important development for Aoibhneas in the delivery of a more complete and sustained level of care to victims of domestic abuse and is in line with a key strategic objective to expand and broaden our service provision. In 2020 Aoibhneas commenced engagement with Dublin City Council's Design team to advance an accommodation design brief.

Increased Advocacy and Awareness Campaigns

COVID-19 and its impact led to an increase in awareness of domestic abuse and its prevalence in our communities. While Aoibhneas experienced a surge in victims reaching out we also experienced periods of unusual quiet. It was important during this period that Aoibhneas was able to bring awareness to its work, and its ability to remain open and responsive. We engaged with local and national media to promote key messaging around visibility and reachability. This proved important as Aoibhneas was introduced as a specialist voice in frontline service delivery enabling the public to learn more about the range of domestic abuse supports that exist including how to access them, while also bringing public attention to the issues and real-life experience of women and children who experience domestic abuse.

Capacity Expansion

By repurposing spaces at its refuge centre to increase operational capacity and remain COVID-19 compliant Aoibhneas lost space to carry out therapeutic support work. We signed off on and awaited the delivery of a 4 roomed custom-built POD in January 2021. The purchase of the POD would ultimately facilitate extra space within our refuge facility to engage clients and professionals while also providing staff access to a recreational/rest space. The purchase of the POD was enabled through the generosity of donations received by the public, Tusla- Child and Family Agency and Safe Ireland.

Pharmacy Safe Space Initiative

From April 2020, Aoibhneas witnessed some worrying trends which included women and child victims of domestic abuse attempting in lockdown to make contact but finding it unsafe and/ or too difficult. In direct response to this, Aoibhneas wanted to find a way for

women and children to make safe contact with a service that was open and within safe reach. Aoibhneas initiated a campaign that involved writing and calling to over 150 pharmacies, GPs, Health Centres over Dublin, providing information and tools to screen and respond to women and child victims of domestic abuse. Providers were also issued a code word that if a presenting woman and child used, they would follow a series of proactive steps and measures.

The initiative was positively received with Boot's pharmacy willing to launch the initiative across their 87 branches. Aoibhneas brought the initiative to Safe Ireland and Safe Ireland member organisations which saw the introduction of and access to a 'Safe Space' in the pharmacy consultation room. In this confidential space victims of abuse were able to contact one of the 38 frontline specialist domestic abuse services across the country and access free, confidential support and information.



The Aoibhneas team preparing to open temporary accommodation

Organisation Structure, Governance & Management

Aoibhneas is constituted as a company limited by guarantee as set out under parts 1 - 15 of the Companies Act 2014. Its purpose and objectives are set out in its Memorandum of Association and how it conducts its business is set out in its Articles of Association. Both of these documents (now the Constitution) are publicly available from the Companies Registration Office website (www.cro.ie).

Governance and Charity Compliance

Audited Accounts

Annual financial accounts externally audited and publicly available. We file annual tax returns with the Revenue Commissioners.

Risk Management Frameworks

Risk management frameworks are embedded in the organisation through policies, procedures and supporting tools around management, governance, and performance.

Charity Regulator

We comply with the Charities Act and are registered with the Charities Regulatory Authority (CRA), Ireland's national statutory regulatory agency for charitable organisations.

Governance Code

We are signed up to and comply with the Governance Code, with policies and procedures in place to ensure effective Governance.

Housing Agency

We are annually reviewed and registered with the Housing Agency, the Government Agency set up to regulate

Approved Housing Bodies (AHBs). We supply annual financials which comply with the new Financial Standard and Assessment Framework to provide for robust financial regulation and oversight of the sector.

Company Registration Office

We submit our annual financial returns to the Companies Registration Office (CRO), with all directors registered and up to date.

Statement of Recommended Practice (SORP)

We comply with the Statement of Recommended Practice (SORP) (FRS102), Accounting and Reporting by Charities, where we follow respected practice in relation to accounting and reporting.

Representation and Membership In 2020

We continued our representation roles at:

- Children and Young People's Services Committee
- Child Family Support Networks
- Prevention, Partnership and Family Support
- Tusla Accommodation Review Advisory 2020 - 2021
- Tusla Service-User Consultation Advisory

Our membership roles include:

- Irish Observatory on Violence against Women and Girls - National Women's Council
- SAFE Ireland
- The Wheel
- IBEC
- Irish Council for Social Housing

Our Organisational Structure

The Management and staff team provide a multidisciplinary range of practical, emotional and therapeutic supports for women and children. Our frontline team includes Keyworkers, Social Care Workers, Outreach Workers, Court Accompaniment Workers, Weekend and Night Support Workers and an Activity Worker.

One Family One Team



Board of Directors

Management

Management Team

CEO
Head of Services
Social Care Leaders
Community and Volunteer Coordinator

Multi-Disciplinary Team

Social Care Workers
Keyworkers
Outreach Workers
Court Accompaniment Worker
Weekend and Activity Support Workers
Night Support Workers
Administrators
Housekeeper



Board of Management

Members of the Board of Management offer their services on a voluntary basis. They direct the organisation's affairs while meeting the appropriate interests of its stakeholders and upholding best practice governance standards.

The Board discharge the day-to-day organisation and running the company to CEO Emma Reidy, her management team, frontline support staff and administrative staff.

Board members do not receive remuneration in respect to their services to the charity. There have been no contracts or arrangements entered into during the financial year in which a Board member was materially interested or which were significant in relation to the charity's activities.

All Board members are independent.

2020 Board Meeting Attendance

Board Member	Board Meeting	Finance	HR	Strategy	Risk Management and Health & Safety	AGM	EGM
Richard Plenty	11/11			3/3		Y	Y
Donal Costello	6/11			1/1	1/2		Y
Melanie Farrell	11/11	4/4		3/3		Y	Y
Aoibheann Treacy	11/11	4/4				Y	Y
Ciara Savage	11/11			1/1	2/2	Y	Y
Fiona Scott	9/11		1/1	1/1		Y	Y
Fiona Little	2/2						Y
Bláthnaid Evans	2/2						Y
Nickie Fowler	1/2						Y

**"AOIBHNEAS LIMITED" COMPANY LIMITED BY GUARANTEE
(A COMPANY LIMITED BY GUARANTEE AND NOT HAVING SHARE CAPITAL)**

**STATEMENT OF FINANCIAL ACTIVITY (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
(CONTINUED) FINANCIAL YEAR ENDED 31 DECEMBER 2020**

	Restricted Funds 2020 €	Unrestricted Funds 2020 €	Total Funds 2020 €	Total Funds 2019 €
Income				
Incoming Resources from Generated Funds	-	125,887	125,887	34,360
Incoming Resources from Charitable Activities	1,399,207	10,249	1,409,456	1,210,570
Other Incoming Resources	-	-	-	-
Total Incoming Resources	<u>1,399,207</u>	<u>136,136</u>	<u>1,535,343</u>	<u>1,2144,930</u>
Expenditure				
Cost of Generating Funds	-	-	-	-
Charitable Activities	1,322,149	88,823	1,410,972	1,178,241
Governance Costs	26,611	-	26,611	23,519
	<u>1,348,760</u>	<u>88,823</u>	<u>1,437,583</u>	<u>1,201,760</u>
Net (Outgoing)/Incoming Resources Before Transfers	50,447	47,313	97,760	(43,170)
Transfers	-	-	-	-
Transfers Between Funds	-	-	-	-
(Deficit)/Surplus for the year	<u>50,447</u>	<u>47,313</u>	<u>97,760</u>	<u>(43,170)</u>

The Statement of Financial Activities has been prepared on the basis that all operations are continuing operations.

There are no recognised gains and losses other than those passing through the Statement of Financial Activities.

**"AOIBHNEAS LIMITED" COMPANY LIMITED BY GUARANTEE
(A COMPANY LIMITED BY GUARANTEE AND NOT HAVING SHARE CAPITAL)**

**BALANCE SHEET (CONTINUED)
AS AT 31 DECEMBER 2020**

	2020		2019	
	€	€	€	€
Fixed assets				
Tangible assets	322,150		338,178	
		322,150		338,178
Current assets				
Debtors	14,805		14,144	
Cash at bank and in hand	942,457		17,620	
	957,262		731,764	
Creditors: amounts falling due within one year	(192,604)		(80,930)	
Net current assets		764,622		650,834
Total assets less current liabilities		1,086,772		989,012
Net assets		1,086,772		989,012
Reserves				
Restricted Reserves		115,144		17,106
Designated Reserves		350,000		250,000
Unrestricted Reserves		621,628		721,906
Members funds		1,086,772		989,012

These financial statements were approved by the board of directors on 6 April 2021 and signed on behalf of the board by:

Melanie Farrell
Director

Aoibheann Treacy
Director

**"AOIBHNEAS LIMITED" COMPANY LIMITED BY GUARANTEE
(A COMPANY LIMITED BY GUARANTEE AND NOT HAVING SHARE CAPITAL)**

**STATEMENT OF CASH FLOWS (CONTINUED)
FINANCIAL YEAR ENDED 31 DECEMBER 2020**

	2020	2019
	€	€
Cash flows from operating activities		
Surplus/(Deficit) for the financial year	97,760	43,170
<i>Adjustments for:</i>		
Depreciation of tangible assets	93,349	82,843
Government grant income	(38,040)	(15,549)
Accrued expenses/(income)	111,025	27,146
 <i>Changes in:</i>		
Trade and other debtors	(661)	(2,884)
Trade and other creditors	685	(12,539)
Cash generated from operations	261,712	122,187
Net cash from/(used in) operating activities	261,712	122,187
 Cash flows from investing activities		
Purchase of tangible assets	(74,915)	(9,171)
Proceeds from sale of tangible assets	-	12,327
Net cash from/(used in) operating activities	(74,915)	3,156
 Cash flows from financing activities		
Government grant income	38,040	15,549
Net cash from financing activities	38,040	15,549
 Net increase/(decrease) in cash and cash equivalents	224,837	140,892
Cash and cash equivalents at beginning of financial year	717,620	576,728
Cash and cash equivalents at end of financial year	942,457	717,620

Note

Out of the companies cash reserves it maintains a sinking fund reserve of €260,000 and designated funding reserve of €350,000 for the development of a dedicated centre to support children affected by domestic abuse.

Extract from Independent Auditor's Report to the Members of Aoibhneas CLG Year ended 31 December 2020

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Aoibhneas Company Limited By Guarantee (the 'company') for the financial year ended 31 December 2020 which comprise the Statement of Financial Activity (Including Income and Expenditure Account), balance sheet, statement of changes in equity, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies set out in note 3. The financial reporting framework that has been applied in their preparation is Irish law and FRS 102. The Financial Reporting Standard applicable in the UK and Republic of Ireland.

In our opinion, the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2020 and of its profit for the financial year then ended;
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and the provisions available for small entities, in the circumstances set out in note 16 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Acknowledgments

Our work is made possible by the funding support of Tusla – the Child and Family Agency and specifically the agency’s Domestic Sexual and Gender-based Violence unit.

Our relationship with Tusla goes beyond a funding relationship as we work on an inter and multi-agency basis with Tusla staff to provide services and better outcomes for victims of domestic abuse.

We thank the Department of Justice/ Victims of Crime contribution in 2020 to our services as they relate to accompanying victims to court and supports around legal processes.

Thank you to the local authorities we work intensively with to support better housing and accommodation outcomes for clients engaged with our service- Fingal County Council, Dublin City Council and South Dublin County Council.

Thank you to Dublin City Council who continue to support our expansion efforts, to bring step down accommodation on stream.

A huge thank you to the other individual, organisations and agencies, both statutory and NGO, whom we work with every day in Dublin to ensure women and children experiencing domestic abuse get the help and support that they need on their journey to recovery.

A big thank you to our staff team for the outstanding work that they do. They continually go above and beyond and we are truly grateful for all their hard work and commitment. **THANK YOU!**

Special thank you to all our donors who, through their generosity, allow us to provide practical assistance to women and children. In 2020 we received an incredible response from members of the public, as a result we were able to bring emotional, practical and financial supports to vulnerable families living with us and in the community. We wish to reference Amazon and Collen Construction who transformed our refuge garden, we relied on this space during lockdowns to provide families living in our refuge centre fun, recreation, and fresh air! It brought so much joy and purpose to so many children, especially at a time when things were confusing and hard to make sense of.

Special thanks to Michael James who offered his talents and expertise to us on a pro bono basis. A special mention to family and friends of Aoibhneas staff who have assisted with repair, maintenance, and gardening, giving their time so generously to create and maintain a welcoming environment for women and children.

Lastly it was with profound sadness we had to say goodbye to our colleague Norman Williamson who died suddenly in November 2020, Norman was a valued member of our team who went to exceptional lengths to consider the care needs of children and young people living in our refuge centre, he went about his work with not only a sense of purpose but with a sense of fun and creativity.



Our Christmas Appeal enabled us to support 290 women and children with access to food hampers, gifts and vouchers at Christmas



With the assistance from community, community organisations, businesses and public bodies and agencies we were able to respond quickly to families in crisis in time for Christmas.



We launched our Nail It Campaign for the 16 Days of Activism Opposing Violence



Collen Construction and Amazon embarking on a complete refurbishment of our garden, refuge centre



Our resident refuge Elves Eve and Ness posing for a photo with voucher donations we received through our Christmas Appeal



Aoibhneas
Domestic Abuse Support
for Women and Children
Safety. Recovery. Freedom.

Helpline

1800 767 767

Admin

(01) 867 0805

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General Enquiries

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Registered Charity No. 8955



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